

Terms and Conditions - Private Consumers **- Privacy Policy is found on page 5 & 6 -**

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.

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.

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.

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 if parcels are withheld by customs.

Privacy Policy:

What personal data do we store?

We only store the data you yourself have provided to us, which is your basic personal data:

- Your name, address, phone number and email address

We will never ask for any sensitive personal data, like payment card information, social security number, passport number or any other information categorized as being sensitive personal information / data.

An exception being in relation to refunds, where we will ask for your bank account information be able to refund you.

Why do we collect this data?

We collect this data in accordance with GDPR article 6.1b to maintain the agreements and contracts, hereunder handling, invoicing and delivery of the orders your place with us, and also in relation to return and warranty cases.

For what purposes do we store your basic personal data?

- For invoicing of the order(s) you place with us
- For shipping documents when sending your orders to you via GLS, FedEx and DHL
- For having your purchase history on file in relation to any warranty claims or returns
- For having your purchase history and basic information in relation to additional orders you may place with us or for customer service in relation to previous orders

Who has access to your personal data?

Your data is your property and we respect your right to privacy by not sharing your data with any unnecessary third-party recipients.

Your personal data will only be shared with third parties needed for the production and shipping of the order you have placed with us.

The third parties that will have access to your basic personal information are:

- The factory in Poland that produces Jantzen Audio brand products (www.polink.com.pl)
- Couriers / Forwarders: GLS or FedEx or DHL (we have data processing agreements)

Privacy Policy (continued):

How do we store your personal data?

We safely store your personal data as:

- Electronic invoice copies
- The emails we receive from you
- As invoice copies and purchase history in our SAP customer database

Changes or deletion of your personal data:

Should you desire to have your information changed or deleted, or should you desire to view the information you have provided us, kindly contact us by email at contact@jantzen-audio.com

Any information you desire to view, alter or delete will be made available to you, altered or deleted as soon as your email has been received and a confirmation will be sent to you by email. Your data cannot be deleted or changed when it is part of the documentation required by the Danish bookkeeping law.

We do not automatically delete your basic personal data and order history.

The reason for keeping this information on file is related to warranty and returns and to be able to offer customer service in relation to additional orders or upgrades to previously bought products.

As a minimum we store your personal data in the form invoice copies, email copies and shipping documentation for 5 years in accordance with the Danish bookkeeping law.

Legal information:

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Dyrlevvej 5
4720 Praestoe
Denmark

Tax reg. number: 12 85 39 04
TEL: +45 45 80 20 09

Mail: contact@jantzen-audio.com
URL: www.jantzen-audio.com