



Tel: 0800 085 5987

Email: info@veenobars.com

Veenobars's Returns Policy

Damages and breakages: In the event that any of the products in your order are damaged, please let us know within 7 days. After receiving your return and inspecting the condition of your item, we will process your return or exchange. Where the order is a single product item we will send out a replacement free of charge.

Where the damaged product is part of a case and we will credit your Veenobars account with the price you paid for the damaged products or a proportion of the total order price representing the proportion of the damaged order contents.

Incorrect products: In the event that any of the products in your order are incorrect, please let us know within 7 days.

Where the order is a single product item we will collect the incorrect item and then once we have confirmed receipt of that item we will send the correct replacement free of charge. Delivery of the replacement product should take place within 7 working days of you notifying us regarding the incorrect item.

Where the incorrect product is part of a case and we will credit your Veenobars account with the price you paid for the incorrect product or a proportion of the total order price representing the proportion of the missing order contents. This also applies to any products that may be missing within an order.

Cancellations: You may cancel your order for any reason whatsoever at any time up to 7 working days from the day after the date you receive your wine, provided all of the products are unopened and intact.

In order to cancel your order you must call us on 0800 085 5987, notify us by email on info@veenobars.com.

It is your responsibility to hold onto the wine and take reasonable care of it until we come to collect it. Once we have confirmation the case is collected we shall reimburse the price of the wine within 5 working days. Any products 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 customer service on 0800 085 5987 before requesting a collection, or as soon as possible, if this is the situation.

Refunds: After receiving your return and inspecting the condition of your item, we will process your refund. Refunds may take up to 5 business days, depending on your credit card company. We will notify you by email when your return has been processed. We will make the reimbursement using the same method of payment as you used for the initial transaction.