



Tel: 01622 710339

Email: [info@beermerchants](mailto:info@beermerchants)

## **Beer Merchants Returns Policy**

### **Returns Statement**

We aim to always provide high quality Goods that are fault free and undamaged. On occasion however, goods may need to be returned. Returns Policy: If the Purchaser receives Goods which do not match those ordered, unless accompanied by an explanatory note or communication detailing the changes, stating reasons for the changes and setting out your options, the Purchaser should contact us within 10 working days to arrange collection and return. Beer Merchants is responsible for paying shipment costs. The Purchaser will be given the option to have the Goods replaced with those ordered (if available) or to be refunded. Refunds and replacements will be issued upon our receipt of the returned Goods. If any Goods purchased have faults when they are delivered, the Purchaser should contact [info@beermerchants.com](mailto:info@beermerchants.com) within 28 working days to arrange collection and return, all carriage costs will be borne by us. Goods must be returned in their original condition with all packaging and documentation. Upon receipt of the returned Goods, the price of the Goods, as paid, including carriage will be refunded through the payment method used when the Goods were purchased. If Goods are damaged in transit and the damage is apparent on delivery, the Purchaser should sign the delivery note to the effect that the goods have been damaged. In any event, such damage should be reported to [info@beermerchants.com](mailto:info@beermerchants.com) within 10 working days and arrange collection and return. Beer merchants is responsible for paying shipment costs. Upon receipt of the returned Goods, the price of the Goods, as paid, will be refunded through the payment method used when the Goods were purchased. If the Goods have been dispatched or have reached you, but the Purchaser decides that they are no longer required, the Goods can be returned to beer merchants within 10 days of receipt. Goods can only be returned for this reason if their packaging remains unopened and the Goods can be re-sold, as new, without any additional work on the part of beer merchants. The Purchaser is responsible for paying shipment costs if Goods are returned for this reason.

### **Right to Cancel Statement**

You can cancel any order no questions asked right up to the time we dispatch it, when you will receive a notification saying the order has been shipped. From this point onwards we are unable to retrieve the parcel without it arriving to you first, so we cannot terminate the order.

### **Complaints Handling Policy**

If the Purchaser wishes to return Goods to for any of the above reasons, please contact us at [info@beermerchants.com](mailto:info@beermerchants.com) to make the appropriate arrangements.

**Alcohol Statement**

By purchasing from us you are confirming that you are 18 years or over. It is illegal in the UK to sell alcohol to someone under 18 or for an adult to buy or attempt to buy alcohol on behalf of someone under 18.