

CHATEAU BOUNDARY

Terms and Conditions of Supply.

General

- All prices stated are inclusive of VAT and Duty charged at the prevailing rate and exclude delivery costs unless stated otherwise.
- All prices are correct at time of posting winelist on-line, but may vary over time. Correct prices will be given at time of ordering.
- All prices stated and/or confirmed are exclusive of postage and packing.
- All wines listed are subject to availability. Where non-availability of a chosen wine occurs, we reserve the right to substitute goods ordered with goods of equal or similar value, but in keeping with the nature of the unavailable item.
- Vintages, labels and closures may vary.
- The winelist as shown on the website supercedes all previous winelists.
- You must be over 18 years of age in order to buy from this winelist. It is an offence for any person under the age of 18 to buy, or to attempt to buy intoxicating liquor, or for any person over the age of 18 to buy intoxicating liquor on behalf of any person under the age of 18.
- You may be limited to a maximum number of individual items per order.
- By placing an order, you agree to our Terms and Conditions.
- Payment of an order can be made by cash or by credit card. No cheques will be accepted as payment. No orders will be despatched without payment being processed and authorised in advance.
- Order acceptance and completion of the contract between us, will take place on the despatch to you of the products ordered, unless we have notified you that we do not accept your order or that you have cancelled the order in accordance with our Terms and Conditions.

Orders & Deliveries

- Non-acceptance of an order may be the result of one of the following:-
 - the product you ordered being unavailable from stock;
 - our inability to obtain authorisation for your payment;
 - the identification of a pricing or product description error;
 - you not meeting the eligibility to order criteria as set out in our Terms and Conditions;
 - failure to provide proof of age when required.
- Delivery can be arranged to most UK addresses, although it may take longer for delivery to more remote areas.
- Orders for next day delivery, providing all stock ordered is available to be sent, must be placed by 12noon on the day of purchase.
- Delivery within the UK is normally within 2-5 working days.
- Deliveries take place on a Monday to Friday basis and are sent by a specialist courier. Saturday deliveries can be arranged at an additional cost.
- Deliveries, once goods have been prepared for collection from us, take place on an overnight basis for delivery before 16.00hrs the following working day. Deliveries can be arranged for specific times at an additional cost.
- The courier will attempt one re-delivery if on the first occasion no delivery has been possible. If no re-delivery can be made, goods will be retained by the courier and returned to the Chateau Boundary Wine Shop.
- All deliveries must be signed for at the address given. Goods will not be left without a signature unless specific instruction has been given by the purchaser.
- The customer is required to inspect all goods at the time of delivery and notify us within 24 hours of any missing or broken items. After 24 hours, it will be deemed that you have accepted the goods and no returns will be accepted thereafter.
- Delivery charges will not be refunded when goods are returned, except where goods are not as described on accompanying delivery note/invoice.
- We reserve the right to refuse to supply any individual or company.

Returns & Complaints

- We only accept returns of wines where an incorrect wine has been sent.
- All returns of wine ordered must be organised by contacting the Chateau Boundary Wine Shop directly.
- In the event of a complaint, please contact Chateau Boundary Wine Shop by phone or by email, providing as much information as possible. All complaints will be acknowledged within 48 hours and you can expect a full resolution of your complaint within a further 72 hours. You will be kept informed if there is any delay beyond this. Each complaint will be treated as confidential and will be attended to by a senior manager or director.

Special Conditions Relating to Fine Wines

- Wines designated as "Fine Wines" are kept under temperature controlled conditions in the Boundary Restaurant wine cellar. When you place an order for any of these wines, they are removed from storage and

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sent by courier along with any other wines that you have chosen to purchase from us. A special “fragile” delivery service can be offered at additional cost.

- We cannot guarantee delivery in original packaging. We may, at our discretion and on specific request, be able to supply wines in their original packaging, although when we do so this may take up to 30 days.

Data Protection

- All personal information will be treated in the strictest confidence and not released to any company outside of the Prescott & Conran group of companies.
- For the purposes of the prevention or detection of criminal offences, and/or the apprehension or prosecution of offenders, we may share any information that we collect with the Police, other public or private sector agencies or representative bodies in accordance with the relevant legislation. Information shared in this way will not be used for marketing purposes.

Terms and conditions revised 25/08/11