



BARWHITE
VINEYARDS

DELIVERY & RETURNS

Where do you deliver?

BARWHITE VINEYARDS is an Australia-based company, licensed to sell wine to Australian residents. As such, we are able to deliver wine to addresses located throughout Australia. Depending on your location we utilise the best possible delivery network available to get your wines to you quickly and easily and our nominated carriers are committed to providing a high quality service with consistent on-time delivery.

Should you wish to have a purchase delivered to a location outside of Australia, you will need to make arrangements with your own shipping agent. BARWHITE VINEYARDS will not be responsible in any way for delivery outside Australia arranged by you.

What places will you not deliver to?

BARWHITE VINEYARDS will not deliver wine under any circumstances to any Dry Area Locations. We are unable to ship internationally at this stage.

How much will delivery cost?

Our online shipping process includes two delivery location options within Australia – Victorian and Interstate including NSW, SA, QLD & ACT. Shipping costs to these two regions vary depending on the quantity of wines ordered. Our current schedule of costs is below:

VICTORIA

ORDER PRICE \$AU	SHIPPING CHARGE \$AU
\$0-20	\$5.00
\$21-60	\$12.00
\$61-120	\$15.00
\$121-240	\$25.00
\$241-288	\$35.00
\$289+	FREE SHIPPING

INTERSTATE – NSW, SA, QLD, ACT

ORDER PRICE \$AU	SHIPPING CHARGE \$AU
\$0-20	\$12.00
\$21-60	\$20.00
\$61-120	\$25.00
\$121-240	\$35.00
\$241.00-480.00	\$70.00
\$481.00-600.00	\$105.00
\$601.00-1200.00	\$150.00
\$1200.00-2400.00	\$300.00
\$2400.00-4800.00	\$600.00
\$4800.00+	\$1200.00

OR contact us for rates (see below)

BULK INTERSTATE SHIPPING

For bulk interstate orders outside of Victoria and for all orders to WA, NT or TAS Australia please contact BARWITE VINEYARDS direct prior to placing an order on info@barwitevineyards.com.au or +613 5776 9800 and we will endeavor to provide the most affordable bulk shipping rate.

The advertised shipping rates are subject to change at any time and may differ in conjunction with promotional offers.

What happens after I pay for my order?

After ordering online, you will receive an email confirmation containing your order details (provided you have entered a valid email address). We will then attempt to deliver your purchase(s) from our warehouse in Victoria via our preferred carrier. We will send a followup email to advise that your order has been shipped.

When will my order be delivered?

Depending on your location within Australia, the delivery time following dispatch from our warehouse will vary between 2-14 days. Metro orders will take approximately 2-5 days with longer timeframes for country and remote locations. During extreme weather conditions, the delivery may take longer. Please note that in peak times, for example the Christmas period and public holidays, delivery times may be revised.

Wine is normally delivered from Monday to Friday between 9.00 am - 5.00 pm. Most orders will be delivered to your residential or business address, however in some rural or remote areas, the delivery may be left at the nearest freight depot. A specific time delivery is not offered as part of the service.

Do you offer express shipping?

Please contact us direct if you require expedited shipping on +613 5776 9800 or info@barwitevineyards.com.au. Please note, additional costs will apply.

Is a signature required on delivery?

A signature is required on all deliveries. If the recipient is not available at the time of delivery, the courier will leave a note for later collection by you from the nearest freight depot. The person collecting the wines from the depot must be 18 or over and able to present identification corresponding to the name of the consignee. If the order is not collected within 10 working days, it will be returned to BARWITE VINEYARDS and NO REFUND will be available.

Who can accept my delivery?

BARWITE VINEYARDS will not deliver wines to anyone less than 18 years of age. If there is any doubt about the age of the recipient on delivery, our delivery drivers are obliged to request some form of photographic ID. If that recipient is unable to produce appropriate ID, then the delivery driver will be unable to leave the wine.

Can you deliver to a residential or business address?

Yes. We can deliver to both a residential or business address during open hours. If you have chosen to have your wine delivered to your business address, please provide instructions for the driver where specifically to take the wine if necessary (eg. Reception on Level 2; the mailroom on the Ground Floor etc)..

What happens if I enter the wrong address?

