

## **DELIVERY INFORMATION**

**ORDERS CUT OFF TIME:** Midnight (Deliveries are done within 2 working days)

**DELIVERY DAY/TIME:** Monday to Friday (from 12:00 to 18:30)

## **GENERAL SALES TERMS AND CONDITIONS**

By ordering our products, you certify to be over 18 years old, or that you have reached the legal age required in the country of residence, or to be allowed to purchase or consume alcohol.

All prices quoted on the website are subject to GST. Our basic prices are indicated in Singapore Dollars.

Your order is only processed by our system when you have completed the online transaction successfully.

*You can pay through our PayPal by: Visa, Mastercard, Amex, JCB credit cards*

Alternatively you can choose to pay cash on delivery.

The present conditions apply to the sales of products on the [www.itwineclub.com](http://www.itwineclub.com) website through Italian Wine Club Pte Ltd. These conditions are automatically made available to the buyer in the home page of the internet site of [www.itwineclub.com](http://www.itwineclub.com) . The fact of ordering implies complete adhesion of the buyer, without reserve. Refund will be given at the discretion of the company management.

### **REFUND POLICY**

A refund could be accorded in case of wrong delivery and breakage of wines in the process of delivering to you. We decline all responsibilities to other problems that can occur. Don't hesitate to contact us : [info@itwineclub.com](mailto:info@itwineclub.com)

### **CARRIAGE AND DELIVERY**

All products sold at itwineclub.com are insured by our company during their transport and are carried at our own risk. The delivery is made upon reception of full payment of the goods.

Any delay for delivery will by no means be compensated, accounted nor enable the cancellation of the order. However, if after a delay of one month upon written claim by the customer, the goods have still not been delivered, the sale could then be cancelled by either one of the parties. The customer will then obtain the refund of his payment excluding any other compensation or damage, within a delay of maximum one month.

Complaints / Breakages: The Customer is advised to examine all goods purchased upon receiving the goods. Any shortage or breakage must be brought to the attention of the delivery personnel immediately. Complaints will not be entertained unless this condition is observed.

### **RETURN POLICY**

Please inform us of any damages that may have occurred during the transportation and feel comfortable to write comments on the delivery note.

All products must be returned in good condition, including original packaging and all documentation. All returns must be shipped freight prepaid. All related fees (shipping & return shipping fees) are NON-REFUNDABLE for all products in all cases. Please allow 1-2 weeks for all refunds.

Shipments that are refused without prior to our knowledge, or that are returned to us because the address was invalid, are subject to a restocking fee of 5% plus applicable shipping and handling fees.

### **GUARANTEE**

We guarantee to provide a high quality level of wine products, delivery and customer service. We update our web site every day to provide you the best information on our products. If you are confronted with any difficulties of any kind with regards to the website, don't hesitate to contact us. This may help us to constantly improve our services.

We guarantee the origin of all the wines on itwineclub.com website. All the Wines, Beer and Spirits found on this website come from their original cellars through our warehouse and finally to your doorsteps. Furthermore, all our wines are stored in the best conditions during all the delivery process to provide you the original taste of the wines you ordered.