

# JANTZEN AUDIO

## Consumers sales terms & conditions

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## Important Notices:

1. The DIY kits are only sold directly from Jantzen Audio to the consumer and are not offered via our distributors.
2. By purchasing products from Jantzen Audio, you consent to your **basic data\*** being shared with Mr. Troels Gravesen (the designer of all the DIY speaker kits we offer).
3. The DIY kits are intended for consumers who know how to read a crossover schematic and has prior experience with soldering crossover components and overall speaker building.
4. The DIY kits **are not** suitable for consumers with no prior speaker building experience.

### **\*Your basic data are:**

Your name, your country of residence, and the product(s) you have purchased from Jantzen Audio

## Kit contents:

- All DIY kits come with items for building 2 speakers (stereo set), **except for center speakers and subwoofers**
- All crossover components and the most common accessories are included
- All damping materials, except for the optional bitumen panels are included
- Additional accessories are available as an optional purchase addition to the DIY kit

## Instructions included in the DIY kits:

- The crossover schematic with component values, component placement drawing(s) with component types and values, and the wiring chart
- The cabinet drawings are only found online in Troels Gravesen's website
- We do not include any step-by-step guides with photos or video guides

## Technical help / troubleshooting:

- All DIY kits must be built to the exact specifications found in Troels Gravesen's webpages for the various DIY kit designs
- Changing any of the speaker unit models, the crossover design, or the cabinets / front panel (baffle) design, result in we nor Troels Gravesen being able to offer any technical assistance with the construction of the speakers
- All technical help is facilitated by Troels Gravesen via email correspondence ([troels.gravesen@hotmail.com](mailto:troels.gravesen@hotmail.com))

## General purchase information:

1. The DIY kits are delivered as parts for self-assembly, we do not deliver pre-assembled crossovers, readymade cabinets or any of the cabinet materials
2. The "closed schematic" DIY kits can only be purchased directly from Jantzen Audio
3. The schematics & component values for the "closed schematic" DIY kits are not sold separately on their own
4. All the crossover components must be included
5. Upon request we can in certain cases offer to exclude damping materials and accessories from the DIY kits for certain countries where shipping costs are excessively high
6. The speaker units (drivers), Hypex plate amplifiers, and kit accessories can only be bought when purchasing a complete DIY kit and are not sold separately on their own without the purchase of a complete DIY kit
7. No changes are possible for the component types, except for upgrades to tweeter and/or mid-range capacitor for certain kit models (please inquire for more details)
8. The drivers (speaker units) / Hypex plate amplifiers are optional to order from us (except for subwoofer kits).

## 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 using the constructions (designs) in commercially sold loudspeakers.

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

By purchasing a DIY kit from Jantzen Audio, you agree to not sharing any of the build information received with the DIY kit, neither physically nor in electronic form.

## Pricing information:

- Written offers are valid for 14 days
- The prices listed in the kit configurator are **including** local VAT rates  
**(VAT only applies to sales within the European Union)**
- The prices listed in the kit configurator are **excluding** shipping costs
- The shipping cost and shipping method depends on:
  - The consumers country of residence
  - The DIY kit model
  - If any drivers, Hypex amps or accessories are added to the order

## Production & Delivery Times:

- The expected **production time** for an order is up to 14 business days, from the date we receive payment
- The **delivery time** (the parcel's transit time) comes in addition to the order's production time
- The shipping time will depend on the courier used and the destination on the parcel and the estimated delivery date will be shown in the tracking information for the parcel(s)
- In the event of unforeseen delays to production & shipping time beyond our control, we will inform the consumer as soon as we are aware of the delay

# Payment Methods Accepted:

## Credit and debit cards (recommended payment method)

- No transaction fees or other card fees charged by Jantzen Audio or our service provider Stripe, when paying via credit or with debit cards
- Our card payment service provider is “Stripe” (<https://stripe.com/>)
- Consumers are responsible for checking with their own card issuer, if any fees apply on their side
- All card transactions are facilitated through secure payment links
- All card payments are captured immediately, and the amount will be debited your account immediately
- According to EU PSD2 SCA standards, we only accept card payments from cards that have two-factor security activated (known as 3D secure in some markets)
- We accept all major payment cards as well as Apple & Google Pay



## Payment via bank wire transfer

- EU based consumers are advised to use a SEPA EUR transfer and must only pay the sender’s transfer cost
- Non-EU based consumers can pay either via a traditional international wire transfer or they can make a free account with “Wise” ([www.wise.com](http://www.wise.com)) and do wire transfers using their services
- We only accept transfers in Euros (EUR)
- Our bank details will be sent along with the DIY kit information when the consumer requests to pay via bank wire transfer

## Shipping Information:

- We only offer courier shipping (GLS, DHL or FedEx)
- The courier option offered depends on destination country
- The shipping cost always includes full insurance covering the total invoiced value of the products included in the order
- The terms & conditions of the courier handling the shipping will apply in relation to delivery time allowed and rules relating to filing a lost parcel and insurance claim

## Import Duties:

- Import duties only apply for orders shipped **outside** the European Union
- All orders shipped outside the European Union may be subject to import duties (import tax)
- Any import duties that may apply are not included in the DIY kit pricing or in the shipping cost
- It is the responsibility of the consumer to pay any import duties that may apply
- We cannot inform if import duties will apply or what they will amount to
- It is the responsibility of the consumer to either look up online the current import information or to contact local tax or customs authorities for up-to-date import duty information

## Return Policy:

Consumers **residing within the European Union, or an EEA country** have the right of withdrawal for a purchase and the goods can be returned to us under the following terms:

- The consumer must cancel the purchase within 14 days from date of payment
- The consumer then has up to an additional 14 days to return the goods, from date of receiving the product(s)
- We will refund the full amount of the order, including the original shipping cost
- The return shipping cost will not be refunded
- Returned products must be in unused condition and any products showing any signs of usage or wear will not be accepted as a return

## Warranty Information:

- We offer a 2-year worldwide warranty for all our products (from date of purchase)
- To process a warranty claim we will in most cases ask for photos or video of the product(s) showcasing the issue
- Our warranty covers manufacturing errors or general issues with quality that do not fall under normal wear and tear
- Product failure or damage caused by incorrect application or handling will not be covered by our warranty
- When returning goods for warranty cases, the shipping cost is the responsibility of the consumer and will not be refunded. If the item is replaced under warranty, we will cover the shipping cost of the exchanged product back to the consumer
- For warranty cases where the product is returned to us but is not accepted as being a valid warranty claim, both the cost of sending the product to us and potentially getting it returned, will fall on the consumer
- For all warranty claims, please contact us via email: [contact@jantzen-audio.com](mailto:contact@jantzen-audio.com)



# **Privacy Policy:**

## **What personal data 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 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.

## **The purposes for why 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:**

- Troels Gravesen
- Couriers: GLS, FedEx, and DHL (we have data processing agreements with couriers)

## **How we store your personal data:**

- As electronic invoice copies
- As 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:

[contact@jantzen-audio.com](mailto: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 Polish bookkeeping legislation.

**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 Polish bookkeeping legislation.

## **Legal Information:**

Jantzen Audio Sp. Z o.o.

Wilkowo 62

66-200 Świebodzin

Poland

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TEL: +48 683 822 303

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