

Aldwick Court Farm & Vineyard Returns Policy

Returns Statement

We warrant that any product purchased from us is of satisfactory quality. If you have any reservations or comments about the appearance or quality of our products, you should state these on our carriers' delivery statement. Alternatively, you must notify us of any complaints within 28 days of delivery. Unless we receive such a complaint from you within the period stated, you will be deemed to have accepted delivery of the products in accordance with your order.

Right To Cancel Statement

You may cancel your order at any time, and for any reason, within 7 days of delivery of the products ordered. In this case you must notify us of your wish to cancel in writing and you must return the product(s) to us at your expense in their original wrapping, intact and accompanied by all accessories and documentation that were part of the delivery. We will refund any monies paid to us in respect of a cancelled order within 28 days of receiving your note of cancellation.

Complaints Handling Policy

You must notify us of any complaints within 28 days of delivery.

Additional Delivery Terms & Conditions

If your order for wine or tickets (including Electronic Vouchers) is placed over a weekend or bank holiday your order will be processed the following working day. Once an order is dispatched, please allow 1 to 2 working days for delivery. Wine will be delivered to the address provided. A signature will be required on delivery. If there is no-one to receive the delivery, the courier may take the parcel to their local depot for collection by yourselves. Please contact the office with any queries.

Alcohol Statement

It is against the law to sell or indeed supply intoxicating substances to persons under 18 years of age in the UK. By placing an order with us you warrant that: 1. you are legally capable of entering into binding contracts 2. you are at least 18 years old (or have attained the age, applicable in your country of residence, when you are legally able to buy alcohol, where this is higher).