

JANTZEN AUDIO

Sales terms for private consumers (B2C)

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

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

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 selling Mr. Gravesen's constructions (designs) as commercial loudspeakers.

The DIY kits sold by Jantzen Audio and all materials relating to all of Mr. Gravesen's speaker constructions (designs) are the intellectual property of Mr. Troels Gravesen (TG Audio) and proprietary only to TG Audio and Jantzen Audio.

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Payment options:

Bank transfer:

- NON-EU customers pay both their local bank fee and all international bank fees
We recommend using www.transferwise.com for much lower transfer fees
- EU- Customers should use a SEPA EUR transfer and must only pay the transfer fee to their own bank
- We only accept transfers in EUROS

Our Bank:

Santander Bank Polska SA

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

SWIFT/BIC: WBKPPLPP

Credit Card

All card transactions are facilitated via our service provider in Poland "PayU".

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

According to EU PSD2 SCA standards, we only accept credit card payments using 3D secure (Two-factor security*).

*Two factor security has different names in different countries and may not be called "3D secure" in your country.

There are no surcharges or card fees charged when paying via payment cards

Cards accepted:

Visa, Visa Electron, MasterCard, Maestro



Card payment methods accepted:

Apple Pay, BLIK (Poland only), Google Pay.



JANTZEN AUDIO

Pricing policy:

- All orders are subject to **full payment in advance**
- The prices in our online pricelist are subject to confirmation for each order
- 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

Invoice:

- 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 invoice along with parcel

Import duties for all shipments 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))

Delivery:

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

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

Shipping time is in addition to the production time and varies depending on destination.

Longer than usual delivery time will be communicated to the customer on a case-by-case basis.

JANTZEN AUDIO

Warranty and cases of transportation damage:

We offer a 2-year warranty for all our products.

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

In cases of clear visible transportation damage to the parcel(s), the customer must check the content of the parcel and decide to either keep the parcel or to refuse the parcel(s).

Warranty claims:

We will respond to warranty claims with in 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: +48 503 157 566

JANTZEN AUDIO

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 the goods have been shipped back to us
- When returning goods, the return costs, hereunder shipping 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

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 been 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.

JANTZEN AUDIO

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 all customs handling and other paperwork when returning goods.
- This includes any import tax or VAT returns where these are applicable.

JANTZEN AUDIO

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:

- Our factory and company in Poland (Jantzen Audio sp. z o.o.)
- Forwarders: GLS or FedEx or DHL (we have data processing agreements)

JANTZEN AUDIO

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:

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

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

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