

SALES SERVICE:

Our job is to take care of you, helping in the choice of treatment and format, and delivering to you the highest quality product.

The life cycle of a new order: order data entry, validation by experienced TCM professionals, confirmation email to practitioner, delivery of personalized documents.

The order is received and sent the same day. We have at our disposal a large choice of transport carriers to ensure early delivery.

**TCM Practitioner +
TCM Laboratory**

**Security
for our
Customers!**

AFTERSALES SERVICE:

We use our extensive knowledge database for your queries (dosage, instructions, accounting information) and we enrich it with your suggestions.

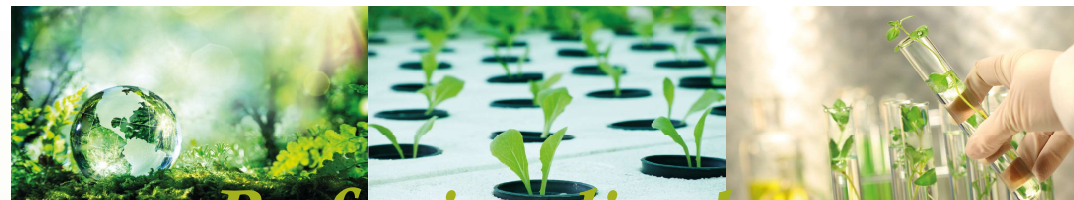
Our TCM knowledge, our capability to manage exceptions and our reactivity to incidents play a key role.

The SOP procedures are written instructions for complex routine tasks. Management reviews of process performance and product quality allow for a culture of continuous improvement.

中盧藥葆



***Your Specialist
for Chinese Plants***



Professionalism!
Working together!
Transparency!
Experience!
Guarantee of Quality!

www.sinolux.lu



Sinolux sàrl, B.P. 27 L-8401 Steinfort ☎ 00 352 398 798 contact@sinolux.lu

CHINA

Herb farmers

- They are educated to reduce pesticides and move to organic
- The producers are GAP certified (Good Agricultural Practice)
- They respect species protection

Our manufacturer in Anguo

- Since 1996 holds the GMP label and operates under ISO 7, GAP and TQM.
- Nearly 20,000 m2 of space at the latest technology level.
- 4 generations of medicinal herbs trade.
- Awarded for innovation and introduction of sulfur-free products.
- One of the largest suppliers of TCM products to hospitals across China.
- Worldwide distributor of Chinese medicinal herbs.



Herb selection: inspection of the plants, identification and confirmation that the product is safe.

Controls:

Organoleptic test:

Visual examination,
testing and smelling,
appearance of the plant!

Microscopic examination: Use of high-tech analytics.

Chromatography HP-TLC and HPLC: confirmation of the identity of the respective product and guarantee of its performance.

Chemical test:

Heavy metals and pesticides: Lead, cadmium, mercury, arsenic, aflatoxins.

External audit:

An external laboratory to confirm the analyzes.

Certification:

Issue batch number and certificate.

Result of the analyses:

Certification that the products comply with the regulations of the highest standards of the Chinese Pharmacopoeia (CFDA), equivalent to the European standards (EQDM).



Practice based knowledge!

All deviations from the best practices are officially reported (log book) and improvement actions made.



CUSTOMS



We import our herbs according to the EU regulations.

Each cargo is carefully checked by the customs authorities:

- Systematic (100%) control of all documents of freight,
- Physical control: samples of products analyzed by a specialized lab.



LUXEMBOURG



Our company:

Active in the TCM sector since the eighties, the founders launched Sinolux in 1990.

Own premises in Luxembourg: 800 m2 only for TCM, a laboratory and state-of-the-art equipment.

Arrival control:

According to the GMP guidelines, each item is kept in quarantine, we inspect the products and the certificates, a sample is taken for archiving.

We give each batch its own code number with barcode so that we can track the product at all levels.



Production:

The new laboratory was developed especially for our work, the preparation rooms comply with the hygiene standards of the pharmaceutical industry. We have designed a quality chart that is constantly monitored and improved.



All workflows are well documented (SOP), from production in the cleanrooms to shipment. Our employees are strictly trained (production and IT-APP computer program) and regularly audited by the quality manager.



We are always at your disposal for further information!



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