

Three Choirs Vineyard Returns Policy

Returns Statement

Our “goodwill” refund policy does not affect your legal rights under the Consumer Rights Directive (CRD) or other legislation. Our “goodwill” refund or exchange policy (where there is no legal right to a refund or exchange under the CRD or otherwise) is offered when goods are returned in a resalable condition with a receipt or parcel summary document within 35 days of purchase. Personalised items and any products with a seal, where the seal is broken are excluded from our "goodwill" returns policy. These products can only be returned in accordance with your legal rights (for example, if they are not fit for purpose or not as described). If some or all of the bottles of wine in a case are broken or spoiled when they are delivered you should notify us as soon as possible. You may choose either to return the whole case or just the affected bottles for a refund. You must notify us of all wines which are due to be returned within 15 days from delivery of the wine. You can call us on 01531 890223 or notify us by email on info@threechoirs.com or in writing to: Three Choirs Newent, Gloucestershire, GL18 1LS

Right to Cancel Statement

You have a right to cancel any order placed with us before the order is processed and dispatched. If the order has already been processed and dispatch we will be unable to cancel the order.

Complaints Handling Policy

Please contact us.

Alcohol Statement

When ordering and making a payment you have confirmed that you are aged 18 or over.