

AUDIO PARTNER s.r.o. Terms and Conditions

Basic Information

Our primary goal is maximum customer satisfaction. This goal drives not only everything we do, but our employees' attitudes as well. We conduct regular research of international musical instrument markets so that we can always offer you products with the best current ratio of price and quality. Products purchased carry a 3-year warranty.

Additionally, we have extended the period for withdrawing from the sales contract to 30 days for long-distance purchases. We have a 30-day exchange policy for in-store purchases.

We are always willing to help, under any circumstances.

Seller / Server Operator

AUDIO PARTNER s.r.o.

Mezi Vodami 23

143 00 Prague 4

Business ID No.: 27114147, VAT No.: 293353095

Tel.: +44 20 8089 1481

Responsible person: Tomáš Novák

Buyer/Customer

A natural person or legal entity that completes a binding order from our selection of merchandise. The current range of merchandise can be found on the seller's website at <https://kytary.co.uk>.

Orders

The purchase contract is based on a binding order, on the basis of which goods are subsequently sold. The order becomes binding the moment it is received by the seller. Binding orders must contain these basic requirements: name and address of the buyer, including telephone number and e-mail address, the desired quantity of specified goods, the desired form of payment, the manner of delivery of the goods, and the price of the goods and delivery. The order is considered binding for both parties unless there is a violation of terms agreed upon at the time the order was placed. For specific goods purchased "to order" that must be ordered from the manufacturer or supplier upon customer request, the seller may request a down payment of up to 100 % of the purchase price.

Long-Distance Communication Fees

The cost of long-distance communication is covered by the customer.

VAT Exclusive Purchases for EU Customers (Outside of the Czech Republic)

If the customer would like a VAT exclusive invoice, they must fill out their Business ID No. and Tax ID No. in the order, and write "Issue VAT exclusive invoice" in the comments. If these requirements are not met, the invoice will be issued VAT inclusive, which cannot be changed once the order has been shipped.

Prices of Goods

The prices for goods are the same both in the e-shop and at brick-and-mortar stores. The buyer

shall receive goods for the current price at the time of the order. Some goods may be available at a discount, which is always for a limited time only. The seller reserves the right to cancel the discount if the given item is sold out.

Information about Goods

The descriptions and technical specifications of goods that are listed on this website are based on the information provided by the manufacturer, and may change over time.

The seller reserves the right to update or change this information as needed. Errors in descriptions and technical specifications are reserved.

Payment for Goods and Shipping

Goods are the property of the seller until the complete payment of the price of the goods. The total price of the order may be paid:

- Advance bank transfer: the buyer shall transfer the total amount to the seller's bank account at Raiffeisenbank a.s. In the case of bank transfer, the order shall be processed after the entire payment amount is transferred to the seller's account.
- Fast on-line payment: simple, fast, and safe payment thanks to the PayU payment system. Details are listed in the [Payment Methods](#) section.

Delivery

- Delivery of ordered goods shall be carried out as soon as possible depending on the availability of items and the seller's operational practicability. The delivery time listed on the seller's website is for informational purposes only, and may differ from the actual delivery time.
- The manner of delivery and place of pickup is established based on the order. Delivery to the destination address is arranged by the seller. The shipment of goods is always insured and contains an invoice.
- Shipment of the goods is arranged by a carrier contracted by the seller. The cost of shipping is subject to the current price list detailed in the [Delivery](#) section.
- We do not practice any delivery restrictions.

Order Cancellation by the Customer

- The buyer may cancel his/her order if it has not yet been shipped, and if a deposit has not yet been received. Orders must be cancelled by telephone at +44 20 8089 1481.
- If the buyer cancels an order for which a deposit was issued, he/she is not entitled to a refund of the deposit.

Order Cancellation by the Seller

The seller reserves the right to cancel an order or part of an order in the following circumstances

- The goods ordered have been discontinued or are no longer supplied by the manufacturer or are unavailable for an extended period of time.
- The price of the goods has changed significantly or was established erroneously.

If the buyer has already submitted partial or full payment of the purchase price, this amount will be refunded in cash or transferred to their account as soon as possible.

Warranty Period

Our goods carry a 36-month warranty. Goods that have been labelled as used, opened, or damaged carry a 12-month warranty.

EET (Electronic Records of Sales)

In accordance with the Electronic Records of Sales Act, the seller is required to issue a receipt to the customer. The seller is also required to register any revenue received with the on-line tax administrator; in the event of technical difficulties, within 48 hours at the latest.

Claims

The buyer has the right to register a claim on purchased goods in accordance with the claims procedures detailed in the [Claims](#) section.

Dispute Settlement

Disputes between the seller and the buyer are resolved by the General Courts.

The on-line platform for dispute settlements at <http://ec.europa.eu/consumers/odr> may be used for settling disputes about the sales contract between the seller and buyer.

Withdrawal from Sales Contract

The buyer has the option of withdrawing from a sales contract under the conditions stipulated in the [Withdrawal from Sales Contract](#) section.

Discounts and Coupons

Discounts, sales, coupons, and other price markdowns cannot be combined (unless otherwise stipulated). The customer may apply only one discount per order.

Gift Vouchers and Conditions of Use

The value listed on the voucher will be deducted from the merchandise price. If the value of the voucher is greater than the price of the merchandise, cash will not be refunded for the remaining amount, and the voucher cannot be exchanged for cash. Vouchers are single-use only. In case of returns or withdrawals from a sales contract for which goods were paid for using a voucher, payment will be refunded in the form of a replacement voucher.

Purchases of goods are subject to the conditions and claims procedures of AUDIO PARTNER s.r.o. Vouchers will not be replaced in the event of loss or theft.

Customer Bonuses

The purpose of customer bonuses is to reward loyal Kytary.co.uk customers. The bonus functions like virtual money that the customer earns for each order to his/her name and is linked to their customer account. Every item of merchandise is assigned a specific number of bonus points that the customer earns upon its purchase. This number is not fixed, and may change over time. It does not matter whether the customer orders his/her purchase from the e-shop, in-store, or over the telephone. If the customer makes a purchase that is not an e-shop order, it is up to the customer to inform the vendor of their customer account to which the bonus can be credited. 1 bonus point = £ 1 that can be deducted from any future order.

Bonus points may be used to pay a maximum of 50 % of the price of the order. If the customer returns the merchandise or cancels the order, the bonus they received is deducted. The current status of your "My Bonus" account can be found by logging in to your customer account and clicking on the drop-down menu under your name that is displayed in the upper right-hand corner upon

logging in to the e-shop. Kytary.cz reserves the right to add or subtract bonus points at its own discretion. Used bonuses are non-refundable. If a customer uses his/her bonus, they are not entitled to a refund of this bonus (i.e. in the event of a return of merchandise, etc.).

More information on customer bonuses can be found [here](#).