

# Shipping & Returns Policy.

We trade only within Australia.

## Shipping

Please make sure all postal information is correct and up to date, as we take no responsibility for incorrect information or sending your item to the incorrect address. Great care is taken to ensure that your item arrives in perfect condition, free from defect. All our items are carefully packed and posted in secure packaging for maximum protection however please be advised that we do NOT take any personal responsibility if the item becomes lost or damaged in transit.

We ship within 24-48 hours of receiving cleared funds.

## Postage

For all local orders, the postage is determined by the weight of your order and the postcode of delivery. You can calculate this cost at the checkout stage of your purchase. Residents of WA, NT, Vic, Tas and Qld are STRONGLY encouraged to contact us by email, prior to making your order to discuss postage arrangements. Often it is markedly cheaper to order in lots to fit 'post bags' rather than in boxes.

## Where are my items shipped from?

All items are shipped from Glen Innes, NSW. Pick up is also available at our cellar door!

## Purchases

You must provide complete and accurate details at the time of making your purchase.

You must enter the correct delivery instructions at the time of placing your order. If you enter an incorrect address, Glen Gowrie Distillery are not obliged to re-send the order to the correct address at our expense.

## Purchase Price

All prices quoted on the website are in Australian dollars and include GST. We reserve the right to vary the prices displayed on the website from time to time and without notice to you. Our prices do not include transport insurance or any secondary attempts to deliver ordered products to you.

## Payment

Glen Gowrie Distillery will only accept payment for the products via Visa, Mastercard, or Paypal. After you make payment for your order, you will receive a transaction confirmation email, which confirms receipt of your order.

## Processing of orders

We process orders business days which are Monday-Friday and exclude public holidays in NSW. If you purchase any of the products on a non-business day, we will process the order on the next business day.

## Shipping

Glen Gowrie Distillery only ships to destinations within Australia at this time. Orders are usually shipped within 24hrs of receiving cleared funds for our order. However, orders may be shipped within 72hrs of receiving cleared funds during peak times such as Christmas.

We cannot guarantee delivery times; however you should receive your delivery within 2-5 days.

Please contact us if you require insurance so we can discuss options and any additional cost.

## Order Tracking

You can track the delivery status of your order at the Australia Post website once your tracking number has been sent to you via email. All information including tracking number will be sent to you via email once items are dispatched.

## What happens to 'return to sender' parcels?

Please take care to enter the correct address details when you order. If a parcel comes back to us marked 'return to sender' the buyer must pay the same postage fee to get the item re-delivered to them again.

## Cancellation of Orders

Glen Gowrie Distillery may cancel your order if for any reason we are unable to provide you with the products subject to your order. We will contact you should this occur. You will not be entitled to claim any additional amounts or seek compensation for any loss, expense, or damage (either direct or

consequential) or for any loss of time or inconvenience, which may result from such cancellation.

## **Products missing from an order**

Should a product be missing from an order please [contact us](#) with the order number and product name you ordered and we will investigate accordingly.

By agreeing to these purchase and shipping terms, you also consent to receive further electronic communications from us in relation to the Glen Gowrie Distillery business, including information relating to products, competitions, promotions, special offers and any other commercial message.

Of course, you can at any time, unsubscribe from receiving electronic commercial messages from us.

## **Returns & Exchange Policy**

We will offer a refund only if we are unable to replace the defective goods and if we are contacted within 48 hours of receiving the item. No refunds are offered after 48 hours but instead a store credit. We do not offer a refund if you have changed your mind about your order however, we are able to offer a store credit. Delivery and shipping costs are non-refundable. If an item is to be returned, the return shipping cost will be at the customer's expense and items must be unused and is in its original condition.

## **Enquiries**

If you have any questions about our terms and conditions please [contact us](#)

Last updated 20th July 2017.