

OAK ESTATE WINE CLUB

TERMS AND CONDITIONS

**Shipments**

You will receive your wine shipment twice a year (May and November)

Your wine is dispatched within 7 days of your credit card being processed. NZ members will receive a tracking email from Oak Estate with your tracking number.

Oak Estate will make every effort to ensure that your wine is shipped to your door quickly and efficiently. However, we rely on third parties to undertake delivery, and as such delivery dates cannot be guaranteed.

**Payment**

All prices for subscriptions are as displayed on the Website. All prices are quoted in New Zealand Dollars.

All orders include 15% GST, which is applied as NZ GST for domestic orders.

Members will be charged appr. 7 days before shipment of your wine. Twice a year May and November

You authorise Pure Restaurant Ltd t/a Oak Estate Wines to charge your credit card in the amounts appropriate for your Wine Club Membership.

Shipping and subscription are subject to annual review in April and October.

If a payment is declined, we will be unable to dispatch your wine order. However, we will contact you if this is the case.

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**Cancellation**

By signing up to the Oak Estate Wine Club you agree that this is a yearly subscription, which constitutes an order for **recurring purchase** and delivery of products that continues indefinitely.

You can **cancel after 12** **months** by email to info@oakestatewines.co.nz. We require at least 1 weeks’ notice prior to a shipment, and if less notice than this is received, you will still be charged for and sent that shipment. The cancellation will take effect 1 week after receiving it.

Cancelling your membership before receiving both shipments constitutes an early cancellation and is subject to no refund.

**Additional orders**

Additional Orders are not counted towards your 2 yearly shipments.

**Delivery**

Please let us know any special or helpful instructions for delivery. Please ensure your delivery address is safe for and easily accessible by couriers.

Members are responsible for notifying Oak Estate Wines of any delivery address changes, at least 2 weeks prior to shipment.

Inaccessible, incorrect or unsafe delivery addresses may result in us passing along any extra delivery fees incurred. If the failure to notify results in the wine being lost in transit, we will need to recharge you to send the despatch again.

No refund will be made once we have dispatched the wine to you. We do not refund if the wine is faulty after opening. If your order has been packed incorrectly or is not what you ordered, please let us know within 7 days of delivery so we can repack and send you the correct wine.

**Legal Requirements**

By joining the Oak Estate Wine Club, you are declaring that you are the legal age for alcohol consumption in your country of residence.

**Privacy and use of data**

Oak Estate takes privacy seriously and complies with the Privacy Act 1993 in relation to your data. We will only use your data for our own marketing and business use.