

Terms and Conditions

PAYMENT

Payment

All payments are due upon receipt. If a payment is not received or payment method is declined, the buyer forfeits the ownership of any items purchased. If no payment is received, no items will be shipped.

V.A.T

For private customers in the European union, danish VAT will be added during checkout.
For all types of customers outside the European union, danish VAT will NOT be added during checkout.

IMPORT DUTY & TAX DUE

Customers outside the European union must expect to pay import duties.

These duties and taxes varies from country to country and REMIC MICROPHONES are not responsible and has no influence upon the procedures of customs of the individual countries.

An estimated amount of IMPORT DUTY can be calculated here.

DUTY Calculator: <http://www.dutycalculator.com/new-import-duty-and-tax-calculation/>

SHIPPING & DELIVERY

Shipping Policies

Shipping will be paid for by the buyer in the amount agreed upon by the seller at the time of purchase. If an item is lost during shipping, the total cost of item, including shipping, will be refunded to the buyer by the seller. Shipping costs may double if shipping internationally. If an item is damaged during shipping, seller will not be held responsible.

Delivery

The delivery time is estimated to 2 to 12 working days depending upon customs clearance which differ for country to country. The maximum delivery time is, 30 working days (by law).
REMIC MICROPHONES cannot be held responsible for any delay due to delivery errors.

WARRANTY & GUARANTEE

Warranty

Warranty is 2 years on no wearing parts and neglect. This warranty is given by the manufacturer only and is not a part of the commercial guarantee given by law.

Guarantee (by law)

Commercial guarantee may vary from country to country – please see following scheme of product guarantee for European countries.

The guarantee of other countries may differ from these.

Country (European)	Commercial guarantee (years)
Austria	2
Belgium	No specific time period
Bulgaria	2
Cyprus	2
Czech Republic	2
Denmark	2
Estonia	2
Finland	No specific time period
France	2
Germany	2
Greece	2
Hungary	2
Netherlands	No specific time period
Ireland	No specific time period

Iceland	2 or 5 years on spec.
Italy	2
Latvia	2
Lithuania	2
Luxembourg	2
Malta	2
Norway	2 or 5 years on spec.
Poland	2
Portugal	2
Romania	2
Slovakia	2 or 5 years on spec.
Slovenia	2
Spain	3
Sweden	3
United Kingdom	6

CANCELLATION

Cancellation / right of withdrawal

An item may be cancelled up until payment has been processed. Once payment has been processed, the buyer is responsible for the payment.

Cancellation of the purchased item can be established by the buyer, up to 7 to 15 working days after receipt of the actual item, depending upon country.

Terms of cancellation can varies from country to country – please see following scheme of cancellation for European countries.

Cancellation for other countries outside the European region may differ from these.

Country (European)	Cancellation time (working days)
Austria	7
Belgium	14
Bulgaria	7
Cyprus	14
Czech Republic	14
Denmark	14
Estonia	14
Finland	14
France	7
Germany	14
Greece	10
Hungary	8
Netherlands	7
Ireland	7
Iceland	14
Italy	10
Latvia	14
Lithuania	7
Luxembourg	7
Malta	15
Norway	14
Poland	10
Portugal	14
Romania	10
Slovakia	7
Slovenia	14
Spain	7
Sweden	14
United Kingdom	7

Complaints

Any complaints about items or sellers may be sent to our support team: support@remic.dk or (+45) 21650763. There is no guarantee of a resolution. Each case will be looked at individually, and the seller will be in contact as well.

Any complaint must be directed directly to REMIC MICROPHONES.

Necessary information;

- Subject: complaint
- Send to: support@remic.dk

The complaint must consist of following;

- Product name/type
- Serial number
- Error description
- Your name
- Your country
- Your address
- Your e-mail
- Your phone

Refund/Return Policy

Items are entitled to be refunded or returned based on complaint. If an item is damaged during shipping, a replacement item will be sent free of charge. If an item is unsatisfactory, a written explanation is needed before the item may be considered for a refund. Buyer must take into account the description of the item before requesting a refund. If the item matches the description by the seller and the buyer is unsatisfied, seller is not responsible for refund. Exchanges are granted on a case-by-case basis.

In case of returning the product for service this must be done in fully consistent with REMIC MICROPHONES.

Service

In connection with the filing of product to service the Customer will receive an e-mail about the extent of the service and what a bug. repairing the damage will cost.

Typically, the service rate is 75 Euro for the most common bug fixes.

If the error is due to a manufacturing defect the product will be replaced, free of charge.

Legalities

The seller is not responsible for any financial, health or safety concerns once the buyer has received the item. If any harm is incurred from the items purchased by the buyer, the seller shares no responsibility.

These terms and conditions are subject to change without notice.

