



## Terms & Conditions OEM (B2B clients)

- Privacy Policy is found on page 5 & 6 -

### Prices:

- We do not ask any MOQ for individual products, but we do require the order to have a combined total of 100,00€ (excluding shipping cost).
- For order totals less than 100,00€, we charge a 7,00€ small order handling fee
- 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.

### Rebate system:

Our rebate/discount system is not based on quantities of individual products, but on accumulated order totals (excl. shipping cost).

This means that for all new orders, we will accumulate new order total with previous order totals and offer larger rebates, once a new rebate threshold is reached:

- For accumulated total purchases from €500,00 to € 999,00, we offer **3% rebate**
- For accumulated total purchases from €1.000,00 to €1.399,00, we offer **5% rebate**
- For accumulated total purchases from €1.400,00 to €1.999,00, we offer **7% rebate**
- For accumulated total purchases from €2.000,00 to €3.999,00, we offer **10% rebate**
- For accumulated total purchases from €4.000,00 to €7.999,00, we offer **12% rebate**
- For accumulated total purchases from €8.000,00 to €9.999,00, we offer **13% rebate**
- For accumulated total purchases over €10.000 we offer **15% rebate\***.

\*15% rebate is the maximum rebate level we offer

Once a new rebate level is reached, you will keep this rebate for all future orders, regardless of order size/total.



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

IBAN: PL 40 1090 1593 0000 0001 1146 6076

Swift/BIC: WBKPPLPP

#### **Recipient/beneficiary address:**

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

#### **Credit Card:**

- Card payments can be done via [www.transferwise.com](http://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.

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 from the courier.



**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



## **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](http://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](mailto: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:**

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

Tax reg. number: PL9271003050  
TEL: + 48 6838 22303

Mail: [polink@polink.com.pl](mailto:polink@polink.com.pl)  
URL: [www.polink.com.pl](http://www.polink.com.pl)