

# MH Wines **MH WINES - Friends of the Noble Vine**



## *Terms & Conditions*

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#### **About us**

MH WINES are committed and dedicated to bringing our customers, wines that are carefully selected for their quality and value for money. We do this on the basis that each one of our customers is adventurous and discerning in their pursuit of wanting to taste and experience wines that are in the true tradition of winemaking.

#### **Privacy Policy & Terms and Conditions:**

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Permission is granted to electronically copy, and to print in hard copy, portions of this website for the sole purpose of placing an order with MH WINES or using this website as a shopping source.

#### **Age Restrictions:**

It is against the law to sell or indeed supply intoxicating substances to persons less than 18 years in the UK. By placing an order you confirm that you are at least 18 years old. In complying with the law we wish to make it clear,

**YOU MUST BE 18 YEARS OLD OR OVER TO MAKE A PURCHASE FROM OUR WEB SITE.**

#### **VAT REGISTRATION NO. GB890 9780 67**

#### **VAT: All prices are inclusive of VAT@ 17.5%**

When a confirmation of order is received, this is to indicate that MH Wines has received your order; it does not indicate that a contract exists between us and the customer. We will indicate acceptance and consequently that a contract exists between us, once we send you our invoice

NB. We have included this term to protect us in the case that a mistake has been made in pricing such as we have inadvertently under-priced goods or, we are no longer able to supply a particular product for some reason. **In case of a change in price we will always contact you first to ensure that the new price is acceptable.**

#### **Back Orders & Substitutes:**

If a required item is not in stock, we will select an appropriate substitute from our wine list for you, of equal or greater value than the wine you have purchased – You will be notified by e-mail if this substitution is necessary. At this stage you will be given the option to progress with the substitute wine or to cancel your order; alternatively, you can wait until the wine you ordered is in stock and that the delivery period is agreed.

#### **Cancellation:**

Under regulations covering distance selling transactions, private customers have a right to cancel their orders, in part, or in full, for up to 7 working days after the day on which delivery is made. And the items have not been used. If an order is cancelled in this way, MH WINES will re-imburse the appropriate sum within 30 days of the date of cancellation. No charge will be made for the cancellation of the goods.

Cancellation of orders must be made by letter, fax or email. A phone call cancellation is not enough. It is the customers duty to take full care of all items.

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The home shopping Distance Selling Regulations do not apply to Business purchases. For your interest, your rights to return goods are protected under the EU Distance Selling Directive which can be found at <http://hms.o.gov.uk/si/si2000/20002334.htm>

#### **Returning Goods:**

Returning items is the responsibility of the customer who is liable for the costs of returns. The customer must ensure all reasonable care is taken to ensure the safe return of items and in their original packaging where appropriate. Failure to return at the customers expense (except where the items are faulty or do not comply with the contract) MH WINES will recover the items and offset the amount against any refund due. If the items are faulty or do not comply with the contract, MH WINES will be liable for the return charges. Refunds for returned and cancelled orders will be made as soon as possible and within 30 days of return.

#### **Bottles:**

All our bottles are standard 75cl bottles of wine and champagne – unless a different size is stated.

#### **Privacy Policy:**

MH WINES do not disclose buyer's information to third parties other than when order details are processed as part of the order fulfilment. In this case, the third party will not disclose any of the details to any other third party

#### **Cookies:**

Cookies are used on this shopping site to keep track of the contents of your shopping cart, to store delivery addresses if the address book is used and to store your details if you use the 'Remember Me' option. They are also used after you have logged on as part of that process. You can turn off cookies within your browser by going to 'Tools/Internet/Options/Privacy' and selecting to block cookies. If you turn off cookies, you will be unable to place orders or benefit from the other features that use cookies.

#### **Disclaimer:**

MH WINES has taken every effort to ensure that the information on this website is correct, accurate and up to date. However, MH WINES takes no responsibility whatsoever for information that is incomplete, inaccurate or out of date.

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