



# GENERAL TERMS

January 2020

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Legal business name and address:

**Panterri Audio**

A brand of:

TL Technology ApS

Lundevej 2

9240 Nibe

Denmark

Established: 2005

Vat no.: DK 30546563

Email: [info@panterri.com](mailto:info@panterri.com)

Web: [www.panterri.com](http://www.panterri.com)

## Contents

Order.....	2
Payment.....	2
TAX/VAT.....	2
Delivery.....	2
Safety warning.....	3
Warranty.....	3
Returns .....	4
Disclaimer .....	5
Support .....	5
Complaint .....	5
Reserved Rights .....	5
Validity of our Terms and Conditions .....	5



# GENERAL TERMS

January 2020

---

## Order

You can order items from Panterri Audio in the following ways:

- Via online shopping (recommended)
- By e-mailing to [info@panterri.com](mailto:info@panterri.com) and prepay by bank transfer.

The goods are added to the shopping cart and a provisional freight price is given based on the most common cases.

- The total price incl. shipping is added to the order and it is either confirmed here or continued to a secure server by card payment or PayPal.

An order registration is sent out if a correct e-mail address is specified, or the confirmation webpage can be printed. When the order is invoiced, the invoice can be sent at any time by e-mail.

## Payment

You can use credit card or PayPal. Alternatively, you have the option of picking up goods by appointment and paying cash on collection. By e-mail order, you can prepay by bank transfer.

All prices are incl. VAT (if you live in the EU) and subject to price increases, typos, changes in taxes and for deliveries from abroad in foreign exchange conditions. Panterri Audio reserves the right to price control in the event of the above.

## TAX/VAT

Panterri Audio products are made in Denmark and will be shipped from Denmark. Depending on your country you may have to pay additional national import tax. Panterri Audio takes no responsibility for this possible tax. If you are living within the European Union you will have to pay Danish Tax.

## Delivery

Shipments are processed by GLS, Postnord or other shipping company. We ship items in stock within 2 business days, for some PCB modules production time must be added (up to 2 weeks) and you will receive info on expected shipping date. Delivery time depends on your location. By appointment you can pick up your goods at our company address in Northern Denmark.

We offer free shipping for orders over:

- EUR 100,- in DK
- EUR 400,- to EU countries
- EUR 2000,- to countries outside EU

However, there may be exceptions if the freight is extraordinarily expensive (more than 20 kg) or by appointment.



# GENERAL TERMS

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---

## **Safety warning**

Care must be taken since some of the products hold dangerous voltages and it is crucial to be cautious when assembling your amplifier, both electrically and mechanically.

- Improper handling can cause an electric shock.
- The products are only suitable for indoor use.
- Avoid moisture and excessive heat.
- Besides having good knowledge of electronics you need trained soldering skills as well as experience in mechanical work.

***Read the manual carefully!***

## **Warranty**

If you contact us before any purchase, we will do our best to help you choose the right combination of our products, however it is still your responsibility to avoid mismatch of our products and following damage to products. Please take care of yourself when assembling your new system.

In short:

- The warranty covers any fault that can be lead back to malfunction of the delivered parts, modules or circuit boards.
- Panterri Audio cannot be held responsible for products that are damaged or broken due to incorrect connection or assembly of products.
- The warranty does not cover in cases where the builder has in any extent ignored the assembly instructions or the specifications of the products. The maximum responsibility assumed is a replacement of the Panterri Audio product with possible defects.

In full:

- You will have 2 years guarantee for all Panterri Audio products after date of shipping covering all parts:
- Mechanics, components and circuit board.
- You must make your service request shortly after you have identified the defect.
- Always contact us in advance before returning any product.
- Before you ship a possible faulty product to service, we will try to identify the problem together with you to avoid unnecessary shipping.
- For DIY purchases: Please check for possible mistakes in your assembly of the parts - such as short circuit, bad soldering or mixed up wiring.
- The goods must be returned to Panterri Audio by prior agreement [Please see the address here](#)
- We will reimburse reasonable shipping costs that you may have, when the claim is justified.
- In case of malfunction of a product, Panterri Audio will choose whether to repair, replace or credit the invoiced amount of the part.



# GENERAL TERMS

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## No guarantee:

- If a third part is involved - warranty is void. Only Panterri Audio can recognize the conditions of warranty.
- Warranty is void in cases of electronically or mechanically modification, faulty external wiring, mechanical damage, mismatch of voltages, misuse or abuse - e.g. surroundings with moisture or excessive heat or accidental short circuit on circuit board.
- Warranty doesn't cover other than Panterri Audio products.
- Warranty doesn't cover resulting damage of malfunction such as speakers, cables, furniture and building.
- Warranty doesn't cover resulting losses due to malfunction.
- Explicitly warranty doesn't cover person's damage in case of assembly and use.

## Returns

- We basically give 14 day full return after receiving your written cancellation request on goods that are not customized, unless otherwise agreed.
- The returned items must be in original packaging and in a condition so that they can be resold on the same terms as they were purchased.
- Contact us before returning a product if there are problems with the product working, as it may be due to incorrect use, and this can often be remedied by proper instruction.
- The customer assume all shipping costs (including returning the product).
- The customer retains the responsibility of the product until it is received by Panterri Audio.
- Should you wish to return your product within 14 days from receiving it you must notify us by e-mail before returning the product. Please state the product(s) you wish to return, date of purchase, and invoice number.
- Return items must be sent to the following address:

TL Technology ApS  
Att. Panterri Audio  
Lundevej 2  
DK-9240 Nibe  
Denmark

- Items sent back to Panterri Audio on demand or without distribution will be refused receipt.
- When we receive return goods, the amount is refunded once we have verified that the item meets the conditions. This is done as soon as possible and no later than 10 working days after the item has been received.
- You will receive information by email when your return is approved, canceled or terminated.
- No return is granted on the following products:  
Services and goods to be taken home on specific order or customized items to the individual needs of the consumer.
- The order confirmation will clearly indicate if a customized product has been purchased by agreement between the Panterri Audio and the customer.



# GENERAL TERMS

January 2020

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## **Disclaimer**

If the posted price for a product is incorrect due to typographical or other error Panterri Audio is only responsible for the correct price, which we will endeavor to provide to you as soon as we become aware of the error. In such case we reserve the right to refuse or cancel the order.

In the event that a product is described incorrectly due to typographical, photographic, human or technical error, Panterri Audio reserves the right to correct the error when becoming aware of it and cannot be held responsible for the incorrect specifications.

## **Support**

On working days our customer support is available from 9am - 4pm. You can reach us by email at [info@panterri.com](mailto:info@panterri.com). Technical support is provided for Panterri Audio PCB-modules.

## **Complaint**

Please contact us ASAP if you have any complaints and we will do our best to clear things out. Happy costumers are our highest priority.

The EU legislation gives you the option of creating a complaint in the following online system:

<http://ec.europa.eu/odr>.

## **Reserved Rights**

Panterri Audio reserves all rights to alter any specification, product or price without prior notice.

Panterri Audio reserves the rights not to disclose or distribute schematics of the Panterri Audio products or other intellectual property.

## **Validity of our Terms and Conditions**

When you place an order at our Webshop or by email, you also accept our General Terms as stated above.