

Terms and Conditions

Prices

- Prices are:
 - Excluding VAT for shipping addresses inside the European Economic Area (EEA).
 - Free of VAT for shipping addresses outside the Netherlands and inside the EEA for customers with a valid VAT number.
 - Excluding possible import charges for shipping addresses outside the EEA. Import charges can be import tax and clearance costs. If import charges have to be paid they will be charged directly to you.
 - Excluding shipping costs. The shipping costs depend on the shipping method (see below) and shipping address.
 - Excluding payment costs. The payment costs depend on the payment method (see below).
- Import tax:
 - Import tax is defined by each country based on the Harmonized System code (HS code) of the goods. The basic HS code and HS code description of our goods is: 9209.99, parts and accessories for musical instruments. Depending on the country extra numbers can be added to the basic HS code and the description can be different.
 - We mention the HS code, HS code description, and import tax rate, on our invoices based on the information of the ROSA system of the EU. You cannot derive any rights from this information.

See appendix A for the list of EEA countries.

Shipping methods outside the Netherlands

- DHL Express with tracking:
 - Delivery takes several days to 2 weeks, the shipment is easy to track.



- We deliver at place (DAP). DAP means the shipping risks are for Reed Machines till the shipment is delivered.
- Postal parcel with tracking and without insurance:
 - Delivery takes several days to several weeks, the shipment is difficult to track.
 - We deliver ex works (EXW). EXW means the shipping risks are for the customer once the goods leave the facility of Reed Machines.
 - Take care! We cannot help you when goods are damaged, lost, delivered at a wrong address, etc.
- Pick up, or shipment arranged, by customer:
 - We deliver ex works (EXW). EXW means the shipping risks are for the customer once the goods leave the facility of Reed Machines.
 - Take care! We cannot help you when goods are damaged, lost, delivered at a wrong address, etc.

Shipping methods inside the Netherlands

- Postal parcel with tracking:
 - Delivery takes several days to a week, the shipment is easy to track.
 - We deliver at place (DAP). DAP means the shipping risks are for Reed Machines till the shipment is delivered.
- Pick up, or shipment arranged, by customer:
 - We deliver ex works (EXW). EXW means the shipping risks are for the customer once the goods leave the facility of Reed Machines.
 - Take care! We cannot help you when goods are damaged, lost, delivered at a wrong address, etc.

Payment

- Unless otherwise agreed, payment has to be received before shipment or pick up.
- Customers are responsible for all payment costs.

Payment methods

- Bank transfer:
 - The payment costs for a SEPA country bank transfer are €0,00
 - The payment costs for a Non SEPA country OUR bank transfer are €12,00 plus the costs charged to you by your bank. OUR means all the payment costs are charged to you.
 - The main bank details are on the invoice. All bank details can be found by a link on the invoice or [here](#).
- Credit card:
 - The payment costs are 1,9% for a European credit card payment.
 - The payment costs are 2,9% for a Non European credit card payment.
 - There is a payment link on the invoice.
- PayPal:
 - The payment costs are 3,9% for a European PayPal account payment.
 - The payment costs are 5,7% for a Non European PayPal account payment.
 - There is a payment link on the invoice.

See appendix B for the list of SEPA countries.

Warranty

- We give 1 year warranty on our products for problems that arise during normal use.
- The warranty period starts when a product is delivered.
- When an action under warranty is needed, Reed Machines is free to change or repair the product.

Appendix A

List of EEA (European Economic Area) countries

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden

Appendix B

List of SEPA (Single Euro Payments Area) countries

- Andorra
- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- French Guiana (France)
- Germany
- Greece
- Guadeloupe (France)
- Guernsey (UK)
- Hungary
- Iceland
- Ireland
- Isle of Man (UK)
- Italy
- Jersey (UK)
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Martinique (France)
- Monaco

- Netherlands
- Northern Ireland (UK)
- Norway
- Poland
- Portugal
- Reunion (France)
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- United Kingdom
- Vatican City