

Shipping & Returns Policy – Last Updated 26 December 2020

This policy applies to products and services purchased from WineVine WA and/or WineVine Australia (ABN: 98 335 718 670), on the website WineVineWA.com.au.

Our core values as a company, include that we be genuine, trustworthy and that we sell only good quality products.

We want to build and maintain long-term relationships with our customers. We promise to address issues and act fairly in cases where things may sometimes go wrong. We value your business and welcome your feedback.

All prices on our site, and any promotions, are displayed and will be charged in Australian Dollars (AUD). Prices shown include GST.



1. SHIPPING

- i. Shipping is currently only available within Australia.
- ii. We use reputable 3rd party shipping companies, including Australia Post and Sendle, to deliver products to our customers.
- iii. Estimated delivery times and costs are shown during the checkout process, based on your location and the shipping companies that we use for your area and selected shipping option(s).
- iv. We may offer shipping discounts and offers, which may be displayed when viewing your cart, or from time to time via promotional vouchers.
- v. The delivery estimate is from when we dispatch the products, which is normally within 1-2 business days. The actual delivery time may vary, depending on the circumstances prevailing at that time for the shipping companies. Therefore, we cannot guarantee the estimated shipping times will be met.
- vi. We will provide a tracking number to you, which is provided to us by the shipping companies once dispatched.
- vii. We generally request receipt of delivery from customers, although sometimes for health and safety, delivery drivers may need to leave your order without requiring a signature or making any contact with you.
- viii. If goods you order are not delivered within a reasonable period, or if there is any other concern with the delivery, you may contact us via:

Email: info@WineVineWA.com.au

Contact Form: www.WineVineWA.com.au/contact-us

2. RETURNS

- i. All returns and exchanges require proof of purchase (e.g. a receipt) and any refunds processed will be performed using the original method of payment.
- ii. Shipping charges are non-refundable except for damaged or defective products.

2.1. Your Rights Under Australian Consumer Law

- i. When you, as a consumer, buy products and services, consumer guarantees apply, which are provided under Australian Consumer Law.
- ii. If a product or service you buy fails to meet a consumer guarantee, you have the right to ask for a repair, replacement or refund under the Australian Consumer Law.
- iii. The remedy you are entitled to will depend on whether the problem is major or minor. Explanation of what are major and minor problems can be found on the website of the Australian Competition & Consumer Commission (ACCC).
- iv. Consumer guarantees do not apply if you:
 - Got what you asked for but simply changed your mind, found it cheaper somewhere else, decided you did not like the purchase or had no use for it
 - Misused a product in any way that caused the problem
 - Asked for a service to be done in a certain way against the advice of the business or were unclear about what you wanted.

2.2. Repair, Replacement or Refund

- i. If you have a minor problem with a product or service, we can choose to give you a free repair instead of a replacement or refund. When you have a major problem with a product, you have the right to ask for your choice of a replacement or refund.
- ii. In making any determination, we will take into account how much time has passed since you bought the product, considering the following factors:
 - type of product
 - how the product is likely to be used
 - the length of time for which it is reasonable for the product to be used
 - the amount of use it could reasonably be expected to tolerate before failure becomes noticeable.
- iii. We request that you always contact us first, prior to return of goods, via email to: info@WineVineWA.com.au.
- iv. You are responsible for returning the product to us. However, upon submission of proof, you are entitled to recover reasonable postage or transportation costs from us if the product is confirmed to have a problem, so keep your receipts.
- v. If the product is found not to have a problem, you will be required to pay any return transport and inspection costs that are incurred by us. An estimate of these costs shall be provided to you, and must be paid by you, before the product is shipped back to or collected by you.

2.3. Change of Mind

- i. Australian Consumer Law guarantees do not apply if you simply change your mind. However, a refund may be offered if, within a period of 7 days from the receipt of the product, you first notify us of a request to return the product, stating the reason why, via email to: info@WineVineWA.com.au.
- ii. To be considered for a refund, the product and any packaging must be intact and in original condition, such that the product can again be offered for sale at the original price.
- iii. We may ask you to provide photos in advance, to confirm that the product is in its original condition, prior to offering any refund.
- iv. We will notify you of the amount that the refund would be, based on the original purchase price, less an amount to cover the original shipping costs and any payment processing or other fees that we reasonably incur.
- v. The shipment arrangements and cost of returning the product in its original condition to us will be your responsibility.
- vi. The product would be approved for final refund, only upon satisfactory receipt and inspection by us.

3. JURISDICTION & POLICY AMENDMENTS

- i. Legal disputes, should they arise, shall be dealt with under the jurisdiction of the courts of Western Australia.
- ii. We may revise this policy from time to time to make sure it remains appropriate and aligned with legislative requirements. The latest version of the policy will always be published on the WineVineWA.com.au website, accessible via a link on the home page.