



Frequently Asked Questions

How do I know if Global Supply's products are appropriate for my project?

Our products are designed for customers with small plots of land (1,000 square meters or less) who have limited energy access. As field size and energy access increases, higher pressure products become more economical. Depending on field layout, the energy source, and market availability, it is generally recommended that customers who want to irrigate plots over 5,000 square meters look at these higher pressure products.

For these higher pressure needs, Global Supply recommends working directly with Toro Irrigation (<http://www.toro.com/en-us/irrigation/pages/default.aspx>) or Harvel Azud (<http://www.azud.com/en/irrigation/Delegations/asia.aspx>).

For our current products, you can find basic specification sheets highlighting the ideal applications and limitations in our product catalog.

There are so many other products that are designed to help smallholder farmers increase their productivity. How did Global Supply select which products to include in its product line?

All of the products in Global Supply's product line have been vetted through iDE's product development cycle. This includes field testing of products in iDE's country programs to identify the most appropriate products for our customers. While there are many worthwhile products available, Global Supply has a limited capacity to support all of these in our product line. Global Supply works closely with iDE's Product Development Team to continue to expand our product line to include products most useful for iDE's target customers.

What is the minimum order requirement?

Due to manufacturing requirements, Global Supply has a minimum order requirement of \$1,000 (excluding shipping costs).

What are the payment terms?

Global Supply requires payment at the time of order placement. For orders over \$10,000, 50% of the product costs must be paid at the time of order. The remaining 50% and freight costs must be paid before delivery.

How can I pay for my product?

Payment is accepted through PayPal, wire transfer, or bank draft. Instructions will be provided with the final invoice.

How is my product shipped?

Most of Global Supply's products are shipped out of India. Smaller shipments are sent through DHL Express (either door-to-door or door-to-airport). Full containers are sent by sea. Global Supply will provide freight quotes, however actual costs may vary from original quotation. Global Supply's freight quote does NOT include customs charges, taxes, or any additional fees. If necessary, it is your responsibility to pick up the shipment at the port of entry and clear the shipment through customs.