



Frequently Asked Questions

Everything brand owners, retailers and ingredient partners ask us about working with AWS360 — answered plainly.

Prevention is better than cure.

2026 EDITION

AWS360 delivers **360-degree services for supplement and OTC brands** — from GMP-approved finished products through to distribution across the Asia Pacific. We put the most common questions we hear below. If yours isn't here, we'd love to talk it through.

01 Getting started with AWS360

What does AWS360 actually do?

We're a single, 360-degree partner for supplement and OTC brands. Under one roof we coordinate new product development, regulatory affairs and quality assurance, contract manufacturing, freight and logistics, marketing support, and distribution across the Asia Pacific — taking an idea from concept all the way to shelf.

Are you a contract manufacturer (CMO)?

Not quite — and it's an important distinction. **We are not a CMO ourselves.** Instead, we provide CMO services backed by a trusted network of GMP- and TGA-certified manufacturing partners. You get the benefit of proven, audited manufacturing without having to source, vet and manage those relationships yourself.

Are you a brand owner?

No — we exist to serve brand owners. We don't own or market our own competing brands. That means your concepts, formulations and commercial plans are always yours, and there's never a conflict of interest with something we sell ourselves.

How do we get started?

Just tell us where you are. Whether you have a finished brief or a rough idea, we'll set up an initial conversation, sign an NDA, and map out a clear pathway — with indicative costs and timelines — before you commit to anything.

02 Manufacturing, quality & compliance

What certifications do your manufacturing partners hold?

Our partner facilities operate to GMP (Good Manufacturing Practice) standards and include TGA-certified production. Your product can be made to the standards required for the Australian market and for export.

Can you make products for export to specific markets?

Yes. We work across the Asia Pacific and can advise on market-specific requirements — including formulations validated for Zone IVB climatic stability, which is essential for hot, humid markets.

Who handles regulatory and registration?

We do. Our Regulatory Affairs & Quality Assurance team manages registration, compliance and QA across APAC, so your product meets the rules of each market you sell into.

03 Dosage forms & packaging

What dosage forms can you produce?

A broad range. If you're not sure which format suits your ingredient or target market, we'll help you choose:

Effervescent tablets	Concordix® supplements	Effervescent granules
Gummies	Tablets	Capsules
Softgels	Orally disintegrating tablets	Orally disintegrating granules
Soluble granules & powders	Liquid sachets	Liquids

Can you handle packaging and artwork?

Yes. Our Product Marketing Support team helps with packaging, claims, content and launch support — so your product not only meets spec but looks the part on shelf.

04 Minimum orders & timelines

What are your minimum order quantities?

MOQs vary by dosage form and manufacturing partner. Because we consolidate demand across our customers, we can often access more favourable minimums than you'd secure on your own. The figures below are a starting guide — we'll confirm exact quantities for your specific product early in the conversation.

Dosage form	Production MOQ	Packaging MOQ
Effervescent Tablets	200,000 tablets	10,000 tubes · 100,000 sachets
Effervescent Granules	—	100,000 sachets
Soluble Granules & Powders	—	100,000 sachets · 5,000 tubs or bottles

Dosage form	Production MOQ	Packaging MOQ
Orally Disintegrating Tablets	200,000 tablets	20,000 blister sheets · 5,000 tubs or bottles
Orally Disintegrating Granules	5,000 tubs or bottles	—
Liquid Sachets	500 litres	50,000 sachets
Concordix® Supplements	500,000 chews	17,000 packs
Gummies	600,000 gummies	10,000 bottles
Tablets	300,000 tablets	5,000 tubs or bottles · 20,000 blister sheets
Capsules	300,000 capsules	5,000 tubs or bottles · 20,000 blister sheets
Softgels	300,000 softgels	5,000 tubs or bottles · 20,000 blister sheets
Liquids	500 litres	2,500 bottles

MOQs are indicative only and can vary subject to ingredients, custom packaging, factory capacity and other factors.

How long does a new product take?

It depends on the complexity, format and target market, but our NPD Roadmap sets out typical timelines and milestones from concept through to launch. We'll share an indicative schedule for your project up front and keep you updated at every stage.

05 Pricing & value

Aren't you more expensive than dealing directly with a CMO?

Honestly? Sometimes yes, sometimes no — it depends on the project. Here's what matters: we leverage our combined buying power to negotiate pricing that stays **sustainable for you over the long term**. And our pricing is often all-inclusive of value-adds — regulatory, QA, logistics and marketing support — that most CMOs simply don't offer. Compared like-for-like, the 360-degree service usually delivers more for your money.

06 Confidentiality & IP

How do you protect our confidential information and IP?

Confidentiality is fundamental to how we work. We sign NDAs before sharing sensitive detail, your formulations and concepts remain your property, and — because we're not a brand owner — we're never competing with you. Restricted materials in our resource library are only released after a review of each request.

Still have a question?

Tell us what you're after and we'll point you to the right answer — or set up a call to talk it through.

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