



Terms & Conditions

1.0 Purchase Terms

- 1.1 Goods will be shipped within 10 working days of order receipt.
- 1.2 Customer will be notified by email of order acceptance , this e-mail will contain order information and Callow Hill Order number (ORDER NUMBER).
- 1.3 Goods will be delivered on 48 hour business day delivery, after order receipt.
- 1.4 Goods not in stock at time of order . The customer will offered a suitable alternative (by email or telephone) or Customer will be notified when the goods will be shipped
- 1.5 Goods arriving in an unfit condition MUST be returned to Callow Hill country wine with a 30 days of purchase, after first obtaining a returns number by telephone (ORDER NUMBER will be required). Good returned on this basis will be replaced with a new product of the same type or suitable alternative.
- 1.6 Cash refunds will NOT normally be given , replacement goods will be shipped or a suitable alternative.
- 1.7 Goods will remain the property of Callow Hill Country Wine until payment is received in full.

2.0 Returns Policy

- 2.1 Damaged goods must be returned to Callow Hill country wine , after first obtaining a returns number by telephone (ORDER NUMBER will be required)
- 2.2 All goods MUST be return to Callow Hill country wine at customer expense . No replacement good will be shipped until the original goods are returned. This applies to unfit and damaged goods.
- 2.3 Damaged Goods MUST be returned with 7 days of delivery , after first obtaining a returns number by telephone. (ORDER NUMBER will be required)

3.0 Security and confidentiality

- 3.1 Callow hill country wine will only use the email address supplied by the customer to send confirmation of orders , or to communicated information relating to an order and for no other purpose.
- 3.1 Credit card details are not stored by Callow Hill Country Wine as all of our processing is done via a secure NetBanx account.

View our extensive range and order online at

www.callowhillcountrywine.co.uk

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