

# Exchange Policy

# Rokewood

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## **Exchange / Refunds**

We believe that the information on our website and our wine reviews are transparent and honest representations of the products which we will provide to you, however we do acknowledge that wine can be faulty and that we may unintentionally and unknowingly send you a faulty or damaged bottle of wine.

Rokewood does not offer an exchange or refund if the purchaser has a change of heart or if the product does not meet the customer's expectations with regards to taste. We *will* however exchange or provide a refund or credit for any faulty products. This may include: damaged labels, seals, closures (cork / screw cap) and faulty wine. For an experienced wine drinker, faulty wine is immediately detectable.

Given that wine can deteriorate over time, we must receive notification of your intent to claim within 14 days of your receipt of the goods. After that period we can no longer be liable for the condition of your wine. We recommend that you inspect the seals and the neck / base of each bottle upon receipt of your wine to identify any possible faulty product which may have been missed in our own inspections. We also strongly recommend that you do not leave your wine in your car. A search at your local bookshop or on the internet will provide you will more information on caring for your wine.

You as the customer may choose whether to receive a refund, a replacement product or a credit on your next purchase.

**Goods damaged in transit**

If your purchase is damaged in transit we will send you a replacement at no cost. Please note that this refers specifically to the bottles, labels and seals but does not refer to the packaging in which it is delivered if the contents themselves are undamaged.

**Method of refunds**

Rokewood will provide the refund in the same manner in which your payment was made.

**How to make a return**

Please provide us with the details of your order and the problem with the goods via email ([orders@rokewoodwines.com.au](mailto:orders@rokewoodwines.com.au)) for an immediate response on the issue. You may wish to include a photograph of the damaged goods with the email where there is a possibility that we may not require you to post the original damaged goods back to us. If we require you to post the damaged goods back to us we will let you know.

If you would like further information, or have any queries, problems or complaints in relation to this Exchange Policy or our damaged goods practices in general, please contact us on enquiries@[rokewoodwines.com.au](mailto:rokewoodwines.com.au).