

# TELINGA MICROPHONES

PRICE LIST & RETURNS POLICY.

<u>PRODUCT</u>	<u>PRICE EX VAT 25%</u>	<u>PRICE INCL. VAT (25%)</u>
TELINGA PRO-9 MK2 HANDLE FOR TELINGA DISH (+48V.)	€ 550	€ 687,50
TELINGA STEREO MK3 MICROPHONE FOR TELINGA DISH (+48V.)	€ 590	€ 737,50
TELINGA STEREO MK3 MICROPHONE FOR TELINGA DISH (PIP.)	€ 490	€ 612,50
TELINGA V2 PARABOLIC REFLECTOR (DISH) FOLDABLE.	€ 120	€ 150
TELINGA PRO-X BUNDLE INCL HANDLE/MIC/DISH. (Plug In Power)	€ 750	€ 937,50
TELINGA UNIVERSAL MK2 BUNDLE INCL. HANDLE/HOLDER/DISH. (+48V.)	€ 690	€ 862,50
<b>PLEASE NOTE DOES NOT INCLUDE MICROPHONE.</b>		
<u>ACCESSORIES</u>		
TELINGA SOFT CASE FOR FOLDABLE DISH	€ 55	€ 68,75
TELINGA TRIPOD MOUNT FOR PARABOLIC DISH HANDLE	€ 35	€ 43,75
TELINGA HIGH WIND COVER FOR DISH (GRAY)	€ 45	€ 56,25
TELINGA PRO-8 (XLR) SPARE CABLE 1M.	€ 90	€ 112,50
TELINGA MOUNTING KIT ATTACHING STEREO MK3 MIC TO DISH	€ 50	€ 62,50
RYCOTE TELINGA DISH HWC GREEN OR BLACK.	€ 65	€ 81,25
TELINGA EM-23 PAIR & CLIP-ONS	CURRENTLY NOT AVAILABLE	

**STANDARD SHIPPING IS FREE ABOVE € 250 \*EX VAT. BELOW € 250 1<sup>ST</sup> CLASS POSTAGE IS CURRENTLY € 28 (EX VAT.) € 35 INCLUDING 25% VAT.**

**Returns and Refunds Policies. Order returns.** You can request to return purchased goods within 30 days from receiving the ordered item(s). This policy has some exceptions as described below.

**If you received the incorrect product:** if the product(s) you receive is not what you initially ordered (in case we have for example shipped a different product model by mistake) Telinga Microphones will ship the correct item, with EMS International Express or standard postal service and also pay your return shipping fee with a standard shipping service or EMS International Express. We cannot pay for courier agent shipment returns such as DHL/UPS/Fedex. The easiest way to request a return of your item(s) is by contacting **info@telinga.com**

The item needs to be complete incl all packaging undamaged, product manuals included, and all the manufacturers associated accessories originally included such as power supplies, cables etc. Items that are as new, not unpacked and in a re-saleable condition will be refunded in total. The customer has to ship the goods back to Telinga Microphones (See return shipping conditions below).

Items that have been unpacked, are marked or used in anyway will be subject to a restocking fee of no less than 15% and no more than 25% of the original cost of the products.

**Cancelling an Order or Returning an unwanted product.** You can always request us to cancel your current order (with some exceptions such as custom made products, please see non returnable items below) **Cancelling an order** after purchase over e-mail or over the phone is very easy. **Simply send an email or give a call.** If the shipment has not been already sent we can cancel the order and arrange an immediate refund to you with PayPal or bank transfer, depending on which payment method you originally used.

**If you want to exchange the product** for another model or variant we can arrange that as well, as long as the product(s) are available or in stock. Conditions will apply as with any other return. Please contact us for further details.

In this case the product(s) needs to be shipped back to Telinga Microphones at the customers cost, has to be shipped with the same shipment agent as originally used from here. The goods need to be well packed in the original packaging, insured for any loss or damages caused by the shipping agent.

Telinga Microphones will not be held responsible for badly packed items coming back damaged or in any other way not operating fully as expected, as with any returns. Lost parcels cannot be compensated for by Telinga Microphones and no refunds will be issued to the customer in these circumstances. In case a return shipment is lost we will always try and help you locate and retrieve it (and/or) have the shipping agent forward it back to us.

**Non Returnable Products and Goods:** This includes all custom manufactured or modified to order products, including any modifications by the customer. This also includes products that has been used more then 30 days, as described above. We cannot accept any returns whatsoever if the original product has been modified or altered in any way. You can always contact us if any of these conditions above are not clear and we will try and find a solution.

Product(s) that is ordered from Telinga Microphones and deemed a special order or an item that is not currently available at Telinga Microphones website but needs to be ordered from a manufacturer. Any individual product or part from a Telinga Microphones Bundle sale (unless non-functioning). **Business to business transactions are not returnable, unless the item(s) are non working or damaged in-transit: if goods are damaged in transit by our EMS or postal service courier please notify us within 30 days from receiving your tracking nr to arrange replacements or refund. Any return or refund inquiries made 30 days after receiving your order(s) cannot be processed according to the policy described in this document.**

In the rare case that an order arrives damaged please inform us and your local courier or postal service agent as soon as possible and always within 30 days to settle a reclaim or refund with the help of the agents insurance policy. Contact us and we will try and help right away!

**Please before returning any item always contact us by e-mail or phone.**

If the product(s) has a manufacturing defect within 30 days of the receipt of goods, we replace the item and exchange it for a new replacement. Telinga Microphones will ship back to the customer's billing address free of charge.

If there are exceptional circumstances (COVID-19!) and we cannot replace the item immediately, or in a reasonable time frame, Telinga Microphones will try and offer you a product loan with the same or similar function, during the time it takes to resolve the original issues.

If it is suspected that an item has sustained or suffered damage, or a fault occurs due to mistreatment of the item by the customer then any manufacturer's warranty will not be covered.

Physical or electronic damage by the customer is not covered by any warranty, power voltages out of specification, water ingress, general misuse or inappropriate application outside of the manufacturer's guidelines will not be covered. Items will be inspected and sent to manufacturers service department for assessment and damage report. All charges will be passed on to the customer if the issue is caused by mistreatment.

**Shipping Charges and Refunds:** If for any reason a shipment is delayed we always try to offer you a full or partial refund of a shipping service.

We normally use EMS International Express, or postal service but in cases where we have agreed with you as customer to use DHL/UPS/FedEx it is important for you to understand you might have to provide the shipping agent with your own refund inquiry. This usually includes a general complain (only) that the couriers own service terms has not been met, satisfying or up to their standards provided in their terms.

If a delivery is refused due to an unauthorised person declining to sign and take responsibility for the package - we do reserve the right to charge for any subsequent deliveries, and recover any additional expense passed on by the Courier to Telinga Microphones.

Damaged shipments that are refused by customers or recipients will be offered a refund on shipping charges.

We reserve the right to cancel your order at any time if for any reason we cannot ship your order in a reasonable time fram, in that case we will always contact you first.

**Refunds and Part Refunds:** Refunds are made as soon as possible after receipt of the original order back to Telinga Microphones, minus any deductions that are applicable, damaged, incomplete goods or non re-saleable items. We will refund to the initial payment method used and the customer will be notified via email.

Please understand that this policy above comes in effect as soon as you have paid your invoice or proforma invoice. For special ordered goods this policy above comes in effect as soon as we have started to manufacture your goods.

After you have paid your invoice or payment request from PayPal you should always receive a tracking nr or shipping indication as soon as your order has been shipped from Telinga Microphones.

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ERRORS AND OMISSIONS EXCEPTED.