

Terms and Conditions - Private Consumers

Payment:

All orders are subject to **full payment in advance**.

We accept the following methods of payment:

Bank transfer

- EU customers pay their local bank fee only
- NON-EU customers pay both their local bank fee and all international bank fees
We recommend using www.transferwise.com for lower transfer fees

Our Bank information:

Vestjysk Bank, Torvet 4-5, DK-7620 Lemvig, Denmark

IBAN: DK3576500002403991

SWIFT/BIC: VEHODK22

Credit Card

Payments will be facilitated through secure payment requests via Bambora/ePay.

We only accept credit card payments using 3D secure (also known as “Verified by VISA or “Secure code by MasterCard”).

We accept the following credit cards:



There are no surcharges or card fees charged when paying via credit or debit cards. This is in accordance with the EU “PSD2” regulative. We also do not charge any surcharges or card fees for customers outside the European Union.

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Pricing policy:

- Prices in our website are subject to confirmation for each order inquiry
- All written offers issued are valid for 14 days. Prices are ex works.
- After 14 days, we reserve the right to change prices, without any further notice.

Invoice:

- EU consumers will receive an invoice by e-mail only, upon shipment of goods.
- Non-EU consumers will receive an invoice by e-mail and a printed invoice along with parcel.

Warranty:

In addition to the standard 2-year warranty covering products that are defective due to faulty production, the following applies:

Upon receiving defective goods, hereunder goods that have taken damage during shipping, we will replace these items, with no cost to the consumer.

Goods that has taken damage **during transport** must be reported to the courier or postal services upon receiving the parcel, or in due notice for a transportation damage claim to be valid.

Replacement warranty concerning goods damaged during transport will only be in effect, when damaged goods has been reported to the shipping company or postal services upon receiving parcel or in due notice time. The replacement warranty is also valid if goods are returned to us by refusing parcel upon arrival, due to damage to parcel or goods.

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Return policy:

- Goods may be returned to us within 14 days from date of receiving them.
- The return is still valid up to an additional 14 days after consumer sends the goods back to us.

We reserve the right to ask for proof of return in the form of a receipt of postage or invoice from shipping company.

- When returning goods, the return costs, hereunder shipping or postal costs are the responsibility of the consumer and will not be refunded.
- We will refund the full amount of the consumer's order, excluding the original shipping cost. This will apply when due notice of the return of goods is communicated to us up to 14 days after receiving them and if goods are returned to us physically within 28 days after consumer has received them.

Exceptions regarding returns:

All audio inductors (all types of wire and foil coils) and damping materials/cables are wound (coils) and cut (damping materials/cables) to the consumer's specific instructions/specifications in value and size and therefore cannot be returned.

All other products are standard products and can be returned, with these exceptions:

When capacitors, resistors or other audio components and accessories have been modified in any way, hereunder; cut to custom size or having been mounted or soldered and/or are showing any signs of use or tare by the consumer.

Products bearing signs of having being used/damaged or modified in anyway, mentioned in the paragraph stated above, will leave these products invalid for return as they will be considered as having a 100% value decrease as they cannot be resold or restored to a state of a brand-new product.

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Special notice on returns from consumers outside the European Union:

In addition to the points stated in the paragraphs in the chapter "Return Policy" the following applies for Consumers from non-EU countries:

- The consumer is responsible for all customs handling and other paperwork when returning goods.
- This includes any tax or VAT returns where these are applicable.

Delivery:

Production time:

5-7 working days, from the date we receive full payment in advance.
Shipping time is in addition to the production time.

Approximate Shipping times:

- **Europe (EU):** 4-7 working days (GLS)
- **Europe (non-EU):** 4-10 working days (GLS or FedEx Economy)
- **Asia:** 7-14 working days (FedEx Economy)
- **USA, Canada:** 5-10 working days (FedEx Economy)
- **The Rest of the world:** 7-14 days (FedEx Economy)

Shipping times can be longer, due to force majeure delays in relation to the shipping company or of if parcels are withheld by customs.

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PRIVACY, PERSONAL DATA ETC.

CONFIDENTIALITY

The parties are obliged to keep confidential any information brought to their knowledge about the other party or his/her conditions related to the carrying out of the present agreement, including the content of the present agreement.

PERSONAL DATA

To the extent that personal data is treated on behalf of the customer regarding the present agreement, Jantzen Audio and Jantzen Audio's subcontractors, if any, only act on instructions from the customer.

Jantzen Audio installs the necessary technical and organizational security measures against that information accidentally or illegally is destroyed, lost or degraded and against that it is brought to unauthorized knowledge, is misused or otherwise treated contrary to the privacy policy.

Jantzen Audio must at the customer's request give the customer sufficient information so that the customer can supervise that such technical and organizational security measures have been installed. The customer bears all costs in this connection, including for Jantzen Audio's time use.