

## **RETURN AND REFUND POLICY**

It is the policy of VILLIERSDORP WINERY to do everything possible to ensure that you can buy from us with confidence. We ensure that our products are of the highest possible quality and we additionally provide detailed information on every item offered in our online store to make sure you are as informed about the products you wish to purchase, as possible.

If for any reason you are not satisfied with any of our products, please contact us by phone on +27 28 840 0083 or via email on [info@villiersdorpwinery.co.za](mailto:info@villiersdorpwinery.co.za) to arrange for a replacement or refund.

### **1. DELIVERY DAMAGES / PROBLEMS**

If the purchased items are damaged, defective or do not match what you ordered, please contact VILLIERSDORP WINERY to arrange replacements or refunds for the mentioned items. The following conditions apply:

- We must be notified within 3 days (72 hours) of delivery of the items
- The item(s) should be in the original packaging and condition that it was received in, other than the damages that may have occurred
- Proof of purchase will be required
- In some situations no refunds or partial refunds may be granted:
  - If any damaged item or returned item is not in its original packaging
  - If we are not notified by any problems / damages within 3 days (72 hours) after delivery of items

### **2. EXCHANGES**

- Villiersdorp Winery will only replace defective or damaged items
- Return shipping of the product will be for your own account. Shipping costs are non-refundable
- Once the returned item has been received and inspected, we will send you an email notification together with the outcome of the query.
- Arrangements will then be made with you to either replace the items or to give credit
- Damaged goods to be sent to: VILLIERSDORP WINERY (PTY) LTD, DE VILLIERS STREET, VILLIERSDORP, 6848
- Please note that VILLIERSDORP WINERY cannot be held liable for return items lost during shipping