



Delivery Details

Addressing:

To ensure clear, accurate addressing we must include the following details

Your name, full postal address, including postcode. We also require your phone number

There is a minimum delivery of 1 x 12 bottle case but this can comprise of a 2 x 6 bottle selection or a mixed case of 12 bottles. Standard UK Mainland delivery for all orders per delivery address is £9.50e per 12 bottle case. Delivery charges for delivery of 2 x 12 bottle cases and above the delivery charge will be £8.95e per 12 bottle case.

If you opt for the Parcelforce 24hr service, the delivery charge for a 1 x 12 bottle case will be £10.80 per delivery address or for delivery of 2 x 12 bottle cases and above, £9.30e per 12 bottle case. Please remember, where applicable, there is an additional 50p per consignment if your postcode is within the London Congestion charge area. If you are unsure, please click [Here](#) Delivery via 24 or 48hr service means “working days” Monday – Friday Inclusive. “Working Day” means any day other than a Saturday, Sunday, Bank or Public Holiday, Good Friday and Christmas Day and any other day on which the Parcelforce Worldwide Network is closed.

NB. All our delivery charges are inclusive of 6.25% fuel and legislation surcharge.

We are happy to accept Corporate/Multiple orders. Please email/fax/phone for discounted Rates.

Our delivery service is available to addresses within mainland United Kingdom (Please note for MH Wines, the Parcelforce definition of “UK area” means England, Scotland, Wales, The Isle of Man, and the Isles of Scilly) referred to as Zones 1-3) Although the Parcelforce definition includes Northern Ireland, for administration and logistical purposes, it is not covered by MH Wines – all potential customers in this area should contact Les Vignerons Irlandais/Galway Wine Producers at, www.GalwayBayWine.com

As we need a reliable delivery service to ensure that our products are delivered to you both on time and in good condition we are pleased to confirm that we have chosen “Parcelforce Worldwide” (Royal Mail Group Ltd) as our partner. You can be assured that all our consignments are extremely well packaged, in* specially designed transit cases which meet H&S requirements and the high standard set by Parcelforce. * Strong double wall BC – fluter cardboard with a double wall internal divider for the bottles

It is suggested that if you are working you should consider (for security purposes) using your work address (if permissible) for delivery, as it is a condition of the Parcelforce service that the consignment is signed for, noting their safe arrival. It should be noted that Parcelforce Worldwide undertakes to deliver to an address specified in the despatch documentation, not to a specific person. If there is no-one present at the delivery address, then Parcelforce Worldwide may at its discretion attempt to deliver the consignment to a neighbouring address within a reasonable distance of the delivery address and if this occurs, a Customer Contact Card shall be left at the specified address. If this happens, our customer accepts that such a delivery shall constitute as a delivery to the address specified as the delivery address in the despatch documentation. Neither MH Wines or Parcelforce Worldwide shall be liable in respect of any consignment delivered to the delivery address or other address specified by MH Wine’s customer, where any person misrepresents his authority to receive a consignment on the addressee’s or MH Wine’s behalf or where either MH Wine’s or Parcelforce Worldwide is delivering it in accordance with instructions from, or purporting to be from the addressee.

On delivery of a consignment, Parcelforce Worldwide will request the person who accepts the delivery (not necessarily the addressee in person) to sign an acknowledged receipt, which may include signature by electronic means. Copies of such receipt shall be available for a period of six months from the date of delivery.

When stock is available, we aim to ship all orders within 48 hours (very often sooner). You have the option of choosing our standard 48 hr Parcelforce service which means delivery of your order within 4 working days or sooner if you select the 24hr Parcelforce service. From time to time certain product lines may be delayed, for example if they are stored under bond, or, in transit as part of a new delivery consignment. As stated elsewhere, we will always endeavour to keep you properly informed at all times should there be any prolonged delay with your valued order.

Your order can be tracked online at each stage of their journey; please click [Here](#)

Back Orders & Substitutes:

8) Products on the MH Wines Online Shop are subject to availability; On the rare occasions when one of the MH wines required 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. No monies will be charged to your credit/debit card until we have confirmed that your request can be fulfilled or, where appropriate, it is agreed with you to supply a similar product of price and quality.

9) MH Wines reserves the right not to progress/accept any order requests.

10) Delivery Information – Important, please read!

11) Unless otherwise stated or agreed, all deliveries will be made via Parcelforce Worldwide 48hr service

Deliveries are made Monday to Friday 9.00am to 5.00pm by our couriers. MH wines do not offer delivery on weekends or UK national holidays.

12) If a customer does have a special delivery requirement, we are happy to discuss this with you and, if practical and economical, we will do all we can to deliver your order to your requirement.

a) Example; Normal 48hr service charge for a 12 bottle case is £9.50, alternatively, we can deliver

via Parcelforce Worldwide 24hr service at a charge of £10.50 per 12 bottle case. Please see note 14 for standard delivery charges.

