



Terms & Conditions (Distributors / Dealers) **- Privacy Policy is found on page 6 & 7 -**

Prices:

- Dealers get the best possible prices, regardless of small or big quantities being ordered. No additional discounts are offered on the dealer prices, regardless of order size.
- Dealers can structure their own rebate systems for their customers as they see fit.
- Prices are influenced by the global prices on energy, raw materials and changes in currencies.
- Pricelists will be updated when needed and will be available via e-mail upon request.
- All written offers issued by us are valid for 14 days.
- After 14 days, we reserve the right to change prices, without any further notice.
- All prices are ex works / Poland, incl. packing in cartons, excl. pallets.

Minimum orders:

- All MOX and Ceramic resistors have a **MOQ of 30 pieces per value.**
- For orders under 100,00€ (excluding. Shipping cost), we add a 'small order handling fee' of 7,00€



Payment:

All orders are subject to **payment in advance**. Goods are produced and shipped, only upon receiving payment in full.

We accept the following methods of payment:

Bank transfer

Bank account information:

BANK ZACHODNI WBK

IBAN: PL 40 1090 1593 0000 0001 1146 6076

Swift/BIC: WBKPPLPP

Bank address:

Bank Zachodni WBK 1 Oddział w Swiebodzinie
Glogowska 8
66-200 Swiebodzin
Poland

Account owner:

Polink Wilkowo sp.z.o.o. - Partyzancka 22
66-200 Swiebodzin
Poland

Credit Card:

- Card payments can be done via www.transferwise.com

Please Note!

It is free to make an account with Transferwise and you can pay via debit/credit card, direct debit and bank wire transfers in the Transferwise platform



Invoicing:

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

Cancellation and Changes to Orders:

All orders are produced upon customer acceptance and to customer specifications. When an order is accepted in writing by customer and paid in full, the order cannot be cancelled or changed to contain fewer items. The order can however at any time be changed to include more items than stated in the original offer. If order is changed to contain more items, a new pro forma invoice will be sent to the customer.

By accepting order in writing and sending payment in full, the customer voids the option to cancel the order and to change the order to contain fewer items than contained in the original offer.

Warranty and Returns:

Polink Wilkowo Sp.Z.o.o offers a standard 2-year warranty on all products, covering products that are defective from production error.

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It is the responsibility of the customer to provide sufficient evidence that the product is defective due to production error and not due to misuse of the product, or damage to the product caused by the customer.

Damage during transport, missing items and transport claims:

Upon receiving goods damaged during shipping, the customer must report the damage to the parcel and/or missing products to the courier and refuse to sign for parcel.

Transportation claims can only be filed if the customer refuses to sign for parcel until content has been checked or completely refuses to receive the parcel.



Production lead times and Shipping:

The production time for orders are determined by order size.

The standard expected lead time for orders will be 1 to 4 working days.

For large orders custom lead-times may apply.

Shipping time varies from country to country, but usually all orders will reach their destination within 2-14 working days.

We guarantee that all goods are packed in a suitable way.

No shipment can be made, without appropriate insurance with Shipping Agent.

Insurance of goods are included in the shipping costs, stated on all written offers and invoices issued by us.

We use the following shipping methods:

EU: GLS, FedEx or Postal service

USA, Canada and rest of the world: FedEx / DHL



Special notice regarding complete DIY speaker kits:

Authorized dealers of “Jantzen Audio” brand products, purchased through Polink Wilkowo Sp.z.o.o are not allowed to in any way advertise or use any material regarding the DIY kits in their own website/web-shop.

All information about the DIY speaker kits is the intellectual property of Mr. Troels Gravesen of TG Audio (Denmark) and is proprietary to Polink Wilkowo Sp.z.o.o and Jantzen Audio Denmark.

It is not allowed to:

- Link to Mr. Gravesen's website or to the DIY kit section in the Jantzen Audio Denmark website.
- Using any pictures, component list or other written material from Mr. Gravesen’s website regarding the designs or kit contents of the DIY speaker kits.
- Using any pictures, component list or other written material from Mr. Gravesen’s website or from the Jantzen Audio Denmark website, regarding the designs or kit contents of the DIY speaker kits.

The “**Closed – Jantzen Audio exclusive**” DIY kits are only sold directly to the end consumer by Jantzen Audio Denmark / Polink Wilkowo Sp.z.o.o and these kits are not offered through our dealers.

Regarding the “**Open – free for all**” kits, dealers may purchase the components for these kits, when contacted by local consumers wishing to buy the components from their local distributor.

Breaching any of the restrictions mentioned above, will result in the existing dealership privileges being revoked and dealership status being canceled.



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 company Jantzen Audio Denmark (www.jantzen-audio.com)
- 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 polink@polink.com.pl

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 Polish bookkeeping law.

Legal information:

Polink Wilkowo Sp.z.o.o
Wilkowo 62
66200 Swiebodzin
Poland

Tax reg. number: PL9271003050

TEL: + 48 6838 22303

Mail: polink@polink.com.pl

URL: www.polink.com.pl