Terms of sale

These terms apply when you buy something from the store at mingo.systems. They sit alongside the Min Firmware EULA (https://mingo.systems/eula), which governs how you may use the Min firmware and a Min Plus licence, and our privacy notice (https://mingo.systems/privacy), which says what we do with your details.

1. Who we are

We are Mingo Systems, a UK business. Email min-support@mingo.systems about an order. For anything else, email min-enquiries@mingo.systems or use the contact form on the About page.

2. What you can buy

- **Min Plus**: a licence that switches on the Min Plus features of the Min firmware on one Raspberry Pi Pico 2W or Pimoroni Pico Plus 2W, identified by its device ID. This is digital content.
- **Go.Zero + Min Plus**: our audio and MIDI board for the Pico 2W, with Min Plus already licensed on it. These are goods.
- **Go.Zero + Min Plus + Pico 2W**: the board, a Raspberry Pi Pico 2W fitted and flashed, and the licence. Goods.

The Min firmware itself is free. Downloading it is covered by the EULA, not by these terms.

3. Placing an order

Your order is placed when you press Pay on the store page and your payment goes through. We send a confirmation by email, with these terms and the Min Firmware EULA attached as PDFs; that is when the contract between us is made, and the email is your record of it. We may decline an order, for example if a price was shown wrongly, if we cannot ship to your address, or if we suspect fraud. If we decline an order we refund it in full.

4. Prices and payment

Prices are in pounds sterling. We are not registered for VAT, so no VAT is charged. If goods go outside the UK, import charges are covered in section 7. Shipping is shown before you pay and is added to the total. Payment is taken by Stripe when you place the order, including for pre-orders. We do not see or store your card details.

5. Pre-orders

Where a product is marked as a pre-order, we show the month we expect to ship it. That is our best estimate, not a promise; if it slips we will email you. You can cancel a pre-order at any time before we dispatch it, for any reason, by emailing us, and we refund the whole amount including shipping within 14 days to the card you paid with.

6. Licence keys

We email your Min Plus licence key as soon as you have paid. It is tied to the device ID you entered.

When you buy a licence and agree to these terms, you ask us to deliver the key straight away. If for any reason you are not happy with it, you have 14 days from the day you order to ask for a full refund, even if you have already used the key. To ask, deactivate Min Plus on your board (Settings ? General), which stops that key working on that board for good, and enter the code the board then shows at mingo.systems/store/refund (https://mingo.systems/store/refund). We refund you in full within 14 days, to the card or account you paid with. We need that code for every licence refund; if you email min-support@mingo.systems or use the form at mingo.systems/cancel instead, include it.

When a licence is refunded, or the payment is reversed by your bank, the licence ends and you may no longer use Min Plus with that key.

7. Delivery of goods

We send goods tracked, to the countries listed at checkout. Delivery estimates are estimates. The goods are your responsibility from the moment they are delivered to the address you gave.

If you are outside the UK you are the importer. Import duty, VAT or other charges levied by your country are payable by you to the carrier before delivery. We do not refund import charges on a cancelled or returned order.

8. Changing your mind about goods

If you are a consumer you have 14 days from the day you receive the goods to tell us you want to cancel. Email us or use the form at mingo.systems/cancel. You then have 14 days to send the goods back, at your own cost unless they are faulty. We refund you within 14 days of getting them back, including the standard shipping you paid, less any loss in value caused by handling beyond what you would do in a shop.

9. Faulty goods

If a Go.Zero is faulty you can return it for a full refund within 30 days, and after that ask for a repair or replacement, or a refund if that does not work. Email us first so we can sort out the return.

Damage caused by running the processor beyond its rated speed (Turbo mode) is excluded, as set out in the EULA.

10. Our liability

Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else the law does not allow us to limit. Otherwise our liability to you in connection with an order is limited to the amount you paid for it. We are not liable for losses that were not foreseeable when the contract was made, or for business losses: the store is for consumers.

11. Other things

These terms are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction, except that if you live in Scotland or Northern Ireland you may bring proceedings there. If any part of these terms is found to be unenforceable the rest still applies. We may change these terms; the version that applies to your order is the one shown at checkout, recorded against your payment.