

Larkhill Vineyard Terms and Conditions

Registered Address: Larkhill Vineyard, Ilsom, Tetbury, Gloucestershire, GL88RX

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General

The purchase of products from this website are subject to the terms and conditions outlined below. By accessing the website you agree to be bound by these terms and conditions. The terms and conditions reflect the current regulations governing online shopping. All sales from the website are subject to English Law.

We reserve the right to change, modify, substitute or remove, without notice, any information on this site as necessary. We further reserve the right to not accept an order.

The conditions detailed below do not affect your statutory rights.

Online Purchases

We will not sell or deliver wines to anyone who is under 18 years old or, indeed, appears to be under 18 and cannot prove otherwise. By placing an order with us online you confirm that you are over 18 years of age. All goods sold include VAT and are subject to availability. The payment for your order is sent to us via a secure server that uses the latest SSL encryption technology that is embedded in our website. This is to protect your credit card details. Please see the section on Delivery below.

Prices

All prices on the website are in pounds sterling (GBP) and are inclusive of UK VAT. Any promotions or offers are stated at the time of an order there are no further discounts provided. Any offer or promotion will be subject to a validity period. It is intended as a guide only. We reserve the right to change such period. Prices, promotions, offers, product details / specifications can be changed at anytime prior to the completion and acceptance of an order.

Delivery

We will normally deliver goods within 3 days, but such delivery can take up to 5 days. This delivery service is valid for the UK Mainland only and the cost is reflected in the online shop. Additional charges may apply for deliveries to Northern Ireland, the Isles of Man and Scilly and certain Scottish islands. Please contact us for details at time of your order. Our deliveries are undertaken by a third party courier and need to be signed for by a person over the age of 18. They cannot be left unattended. If you or another person aged 18 or over are not able to accept the delivery the courier will leave details to rearrange delivery. If a second delivery attempt is also missed, then the goods will be returned to us. An alternative delivery can then be arranged at additional cost. All goods can be collected from us and incur no delivery or packaging costs.

Out Of Stock Goods

If a product is out of stock we will email you with an option to either cancel your order or on your understanding as to when it can be fulfilled, wait for delivery.

Methods Of Payment

The methods of payment for online purchase are stated in the online shop. We accept Visa, Mastercard, Visa Electron and Maestro (Switch).

The total cost of your order is the price of the products including delivery charges (where applicable).

All purchases are cleared by the credit card company prior to dispatch. We cannot accept responsibility for dispatch being held back as a result of incorrect or invalid payment details being given.

Returns / Refunds / Claims

We will provide a refund of all fees paid relating to any faulty wines. The faulty wine may need to be returned to us. Claims for breakages or other damage must be made to the courier at time of receipt and followed up in writing or by email to us within 2 days of receipt.

We are unfortunately unable to offer refunds on orders if we have not been notified within this time period.

Cancellation Policy Wine

We operate a policy for cancellation that allows you to cancel your purchase before the goods are dispatched and you will receive a full refund. If cancellation occurs whilst the goods are in transit then you shall be entitled to a refund less the delivery cost. If cancellation occurs after delivery (but only within 7 days of delivery) then a refund will be given upon the return of the goods to us. The costs for returning the goods will be at your expense and the goods must be in an unused state and of perfect resaleable quality.

Cancellation Policy Tours And Tastings

In the event of cancellation, Tour and Tasting bookings are not refundable. We will, however, endeavour to reschedule the Tour and Tasting subject to availability and given notice of 2 weeks or more prior to the date of the Tour and Tasting.

Vouchers

Are non-refundable and non-transferable, except in accordance with your legal rights.

Contact Us

If you have any complaints or wish to contact us, please contact us by email info@larkhillvineyard.co.uk or phone +44 (0)7826529310.