

Bottega Family Wines Alcohol Returns Policy

Effective Date: 6 October 2023

1. Overview

At Whalehaven, we strive to provide our customers with high-quality alcohol products and exceptional service. We understand that there may be instances where you need to return a product. This Returns Policy outlines our guidelines and procedures for returns related to alcohol purchases made through our website.

2. Eligibility for Returns

We accept returns for alcohol products in the following situations:

- **Damaged or Defective Products:** If you receive an alcohol product that is damaged during shipping or is defective in any way, please contact our Customer Support team within 7 days of receiving the product. We will arrange for a replacement or issue a refund.
- **Incorrect Items:** If you receive an incorrect alcohol product that does not match your order, please contact our Customer Support team within 7 days of receiving the product. We will arrange for the correct item to be sent to you or issue a refund.

3. Unacceptable Reasons for Returns

We do not accept returns for the following reasons:

- **Change of Mind:** We cannot accept returns for alcohol products due to a change of mind or taste preferences. Please choose your products carefully before making a purchase.
- **Consumable Products:** Due to the nature of alcohol products, we cannot accept returns for items that have been opened, used, or partially consumed.

4. Return Process

To initiate a return, please follow these steps:

- Contact Customer Support:** If you believe your purchase is eligible for a return based on the criteria mentioned above, please contact our Customer Support team at admin@bottegefamiliywine.co.za or +27 21 8523590. Provide your order number and details about the issue.
- Return Authorization:** Our Customer Support team will review your request and provide you with instructions on how to return the product. Do not return the item without prior authorization.
- Inspection and Processing:** Once we receive the returned product, we will inspect it to ensure it meets the eligibility criteria for returns. If the return is approved, we will process the refund or send a replacement item.

5. Refunds

Refunds for eligible returns will be issued using the same payment method used for the original purchase. It may take up to 15 business days for the refund to be processed and appear in your account.

6. Legal Compliance

Please note that the sale and return of alcohol are subject to local and national regulations. We reserve the right to refuse returns that do not comply with these regulations.

7. Contact Information

If you have any questions or need assistance with the returns process, please contact our Customer Support team at admin@bottegefamiliywine.co.za or +27 21 8523590.

8. Policy Changes

Bottega Family Wines reserves the right to update or modify this Returns Policy at any time without prior notice. Please review this policy periodically for any changes.

By making a purchase through our website, you acknowledge and agree to abide by this Returns Policy.

Bottega Family Wines

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