



Tel: 0344 224 1001

Email: help@virginwines.co.uk

Virgin Wine's Returns Policy

Returns Statement

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 for any of the reasons above within 90 days from delivery of the wine, otherwise you cannot rely on the above.

You can call us on [0343 224 1001](tel:03432241001), fax us on 01603 619 277, notify us by email on help@virginwines.co.uk or in writing to Virgin Wine Online Limited St James' Mill, Whitefriars, Norwich NR3 1TN.

All these types of refunds and reimbursements will be paid within 30 days of you notifying us of your wish to return wine, provided the wine has been collected by our carrier.

Any wines collected by our carrier must be in their original box to avoid further breakages, where possible. If the packaging has become damaged or weakened the courier will not accept the package. Please call our call centre before requesting a collection, or as soon as possible, if this is the situation.

Right To Cancel Statement

You may cancel your order for any reason whatsoever at any time up to 14 working days from the day after the date you receive your wine, provided all of the bottles are unopened and intact.

In order to cancel your order you must call us on [0343 224 1001](tel:03432241001), fax us on 01603 619 277, notify us by email on help@virginwines.co.uk or in writing to Virgin Wine Online Limited St James' Mill, Whitefriars, Norwich NR3 1TN

We shall reimburse the price of the wine within 30 days from the date you notify us of the cancellation. It is your responsibility to hold onto the wine and take reasonable care of it until we come to collect it.

Complaints Handling Policy

If you are dissatisfied with our performance in any way, please contact our customer services department immediately on 0343 224 1001.

At Virgin Wines, we aim to deal with all enquiries fairly, confidentially and quickly. We will acknowledge your contact within 24 hours.

We try to resolve most issues immediately, but where this is not possible, we will keep you informed about progress until a satisfactory resolution has been achieved.

We are continually improving our service, but if you have any particular ideas or suggestions about how we can improve, please send them to: suggestions@virginwines.co.uk.