

## Terms & Conditions: Audio Analysis Service

### 1. Description of Services

Solanum, LLC will provide a .pdf by email including any information we can deduce from the audio file uploaded. We do not warrant that any particular information will be available from your recording- however, in over 99% cases we can determine at least three of the following: Approximate mass, within 25%, of the component causing the sound; frequency range of any sounds caused by mechanical problems; and whether the problematic sound in question is caused by a mechanical problem or by escaping gases (i.e., exhaust leak). In over 90% of cases the information we can deduce will inform a qualitative diagnosis, such as “noise caused by rod knock, 1 cylinder affected” or “noise caused by valvetrain, 3 cylinders affected”. Information provided as part of this service is for planning and informational purposes only- due to the nature of indirect diagnostic methods such as audio analysis, we cannot warrant 100.00% accuracy. Most analysis takes 1 day, however, please plan on a 3-day turnaround time. In rare cases where we cannot complete the analysis within 3 business days, we will give you the option to either wait or receive a refund.

### 2. Privacy

Solanum, LLC does not keep records of the information you submit, and uses it only for contacting you about the results of the analysis. Note, however, that the WIX Terms of Service may result in other considerations, outlined at [www.wix.com](http://www.wix.com)

### 3. Returns

Solanum, LLC will offer you a refund if for some reason we cannot meet our 3-business-day timeline, OR if the file you provided cannot be used to determine at least two of the main parameters listed in (1) above. We also reserve the right to refund your money and terminate this relationship, at our sole option, for any reason or none at all, including but not limited to “because we feel like it”.

### 4. Business Information

By purchasing this service, you are entering into a business transaction with Solanum, LLC, a New Jersey LLC. Operations are conducted at 152 Frenchtown Rd., Milford NJ 08848, and the correspondence address is PO Box 71, Frenchtown NJ 08825. Solanum, LLC can be contacted by phone at 732.693.8312 or by email at [info@solanum-service.com](mailto:info@solanum-service.com)

### 5. Ownership of audio recording

Solanum, LLC retains the right to keep your recording, and any descriptive information you provide, on file for the purpose of developing and improving our audio analysis program. If we discover any personal identifying information in the audio file or the descriptive data, we will redact it- however, please be aware that we are not proactively looking for personal info and may not find it. Please try to keep such information out of the audio file and the descriptive data you provide.