13) We can offer 'Free Delivery' to any customer placing a *firm order and living within a 15 mile radius of Cranleigh, Surrey.

* Based on ordering a minimum of 2 x 12 bottle cases or exceeding an order value of £85.00 or above.

14) MH Wines standard Delivery charge is £9.50 per 12 bottle case for all wine orders.

15) From the time of placing your order we aim to deliver within 10 working days, although it will often arrive much faster.

16) MH Wines is dependent on a third party courier called Parcelforce Worldwide for all their wines and shall not be liable for loss occasioned by delay in delivery arising out of any cause beyond their control

17) Unless otherwise stated or agreed, all deliveries will be made via Parcelforce Worldwide 48hr service

18) Deliveries are made Monday to Friday 9.00am to 5.00pm by our couriers. MH wines do not offer delivery on weekends or UK national holidays.

19) NB. If a customer does have a special delivery requirement, we are happy to discuss this with you and, if practical and economical, we will do all we can to deliver your order to your requirement.

20) Our delivery charges are based on delivery to anywhere on the UK mainland but not the Scottish Highlands, UK Offshore, Isle of Wight, Isle of Man and Northern Ireland (Northern Ireland is already covered by Les Vignerons Irlandais). We do not deliver to Northern Ireland or overseas. Delivery to Scottish Highlands, UK Offshore, Isle of Wight, and Isle of Man can be arranged for an additional service charge and this will be agreed before a firm order is accepted.

21) London congestion charge: Customers will be charged the London congestion charge of 50p per consignment for all consignments sent to London postcodes commencing: EC1, EC2, EC3, EC4, SE11, SW1, WC1 and WC2. The congestion charge will be included in our stated delivery charges.

22) 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.

No charge will be made for a cancellation of the goods except where there has been a prior agreement to purchase the goods on a sale or return basis, excluding opening offers.

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

23) 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.

24) Unfortunately being a perishable product one of our wines may from time to time be out of condition when you come to drink it. This is normally described as a 'corked' wine or perhaps 'tainted' wine. According to trade statistics this happens in less than one percent of all wines consumed (this figure is disputed). If you are unfortunate enough to find a 'corked' wine in your case, please contact us immediately. We will arrange for the wine to be collected within two weeks and your account will be credited accordingly.

If the product is delivered damaged or the wrong product is sent in error, please contact us and we will arrange for a refund or a replacement to be despatched as soon as possible and for the damaged/wrong goods to be collected. If that wine is no longer available, we will offer an alternative of similar quality and price, or, give you the opportunity of a refund. This will not apply to items supplied to a purchaser's own specification, e.g.; personalised labelling etc.

Any complaint regarding our products or service will be taken very seriously and we make a commitment to respond to any complaint asap.

25) 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://hmso.gov.uk/si/si2000/20002334.htm>

26) Indemnification:

You agree to indemnify MH WINES and its Associate Companies, Affiliates, Employees, Agents and Representatives and to hold them harmless from all reasonable damages, losses, taxes, duties, fees, expenses, claims and liabilities (Including Legal Fees) ("Claims") that may arise from the use of the MH WINES website.

27) Packaging guidelines:

We know how important it is that your order is delivered safely and undamaged. No amount of special warning labels can compensate for goods which are carefully packed and boxed. All the wines sent to our customers will be delivered in cardboard cartons that are manufactured to a standard approved for transporting wine. The grade of carton used is strong double wall 150K/150T BC – fluted cardboard with additional double wall internal dividers and a double wall base pad. This is to meet the rigorous Health and Safety Standards of our carriers, Parcelforce but also to ensure that our valued customers receive their order safely and in the best possible condition.

28) Payment:

All Online payments are handled by the secure payment provider 'Paypal.' It is not necessary for you to open a Paypal account to make your payment to MH Wines. For more information about Paypal please click [here](#)

29) Pricing:

All Prices quoted on MH Wines Online Shop and Price Lists are in Pounds Sterling. VAT is included in the price. All prices are subject to change. All wines supplied by MH Wines are subject to a delivery charge which is clearly stated prior to accepting your order. (Please see Delivery Terms & Conditions notes 10-21)

30) 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. The only exception is where MH Wines are involved with the activities of Galway Wine Producers and Les Vignerons Irlandais; for example, 'Own a row of vines,' Tours, Holiday Apartments etc.

31) All copyright, database rights, trademarks (including MH Wines & getonthenet.ie) and any other intellectual property rights in and to the content of this website, such as text, graphics, logos, banners, images, buttons, underlying source code and software, is the sole property of MH WINES or the applicable licensor.

32) 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.

MH WINES (supplied by Galway Wine Producers (LVI) Registered in Ireland & France) 48 Parsonage Road Cranleigh Surrey GU6 7AJ.
Open to residents of the UK only (excluding Channel Islands) you must be 18 years or over to order. MH WINES 2008 – All rights reserved.