



Tel: 0208 3373 427

Email: [info@organicwineclub.co.uk](mailto:info@organicwineclub.co.uk)

## **Organic Wine Club Returns Policy**

### **Returns Statement**

When the order is processed and the shipment is at hands of our courier company we cannot be held responsible for any delays, losses or damages. Yet we will provide all necessary assistance and help in dealing with the courier company to arrange replacement, return and/or compensation in case of this unfortunate event. We prepare the goods for despatch in 1-2 working days, pack it with the transit boxes and air pockets and then ship the orders. Shipping is done during working days only. Please allow extra time for remote addresses. Please submit your mobile phone number to be able to track and direct your shipment as appropriate. Corked or tainted bottles need to be returned to us, we will inspect them and should they be out of condition, we will credit your next order for the respecting value.

### **Right to Cancel Statement**

Our returns policy lasts 30 days. After that, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be:

a) broken during shipping: if you have inspected it when signing for the delivery, you can return it with the courier free of charge;

b) broken during shipping, late notice: same as per above, but you have noticed it within 3 working days, please contact us and we will arrange for the replacement or refund; appropriate evidence would be required (no refunds if items were not reported broken after that period);

c) items are faulty (cork taint or other manufacturing fault): please send us an email to [info@organicwineclub.co.uk](mailto:info@organicwineclub.co.uk) explaining the problem and we will arrange for a refund or replacement;

d) we do not offer a change of mind policy, but should your circumstances change and your package is unused and in the same condition that you received it, we can arrange for a return and full refund minus shipping costs.

e) highly discounted items, in example but not limited to discontinued lines, could not be refunded in full, please contact us to discuss.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you about the status of your refund.

If your refund is approved, then it will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 14 days (but normally processed within 2-3 working days).

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund within 14 days, please contact us at [info@organicwineclub.co.uk](mailto:info@organicwineclub.co.uk).

Exchanges (if applicable)

We can offer free of charge replacement in case of breakage during shipping as per the above instructions. In case of doubt or additional questions, send us an email at [info@organicwineclub.co.uk](mailto:info@organicwineclub.co.uk) or regular mail to our correspondence address below.

Gift cards could not be returned or exchanged for the monetary value.

Shipping

To return your product, you should mail your product to the correspondence address listed below. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over £75, you should consider using a trackable shipping service or purchasing shipping insurance.

### **Complaints Handling Policy**

Please contact us.

### **Alcohol Statement**

By ordering from us you are confirming that you are over 18 years old.