

# TERMS OF USE

## AGE REQUIREMENT

You may only use this website if you are aged 18 years or over. You must exit the website if you do not meet this requirement.

## INTRODUCTION

The use of this website is governed by these terms of use, which may be amended from time to time. When you use this website you acknowledge, to us, that you have read these terms of use and agree to be bound by them.

## YOUR CONSENT

By using our website, you consent to the collection and use of your information by SHIRVINGTON WINES. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

## INTELLECTUAL PROPERTY AND USE OF CONTENT

Unless expressly stated otherwise, all intellectual property appearing on this website (such as names, trademarks, logos and copyright material) is owned by us. You must not use this property in any way whatsoever except as expressly permitted by us in writing or as permitted by Australian and International copyright laws.

## GOODS & SERVICES

SHIRVINGTON WINES offers premium table wines from the McLaren Vale region of South Australia.

## ORDERS

SHIRVINGTON WINES will only accept online orders from customers with a delivery address in Australia. All prices listed are in Australian dollars AUD\$ and all orders will be processed in Australian dollars AUD\$. Prices are subject to change without notice.

## SECURITY OF PAYMENT

When you place an order through this website, we need to know your name, email, phone number, address and credit card details if paying by credit card. This allows us to process your order successfully. It also helps us in maintaining your account.

All credit card payments are processed securely through our bank's (CBA) payment gateway. Credit card payments are made directly through 128-bit SSL Encryption software to ensure your personal details are kept safe. Payment by credit card is the fastest way to receive your order, as there is no clearance delay. We do not store any credit card information on our servers.

## DELIVERY POLICY

All orders will be delivered within 7-10 business days from the date of purchase. Deliveries can only be made to an Australian residential or business address.

If the recipient is not at home when the delivery is made, depending upon circumstance & the service being used -

We will leave the delivery at the door unless we have been instructed not to do so. We guarantee delivery of our products to the door. Please provide specific instructions regarding delivery alternatives if this condition is not likely to be suitable. Unfortunately we can take no further responsibility for your order once it has been delivered to the door.

If the location is considered unsafe by our courier, a calling card will be left at the door or in the letterbox asking you to call the courier to arrange a convenient time for re-delivery or pick up from the local post office. The timing for re-delivery will also be affected with some orders not able to be re-delivered until the following day.

## RETURNED GOODS AND REFUND POLICY

Should a wine you receive as part of an order from SHIRVINGTON WINES contain a fault, it should be returned directly to the winery (at your expense) with remaining wine left in the bottle for analysis. A replacement bottle will be sent upon receipt of the faulty wine - no monetary refund will be offered.

Our refund policy does not cover changes of mind, so please choose carefully.

## CUSTOMER DATA/ PRIVACY POLICY

SHIRVINGTON WINES is committed to protecting your privacy. The information that we collect is only used to facilitate your transactions on our site and to enhance your overall experience with us.

No personal information is collected about you if you only browse this website.

## DISCLOSURE OF INFORMATION TO THIRD PARTIES

We will not disclose information collected to third parties. If in the future SHIRVINGTON WINES decides to link with other services that we believe you would be interested in we will ask your permission before dealing with trustworthy third parties. If you choose to take advantage of these services, we will need your specific approval to share the personal information you have supplied to us with those third parties.

We may disclose your personal information if we are required by law to do so.

## COOKIES

Cookies are small pieces of information that are stored by your browser on your computer's hard drive. Our cookies do not contain any personally identifying information. They allow you to place your online order and to login once you are subscribed. Most web browsers automatically accept cookies, but you can usually change your browser to prevent that. You will need cookies enabled to use the SHIRVINGTON website.

## CONTACT US ABOUT OUR PRIVACY STATEMENT

Should you have any concerns about our use of your information please contact us at info@shirvington.com and we will do our best to address them, explain our processing or, where requested, amend our practices with respect to your personal data.