

Terms & Conditions OEM (B2B clients)

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).
- 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.

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 W
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, PL 66-200, Swiebodzin

POLINK
WILKOWO

JANTZEN AUDIO
DENMARK

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.

When paying via PayPal we ask you to see terms and conditions on <http://www.paypal.com>

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 2-14 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 or Postal service

USA, Canada and rest of the world: FedEx

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.