

## Terms & Conditions for dealers (re-sellers)

### 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.
- Pricelists issued to dealers by us are confidential. Breaching this confidentiality, will breach the dealership relationship and leave the agreement void.
- 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.
- We reserve the right to change prices without any further notice

### Minimum orders:

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

**POLINK**  
WILKOWO

**JANTZEN AUDIO**  
DENMARK

## **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**

#### **Our Bank:**

Bank Zachodni WBK  
Bank Zachodni WBK 1 Oddzial 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, 66-200

### **Credit Card\***

All credit card payments will be facilitated through secure payment requests via Epay.dk

#### **Please Note!**

We only accept credit card payments using 3D secure. If your credit card is not linked with 3D secure, your bank can add this extra security for you, it is a free option.

We accept the following credit cards:



Visa/Dankort, Visa, Visa Electron, MasterCard and Maestro. These cards are subject to a 1.78% of order total.

### PayPal

PayPal payments are subject to a 7,00% fee of order total.

### 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.

When such evidence is provided, we will replace the product free of charge, within 2 years from the date of purchase.

Upon receiving goods damaged during shipping, the customer must report the damage to the parcel and/or products to us within 2 working days of receiving the parcel. Warranty will also be valid if the customer refuses to accept and sign for the parcel, due to damage to the parcel and/or products. Any products damaged during transport will be replaced free of charge by us, when reported to us in due time or by the customer refusing to accept and sign for the parcel.

### **Production lead times and Shipping:**

The production time for orders are determined by order size. The expected lead time for orders will be stated on the pro forma invoice you will receive from us. Shipping time varies from country to country, but usually all orders will reach their destination within 2-7 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 or Postal service

**USA, Canada and rest of the world:** FedEx

### **Special notice regarding complete DIY speaker kits:**

The complete speaker kits offered directly to DIY consumers by Jantzen Audio / Polink Wilkowo Sp.z.o.o are the intellectual property of the designer, Mr. Troels Gravesen.

Authorized dealers of Jantzen Audio Denmark™ products are not allowed to in any way advertise or use copyrighted material regarding the **DIY kits in their own website/web-shop**.

#### **This includes:**

- Linking to Mr. Gravesen's website or linking 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 Jantzen Audio's website regarding the designs or kit contents of the DIY speaker kits.

**Special notice regarding complete DIY speaker kits:**

Mr. Gravesen is not directly affiliated with Jantzen Audio Denmark / Polink Wilkowo Sp.z.o.o and therefore we do not hold any design rights for any of the DIY speaker kits we sell.

We sell the DIY speaker kits directly and exclusively to DIY consumers.

The “Closed – Jantzen Audio exclusive” DIY kits are only sold directly to the end consumer by us and these kits are not offered through our dealers.

For the “open – free for all” kits, dealers may purchase the components for these kits, when contacted by local DIY consumers wishing to buy the components from their local dealer.

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

**PRIVACY, PERSONAL DATA ETC.**

**CONFIDENTIALITY**

The parties are obliged to keep confidential any information brought to their knowledge about the other party or his/her conditions related to the carrying out of the present agreement, including the content of the present agreement.

**PERSONAL DATA**

To the extent that personal data is treated on behalf of the customer regarding the present agreement, Polink Wilkowo and Polink Wilkowo’s subcontractors, if any, only act on instructions from the customer. Polink Wilkowo installs the necessary technical and organizational security measures against that information accidentally or illegally is destroyed, lost or degraded and against that it is brought to unauthorized knowledge, is misused or otherwise treated contrary to the privacy policy.

Polink Wilkowo must at the customer’s request give the customer sufficient information so that the customer can supervise that such technical and organizational security measures have been installed. The customer bears all costs in this connection, including for Polink Wilkowo’s time use.