

Terms & Conditions

Company Name: Southlands Valley Wines

Site Address: Southlands Valley Vineyard, Southlands Lane, West Chiltington, West Sussex, RH20 2JU

Trading Address: 44 Penfold Way, Steyning, West Sussex, BN44 3PG

Premises Licence Number: LI/20/0102/PREM

AWRS Number: XSAW 000 0011 5975

Terms & Conditions

These are the terms on which we sell all wines and associated products. By ordering any of our products you agree to be bound by these Terms & Conditions. Please note that you can only purchase wines from our website if you are eligible to enter a contract and are at least 18 years old.

Ownership

All goods remain the property of Southlands Valley Wines until payment in full has been received for the wine or other goods.

Prices & Payment

The price of our products, services and any additional delivery or charges is as set out in our invoice for your order or such other price as we may agree in writing. Payment may be made by bank transfer to bank details as shown on our invoice or by credit or debit card when collecting goods from us.

Delivery Policy

All wine must be signed for on delivery by an adult aged 18 years or over. If no one of that age is at the address when the delivery is attempted, the goods may be retained by the delivery agent, in which case the delivery agent will leave notification of attempted delivery for the customer to rearrange delivery at a more convenient time. In these circumstances, if we have to re-deliver the goods, a further delivery charge may become due and payable by the customer. If you are out when the courier arrives, there is the option to inform us of a safe place or a neighbour where the wine can be left. Please note that we cannot accept responsibility for any wines that have not been signed for.

Returns/Risk

All wine shall be at the customer's risk from the point of delivery to the customer. It is our responsibility to supply you with goods that meet your consumer rights. Upon receipt, if your order does not meet the quality expected from Southlands Valley Wines, please contact us at info@southlandsvalleywines.com in the first instance to arrange a return. If the product is faulty, we will replace at no cost to yourself.

Cancellations

In accordance with the Consumer Contracts Regulations, you may cancel your order up to 14 days after receipt of the goods. Please contact us in writing if you wish to cancel your order. If the product is faulty, we will arrange for the goods to be returned to us at no cost to yourself and for your payment to be refunded. Please note that all wine must be returned in the state that it was received. Any damage will need to be reimbursed to Southlands Valley Wines. If you have simply changed your mind after 14 days, you can return the items to us at your own cost, and we will refund the cost of the wine.

Age Restrictions

It is illegal to sell wine to anyone who is under 18 years old. For this reason, the company reserves the right to refuse to accept an order. Furthermore, the company will not permit any order to be transferred from the original customer to another person to avoid compliance with the age restrictions. By placing an order, the customer is confirming they are at least 18 years old.

If the company's delivery agents are in any doubt about the age of the recipient on delivery, they will request some form of ID. If the person receiving the goods is unable to produce appropriate ID, unfortunately our delivery agents will be unable to leave the goods.

Complaints

We always aim to provide the highest standard of care in all our services and quality of our wines. Our customers' views are important to us and help to ensure our products and services are consistently meeting people's needs. If you are unhappy with any of our products and services, it is important that you let us know.

If you wish to make a complaint, please contact us directly at info@southlandsvalleywines.com or +44 (0) 7927 521055.

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating them to help us improve the service we provide. We treat all complaints in confidence.

Please note that you should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

You can contact us at:

Southlands Valley Wines

44 Penfold Way

Steyping

West Sussex

BN44 3PG

Tel: +44 (0) 7927 521055

Email: info@southlandsvalleywines.com

Web site: www.southlandsvalleywines.com