

JANTZEN AUDIO

Sales terms for private consumers (B2C)

Pricing:

- For sales within the European Union, we add the customer's local VAT rate to the invoice
Click [HERE](#) to see your country's VAT rate
- All orders are subject to **full payment in advance**
- Prices are found in our online pricelist (click [HERE](#))
- The prices in our online pricelist are excluding shipping costs
- All written offers issued are valid for 14 days
- After 14 days, we reserve the right to change prices, without any further notice

All Jantzen Audio branded products and all 3rd party products we offer, are sold via:

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

VAT reg. number: PL9271003050
TEL: +48 6838 22303
E-mail: contact@jantzen-audio.com

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

What data do we require to accept an order?

- We require the full name, telephone number, complete address, and email.

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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 of the speaker constructions (designs) are the intellectual property of Mr. Troels Gravesen (TG Audio) and proprietary only to TG Audio and Jantzen Audio.

What is included in the DIY kits?

To see what is included in the different DIY kit models, please see the individual PDF presentations accessible via the DIY kit menu in the top-menu of our website.

The instructions / documentation included for the DIY kits:

- Crossover schematic
- Component placement drawing with wire chart
- List of items included including crossover component values

Payment via payment cards (recommended payment method):

There are no transactions or card fees, when paying via payment cards.

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 two-factor 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:

We need up to 14 working days to ship the order, from the date we receive full payment in advance.

Shipping time (the parcel's transit time) **is in addition to the production time** and varies depending on destination.

DIY kits can only be shipped directly to the customer; we do not offer self-pickup of orders.

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 have the right of withdrawal for all purchases, and the goods can be returned to us maximum. 14 days after the date of receiving the products
- We will refund the full amount of the order, including the original shipping cost
- When returning goods, the return costs, hereunder shipping costs are the responsibility of the consumer and will not be refunded

Special notice for returns from 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 filling out the required customs paperwork locally, before returning the goods
- This includes any application for the reimbursement of import tax that may apply

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Warranty:

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

Our warranty covers manufacturing errors or general issues with quality that do not fall under normal “wear and tear”.

We will always try to solve warranty cases via email or over the phone, whenever possible.

We will always ask for a description of the issue along with photo documentation for all warranty cases.

In rare cases we may also ask for the product to be returned to us for evaluation of the warranty claim.

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.

Warranty claims:

We will respond to warranty claims within 1 to 3 business days.

For all warranty claims, please contact:

Jantzen Audio Sp. Z o.o.

Wilkowo 62

66-200 Świebodzin

Poland

contact@jantzen-audio.com

TEL: +48 6838 22303

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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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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.

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