



Tel: 0116 262 7336

Email: sales@45w.co.uk

## **Burleigh's Gin Returns Policy**

### **Returns Statement**

Returns: We will provide a full refund or replacement of any products that are faulty. We must be notified of damaged or faulty products within 3 working days of receipt. We may require the faulty products to be returned to us. We will arrange this as necessary. On the rare occasion where the products delivered are different to those ordered we must be informed of this within 3 working days of receipt. We will arrange a collection of these products as necessary, once we have investigated the dispatch records for your order. Claims for Breakages Upon receipt of your order, the order should be carefully inspected to make sure that it is intact and in full. The courier must be informed of breakages or shortages at the time of delivery. We will not accept any claims for breakages or shortages unless they are stated on the courier's documentation. We must have confirmation of these breakages or shortages within 3 working days of delivery.

### **Right To Cancel Statement**

You may cancel your order at any time until seven days after the goods are received, but you will be liable for the initial delivery cost. You will be responsible for returning the products to us at your own cost. The goods must arrive back at our distillery unopened and undamaged. You can cancel your order by emailing our Customer Services on sales@45w.co.uk. You will then be sent an email with details of your RMA (Return Merchandise Authorisation) number and the returns address. The RMA number must be clearly displayed on your returned order. Orders returned without first obtaining an RMA number will not be accepted. All credits will be issued within 30 days of the cancellation, provided the goods have been returned within that period.

### **Complaints Handling Policy**

If you have any order related query, please email us at sales@45w.co.uk. Most enquiries are responded to within 1 hour. We aim to respond to all enquiries within 24 hours.

### **Additional Delivery Terms & Conditions**

The majority of orders are delivered on the required delivery date when specified, however delivery on any particular date is not guaranteed. Delivery times may be affected if there are stock availability problems or other unforeseen circumstances. Please note the availability shown for each product in the Product Details page is not real-time and on rare occasions items do run out-of-stock. For your security, the courier's paperwork must be signed, either at the recipients address or a neighbouring address in order to acknowledge receipt of the Product/s. A Delivery Note detailing the Products supplied by www.burleighsgin.com will be stored in one of your delivered parcel/s, and this is your proof of delivery. If our courier attempts delivery at the delivery address, specified in the order, or as a fall-back attempts

delivery with a neighbour but cannot deliver the Products, the courier will retain the Products and will leave a calling card with a Customer Services telephone number for you to call in order to arrange re-delivery. Please note that the courier company can only arrange a specific re-delivery date, and cannot arrange a specific re-delivery time. The courier will only attempt to deliver the Products on up to two separate days, after which a further delivery charge may become payable. The products will be returned to our Dispatch Depot if they have not been collected from the courier. For returned orders only the cost of the products ordered is refunded less the cost of returning the order.

### **Alcohol Statement**

We will not sell to anyone who is not 18 years of age or over, as the law requires. By placing an order you confirm that you are at least 18 years old. If you are buying a product/s as a gift - the recipient must also be over 18 years old. If our couriers are in any doubt about the age of the recipient on delivery, they will request some form of ID. If the person receiving the order is unable to produce appropriate ID, unfortunately our couriers will be unable to leave the products.