

JANTZEN AUDIO

Sales terms for private consumers (B2C)

Pricing:

- The prices mentioned in the DIY kit price lists are excluding shipping cost and VAT
- VAT only relates to sales to EU based consumers and we add the consumer's local VAT rate in accordance with the EU OSS directive
- Click [HERE](#) to see your country's VAT rate (only relevant for the European Union)
- All written offers issued are valid for 14 days and are thereafter subject to change without further notice

General information:

- For private consumers, we only offer direct sales of the complete DIY speaker kits, for all other purchases, we kindly refer consumers to our distributors
- The speaker units (drivers) and Hypex plate amplifiers can only be bought as part of a complete DIY kit, they are not sold separately without buying a complete DIY kit
- The "closed schematic" DIY kits can only be purchased directly from Jantzen Audio
- Schematics & component values for the "closed schematic" DIY kits are not sold separately
- All crossover components, damping materials & accessories come with the kit as standard and cannot be excluded
- Drivers & Hypex plate amps are optional (with some exceptions in certain DIY kits)
- No changes are possible for the component types

By purchasing products from Jantzen Audio, you consent to your basic data* being also made available to TG Audio (Mr. Troels Gravesen):

TG Audio
Due Odde 1
8210 Aarhus V
Denmark

***What are your basic data?**

- Name
- Country of residence
- Product(s) purchased

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How are the DIY kits delivered?

- The DIY kits are delivered as parts for self-assembly
- We do not offer pre-assembled crossovers
- We do not offer pre-assembled cabinets or any cabinet materials

What is included in the DIY kits?

- All crossover components are included
- The most common damping materials are included as standard in the kit cost
- The most common accessories are included as standard in the kit, however optional additional accessories are available as well

Instructions / documentation included in the DIY kits:

- The crossover schematic
- A component placement drawing with a wiring chart
- A full list of parts included including the crossover component values
- Cabinet drawings are only found online in Troels Gravesen's website for the page of the design in question

Technical help / troubleshooting:

All DIY kits must be built to the exact specifications found in Troels Gravesen's webpages for the various DIY kit designs.

Changing any of the speaker unit models, the crossover design or the cabinets / front panel (baffle) design, result in we nor Troels Gravesen being able to offer any technical assistance with the construction of the speakers.

All technical help is facilitated by Troels Gravesen via email correspondence.

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Terms of use:

The DIY kits and the constructions (designs) themselves, are for private (home) use only and cannot be used in any way commercially, hereunder using the constructions (designs) in commercially sold loudspeakers. The DIY kits sold by Jantzen Audio and all materials relating to all the speaker constructions (designs) are the intellectual property of Mr. Troels Gravesen (TG Audio) and proprietary only to TG Audio and Jantzen Audio. By purchasing a DIY kit from Jantzen Audio, you agree to not sharing any of the build information received with the DIY kit, neither physically nor in electronic form.

Payment via payment cards (recommended payment method):

There are no transactions or card fees charged by Jantzen Audio or Stripe, when paying via payment cards.

Consumers are responsible for checking with their own card issuer, if any fees apply on their side. All card transactions are facilitated through secure payment links.

Our card payment service provider is "Stripe" (<https://stripe.com/>)

All card payments are captured immediately, and the amount will be debited your account immediately.

According to EU PSD2 SCA standards, we only accept card payments from cards that have twofactor security activated (3D secure*)

***Two factor security may not be called "3D secure" in your country, ask your bank if in doubt**

We accept all major payment cards including:



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Payment via bank wire transfer:

- EU based consumers must use a SEPA EUR transfer and only pay the sender's bank costs
- Non-EU based consumers must make a free account with "Wise" (www.wise.com) and do wire transfers using that service or alternatively pay with a payment card
- We only accept transfers in Euros (EUR)

Our Bank:

Santander Bank Polska SA

IBAN account number: PL 40 1090 1593 0000 0001 1146 6076

SWIFT/BIC: WBKPPLPP

Delivery time:

The expected production time for an order is up to 14 business days, from the date we receive payment.

Shipping time (the parcel's transit time) is in addition to the production time.

In the event of unforeseen delays beyond our control, we will inform the customer.

Transportation damage:

If one or more of the parcels received show clear signs of transportation damage, the customer must fill a document (damage report) with the delivery person right away, otherwise we cannot make a parcel insurance claim. If this report is not filled with the delivery person at the time of delivery the customer voids the right to have the damaged goods replaced under the shipping insurance. We also highly recommend taking photos to document the damage.

Invoice information:

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

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Import duties for orders shipped outside the European Union:

All orders shipped outside the European Union, are shipped under DAP conditions (Delivered At Place - According to 2010 Incoterms).

The buyer / parcel recipient is responsible for paying all local import duties when they apply.

More information about DAP – Incoterms 2010:

[https://en.wikipedia.org/wiki/Incoterms#DAP %E2%80%93 Delivered At Place \(named place of destination\)](https://en.wikipedia.org/wiki/Incoterms#DAP_%E2%80%93_Delivered_At_Place_(named_place_of_destination))

Return policy:

Consumers residing within the European Union have the right of withdrawal for all purchases and the goods can be returned to us under the following rules:

- Consumer must cancel purchase within 14 days from date of payment
- Consumer then has up to an additional 14 days to return the goods, from date of receiving goods

We will refund the full amount of the order, including the original shipping cost. The return shipping cost will not be refunded.

Warranty:

We offer a 24-month worldwide warranty for all our products.

Our warranty covers manufacturing errors or general issues with quality that do not fall under normal “wear and tear” or any failure due to the consumers incorrect handling.

When returning goods for warranty cases, the shipping cost is the responsibility of the consumer and will not be refunded. If the item is replaced under warranty, we will cover the shipping cost of the exchanged product to the consumer.

For warranty cases where the product is returned to us but is not accepted as being a valid warranty claim, both the cost of sending the product to us and potentially getting it returned, will fall on the consumer.

For all warranty claims, please contact us via email: contact@jantzen-audio.com

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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 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:

- TG Audio (Denmark) / Troels Gravesen
- Forwarders: GLS, FedEx or DHL (we have data processing agreements)

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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:

Jantzen Audio Sp. Z o.o.
Wilkowo 62
66-200 Świebodzin
Poland

VAT reg. number: PL9271003050 TEL:
+48 683 822 303

Mail: contact@jantzen-audio.com