BARWITE VINEYARDS cannot be held responsible for deliveries to incorrect or incomplete addresses provided by customers. If the address is incorrect and the delivery is made, the customer assumes responsibility for the entire purchase. If the address is incorrect and/or the delivery is refused or unable to be completed, then the order will be returned to our distribution centre and additional handling costs plus freight charges will be applied to a request for re-delivery.

If the address is incorrect and the delivery is refused or unable to be completed and the customer chooses no re-delivery, then a handling charge and all applicable freight charges will be deducted from any refund made.

To avoid these costs, we recommend that you review your address details to ensure that all information provided is correct and in full. If you have any doubt, please contact us immediately on info@barwitevineyards.com.au or +613 5776 9800 to confirm the correct address prior to shipping. Please note, that orders cannot be changed once they have been shipped from our warehouse.

Can the order be left at my place of residence or workplace if not attended?

Currently deliveries cannot be made to unattended premises. If an order of wine is deemed undeliverable by the assigned carrier, they will advise BARWITE VINEYARDS, who will then attempt to contact you to arrange re-delivery. Please note: this will incur additional costs that will vary depending on the carrier's terms and you will need to arrange payment of these additional costs prior to re-delivery. If an item/s is deemed undeliverable a second time, the order will be returned to the warehouse and you will receive a refund for the order less freight and any additional nominated carrier costs.

What is your 'Quality Guarantee'?

We're committed to providing quality wines to our customers. To ensure that you have a great online wine buying experience, every wine sold through the BARWITE VINEYARDS website has been tasted and reviewed by our esteemed winemaker and comes with a quality guarantee. Only wines assessed to be of high quality are made available for purchase and listed on our site. In the rare instance that you are not satisfied with a wine purchased from BARWITE VINEYARDS, we invite you to review the following terms related to returning a product.

How do I return a product?

In the rare instance that you need to return wine to BARWITE VINEYARDS, then you can return your wines within 14 days of purchase. We will issue a refund of the amount equal to the value of your remaining unopened bottles plus one opened bottle only (including freight costs). Alternatively, we can issue you a store credit or arrange an exchange.

Any unopened wine must be returned in **original** condition. For each wine you would like to return, you will need to state the item, a reason for its return, and of you have opened any of the bottles?

Once you've submitted your return request, you will receive an email confirmation. A nominated carrier will contact you within two (2) business days to arrange collection. If possible, please use the original packaging.

Once we have received and inspected the item(s) for their condition, we will process the return, issue a refund, and send you a return receipt confirmation email. All refunds transactions are processed within 7 days from the date that the wines are returned to us.

If BARWITE VINEYARDS reasonably believes that a buyer is abusing our Quality Guarantee, BARWITE VINEYARDS reserves the right to suspend or cancel the Quality Guarantee in relation to that buyer, cancel any pending orders and/or close that buyer's account.

Risk of damage, loss or deterioration to product passes to the buyer upon delivery and therefore no refunds are offered for products that are damaged after delivery.

Importantly, the rights described in this policy are in addition to the statutory rights to which you may be entitled under the Australian Consumer Law and other applicable Australian consumer protection laws and regulations. Please note there may be limitations on your right to return and obtain a refund for products, however, these limits will always be subject to your statutory rights.

If you require further information or would like to submit a return claim, please contact our team at info@barwitevineyards.com.au

What happens if the delivery includes breakages?

If you receive a case of wine with a broken bottle(s), please let us know within 2 working days of the date of delivery. Upon follow up with our nominated courier, we will issue a credit note for the broken bottle.

Other than in the circumstances outlined above in Refund Policy / Quality Guarantee and Breakages, no returns will be accepted and no refunds will be made in respect of purchases you make via the Barwite Vineyards Website.

Can listed items change?

We may withdraw and/or re-offer (upon your approval) any item listed for sale on the BARWITE VINEYARDS website if the item becomes unavailable or was incorrectly described or listed.

Customer Service Trading Hours

You can contact BARWITE VINEYARDS with all enquiries Between 9:00am and 5:00pm Monday – Friday AEDT.

T: +613 5776 9800 E: info@barwitevineyards.com.au.

Conditions of Sale

Please see our Conditions & Contract of Sale

Privacy & Confidentiality

Please refer to our Privacy Policy.

Website Terms of Use

Please refer to our Terms of Use.