

## Terms & Conditions

All prices detailed on [shop.lescaves.co.uk](http://shop.lescaves.co.uk) include UK duty and VAT and may be subject to change.

### Payment Types

We accept Switch, Delta, Visa Debit and most major credit cards with the exception of American Express, JCB and Diners Club.

### Order Fulfilment

In the event that a wine in your order is out of stock or unavailable for dispatch, our shop staff will endeavour to contact you to discuss possible alternatives. If we aren't able to reach you, an appropriate substitute may be used to complete the order provided we are confident it is comparable in quality and value. In such instances, should the substitute wine not meet your requirements, please let us know and we will be happy to either exchange it for a suitable alternative or offer you a refund.

### Deliveries

We will make every reasonable effort to deliver orders within three working days within three working days. If you are expecting a delivery and have not received it within five working days, please notify us.

We kindly ask you to check your delivery carefully upon receipt. If a product is damaged or missing or the wrong product has been delivered, we will replace or refund you with the original price and, if applicable, the cost of returning it. Products and packaging should be kept until we inform you whether we want you to return them to us or not as we may undertake an analysis or return them to the producer.

### Cancellations & Refunds

You may cancel an order, in part or in full, within 14 days after receipt of the goods and we kindly ask you to advise us of such order cancellations either by email or by telephone. Goods can be returned, if possible in original packaging, within 14 days of that date for a full refund or replacement provided they are in the condition in which they were delivered. Carriage costs relating to such returns remain with the customer, unless otherwise agreed in writing.

Nothing in this returns policy affects your statutory rights or your rights under any contract you may have with us.

### Click + Collect

A Click + Collect service is available at [shop.lescaves.co.uk](http://shop.lescaves.co.uk), with orders made available for collection from our wine warehouse: Pew Corner, Old Portsmouth Rd, Artington, Guildford GU3 1LP.

Click + collect orders may take up to three days to prepare but we will endeavour to make them available for you sooner.

You will be notified via email or phone when your order is ready for collection.

### Data Protection & Website Usage

Les Caves de Pyrene abides by data protection laws regarding retention and use of personal customer information. We will not pass your information to others for marketing purposes.

We hope you enjoy browsing and buying from our online shop which we hope is as user friendly as possible. All online platforms suffer from technical gremlins from time to time but we will endeavor to fix any problems as soon as practically possible.

### Customer Feedback & Complaints

We want you to be completely satisfied with your purchases and your customer service experience, both online and through any interaction with our shop team.

If you have any feedback, good or bad, about the website, products purchased or the service you receive, please don't hesitate to contact us via:

Telephone: 01483 554750

Email: [shop@lescaves.co.uk](mailto:shop@lescaves.co.uk)