

T & C's

1. Prices

All wines are quoted per 75cl bottle (unless otherwise stated). Prices include UK duty and UK Value Added Tax (VAT) applicable at the time of payment.

2. Payment

All goods must be paid for prior to dispatch.

Payment may be made by Visa / Mastercard /Switch. All card transactions are processed through Barclays Merchant secure site.

We accept payment by cheque (payable to Oliver & Bird Ltd) and should be drawn on a bank domiciled in the UK. We reserve the right to withhold dispatch until the cheque has cleared.

If preferred, credit card details can be given over the telephone or by fax.

3. Delivery Charges and Time Schedule

We only deliver to UK addresses. The following delivery charges apply:

No delivery charge applied for orders received before midnight December 11th 2009.

Orders received on or after December 12th 2009 will be charged £6.95 (inc VAT) for each case ordered up to a maximum of £15 per delivery address.

Orders received over £250 will be delivered free of charge.

December 18th 2009 will be the final day for receipt of orders regarding Christmas delivery.

Your order will be delivered within 5 working days.

Orders sent to multiple addresses will be treated as separate orders for delivery charge purposes.

Dispatch will occur only on payment of all charges.

Deliveries will be made during OFFICE HOURS ON WEEK DAYS.

We do not deliver or dispatch on bank holidays.

We do not guarantee the time of day for deliveries.

SPECIAL DELIVERY INSTRUCTIONS: If you do not expect to be home to receive your wine, you may leave special delivery instructions (e.g. leave in garage). We are happy to pass these instructions to our carriers, however, neither we nor the carriers will accept responsibility should the wines be lost, stolen, or damaged as a result of such instructions being followed. Please use the 'Delivery Instructions' Box on the order form.

IMPORTANT DELIVERY INFORMATION: Please ensure the correct address is provided and recipients are able to accept deliveries. Refused and failed deliveries will be returned back to Oliver & Bird at a cost of £17.50 payable by the sender. If no one is available to receive the goods our carrier will notify the recipient of the attempted delivery with a Card placed through the letterbox. If the items are not claimed within 5 working days they will be returned to Oliver & Bird at a cost of £17.50 payable by the sender.

To re-send a parcel there will be a further delivery charge.

We would strongly recommend, when sending gifts to friends, that you use a work address for delivery if possible and also include a contact number for them.

4. Returns / Guarantees / Cancellations

We will provide a full refund for any wines that are deemed to be out of condition. We may require these wines to be returned to us and will ensure that all costs are credited.

Any breakages or shortage will be replaced free of charge, providing the carrier has been informed at the time of delivery.

Cancellations - You have the right to cancel your order, for any reason, within 7 working days from the day you receive the goods. You will however have to pay the cost of returning the goods to us. We will refund the balance of your money within 30 days of any cancellation.

5. Order confirmation

When an order is placed, a confirmation of the order will be emailed back to you shortly afterward. This serves as a FULL V.A.T. INVOICE for the wines and delivery.

6. Vintage and Availability

We will always try to ensure that wines are of the vintages quoted on our list, however if one vintage becomes exhausted, the next available vintage will replace it. If this policy is unacceptable, please let us know and we will try to make alternative arrangements to suit you.

If a particular product that is ordered is out of stock, you will be advised as to when the goods are likely to be dispatched. An alternative product may be offered and we will confirm details before dispatching. Occasionally with mixed cases of wine, we will substitute one wine for another of similar quality.

7. Security and Privacy

All personal details will be kept strictly private and confidential and will not be shared with any other party. We take great care to ensure that our own computer systems are protected by up to date firewalls and anti-virus programs.

8. Age Restriction

It is against the law to sell or indeed supply intoxicating substances to persons under 18 years of age in the UK. By placing an order you confirm that you are at least 18 years old. Oliver & Bird promotes responsible drinking.