

Guarantee conditions for commissioned compositions and arrangements ("Satisfaction Guarantee")

The **guarantee conditions** stated below apply to the "Satisfaction Guarantee" of Pascal Hahn (hereinafter referred to as Arranger/Composer), which is granted as a **voluntary additional service** on commissioned arrangements and commissioned compositions.

- The "satisfaction guarantee" is a voluntary additional service to which there is no legal claim.
- After consultation with the customer about the details of an order (instrumentation, scope, goal, etc.), an order can be accepted or rejected by both parties.
- The arranger/composer informs himself in advance about the exact wishes and objectives (size of the ensemble, musical-technical abilities, occasion etc.).
- The arranger/composer and the client agree on the terms of payment:
 1. Option 1
 - a) The arranger/composer will issue an invoice after completion of the arrangement, which shall be paid within 14 days.
 2. Option 2 (Primarily for larger projects)
 - a) 50% Deposit at the beginning of the activity
 - b) 50% Fee on completion
- The arranger/composer and the client can set a deadline by which the finished material must be delivered.
- During the writing process, the arranger/composer will contact the client with queries if there are any ambiguities.
- The arranger/composer will send the sheet music material (if not discussed otherwise as PDF) and if possible a simple audio demo (export from the notation software) at the end of the process.
- **With the sending of the sheet music and the payment of the invoice, the order is legally completed.**

- If the client is not satisfied with the result, he can make use of the **"satisfaction guarantee" as a voluntary additional service**. This runs as follows:
 - Sollte der Auftraggeber mit dem Ergebnis nicht zufrieden sein, kann er die **„Zufriedenheitsgarantie“ als freiwillige Zusatzleistung** in Anspruch nehmen. Diese läuft wie folgt ab:
 1. **The client gives feedback to the arranger/composer in writing or in person and informs that he/she is not satisfied.**
 2. **The further procedure is discussed together.**

The following options are available:

 - a) The client describes to the arranger/composer in as much detail as possible what does not suit him/her/the ensemble or where the problem areas lie.
 - b) The client sends the arranger/composer sample recordings.
 - c) If it makes sense and is possible in terms of space and time, the arranger/composer can also visit a rehearsal of the commissioned ensemble in order to personally exchange ideas with the musicians and, if necessary, to work with the ensemble.
 3. **The arranger/composer will then try to implement the suggestions and improve the arrangement/composition free of charge.**