

# Elektron detailed sales conditions

## Payment

VISA/Mastercard, direct bank transfer or PayPal are all acceptable methods of payment. Elektron uses services from Debitech and Euroline for credit card payments. The credit card details are transferred using a secure SSL-connection. We support up to 256-bits encryption and guarantee that the process is 100% secure. Direct bank and PayPal orders should be paid in full within 10 days. If no money has reached our account within 20 days the order will be terminated. All goods remain the property of Elektron until paid for in full.

Prices for countries which are a part of the European community include Swedish VAT as required by law. Companies inside EC but outside Sweden with an EC-VAT number can state this number, plus the company postal address registered for the number, to have the VAT removed from the end price. For the time being VAT reduced orders can only be paid using direct bank transfer. Orders outside the European Community do not have any sales tax added.

## Shipment

Direct orders are shipped the same business day we receive the payment, given we receive the payment before 12:00 CET. If the payment is received during a public holiday we will try to ship the order the first business day after the holiday. With online credit card payment the transaction is instant. With direct bank (wire) transfers it usually takes between 3 and 7 days (no matter what the banks claim) until the money reaches our account. Transactions using our IBAN bank account number is generally quicker. We reserve the right to delay shipments a few days due to unexpected inconveniences, unexpected stock shortage or heavy work load.

We ship all synthesizer orders using UPS. This guarantees the quickest and safest possible delivery. Shipping within Europe is 1-4 business days, to North America 1-2 business days and to the rest of the world generally between business 2-6 days. When the order is shipped we will send you the tracking number by email. It is also possible to log in to your Customer Zone account to track your order.

Smaller orders like power supply units, t-shirts, TM-1's etc. are shipped using standard postal service. No tracking number is available for this shipment method. Shipping within Europe generally takes 2-4 business days, to North America 3-6 business days and to the rest of the world 3-7 business days. The tax authorities of countries outside EU sometimes add sales/import tax. If you are unsecure of the regulations for your country, please check with the relevant public authority. We write the following customs commodity code on our synthesizer shipments: 9207105000.

For orders from USA all import taxes and duties are included in the price. No extra taxes should therefore be charged by the US tax authorities

## Warranty

Elektron machines bought 2010-07-05 and later come with a three year limited warranty, starting from the date of the original purchase. Being able to prove the date of the original purchase with an invoice or a receipt is necessary if you require warranty service.

If the machine should need a repair during the warranty period no charges will be applied for parts or labor. This warranty is transferable to other owners should the Elektron machine be resold during the warranty period. Items belonging to the Elektron Style range of products (t-shirts, stickers, posters etc.) are not covered by this warranty.

This warranty does not cover (a) damage, deterioration or malfunction resulting from accident, negligence, misuse, abuse, improper installation or operation or failure to follow instructions according to the Owner's Manual for this product; any shipment of the product (claims must be presented to the carrier); repair or attempted repair by anyone other than Elektron or a certified Elektron repair center (b) any unit which has been altered or on which the serial number has been defaced, modified or removed; (c) normal wear and any periodic maintenance; (d) deterioration due to perspiration, corrosive atmosphere or other external causes such as extremes in temperature or humidity; (e) damages attributable to power line surge or related electrical abnormalities, lightning damage or acts of God; or (f) rfi/emi (interference/noise) caused by improper grounding or the improper use of either certified or uncertified equipment, if applicable.

### Warranty service procedure for machines bought from a retailer

Please contact their support if you need warranty service. You will then be guided how to proceed with your errand. Note that the Elektron three year limited warranty is in addition to any warranty your retailer may offer.

### Warranty service procedure for machines bought from the Elektron Online Shop

Contact the Elektron Support at [www.elektron.se](http://www.elektron.se) if you need warranty service. You cannot send a unit to a certified Elektron repair center unless agreed to by Elektron. The customer is responsible for shipping charges if the machine needs to be shipped to a certified Elektron repair center for warranty service. Elektron covers the shipping back to the customer during the warranty period. Should the unit be dead on arrival, or if the hardware malfunctions within 2 weeks of the original purchase date, Elektron will cover the shipping to a certified Elektron repair center.

## Return Policy

Elektron offers a 14 day money back guarantee for all items sold directly by us. The 14 days are counted from the arrival of the item. The item has to be in »as new« condition for us to accept refunding and you cannot return an item without contacting Elektron Support first. The customer covers the shipping back to Elektron. A copy of the original invoice or receipt must be supplied with the item. The refund is transferred once we have received and inspected the returned item.

## Cancellation Policy

Orders placed using direct bank transfer or PayPal can be canceled at any time before transferring money for the order. If no money has been received within 20 days the order will be canceled automatically. Orders paid using a credit card can be canceled and refunded immediately if the order has not been shipped. If the order has been shipped the Return policy applies.