



TERMS & CONDITIONS

Parties

The business trading name is Tarras Vineyards. The business legal name is Tarras Wines Ltd. Tarras Wines Ltd is a NZ registered company number: 1198295.

The name that will appear on your statement will be Tarras Wines Ltd.

Acceptance of Terms and Conditions

By searching on the Tarras Vineyards website and purchasing products over this website you accept, and agree to be bound by, these terms and conditions. Tarras Wines may amend these terms and conditions at any time by posting amended or replacement terms and conditions on the Website.

Privacy

Tarras Wines believes in protecting the privacy of customers and does not sell or rent your personal information to third parties. Customers who create an online account on Tarras Vineyards website will have their details added to the Tarras Vineyards customer database. Those who consent to email marketing will be added to our Tarras Vineyards Mailing List. Those who elect not to join will not be contacted by Tarras Wines, other than is necessary in the completion of the purchasing process. Our Mailing List registration form requires you to provide us contact and demographic information. In order to improve our customer service, we also keep the purchasing histories of our Mailing List customers and may at times use them to offer special deals.

Personal information collected from customers is retained by Tarras Wines in its database at its premises at 150 Bendigo Loop Road, Cromwell. You have the right to access your own personal information and to correct or delete any personal information from the database by emailing us.

Mailing List Contact

Tarras Wines sends out occasional promotional material via email to its mailing List members with regard to products and news. Tarras Wines may also conduct telephone sales campaigns which these Mailing List members may opt out of. If you sign up to The Tarras Vineyards Wine Club newsletter from the subscribe link on the Tarras Vineyards website, you agree to The Tarras Vineyards Wine Club's Privacy Policy.

Sale of Liquor Act

Tarras Wines is the holder of an 'off licence' as defined in the Sale of Liquor Act, and as such is legally authorised to promote and deliver wine for sale by mail order. Please Note: It is illegal for us to sell liquor to anyone under the age of 18. It is illegal to buy liquor when under the age of 18. It is also illegal to make a false declaration of age in order to purchase liquor. If you are under the age of 18, please do not attempt to use this site to purchase liquor.

Delivery Policy

For website orders to be delivered within New Zealand: wine will be dispatched within two working days of credit card funds being authorised or internet banking payment being acknowledged or cheques being cleared. Delivery is via courier and may take up to a further five working days to arrive. Tarras Wines cannot guarantee the precise date and time of delivery. Signature on delivery is required unless permission to leave is given at the time the order is placed. Couriers within New Zealand reserve the right to leave an 'attempted delivery' notice and details for collection.

TARRAS WINES LTD

150 Bendigo Loop Road, Bendigo, Cromwell 9383

Registered Office: 49 Brownville Crescent, Māori Hill, Dunedin 9010



Export Sales and Restrictions

Tarras Wines is able to ship wines to private individuals in selected countries using the services of Wine Collective Direct via <https://www.winecollective.direct/region/otago/tarras-vineyards>. Bottle pricing is all-inclusive of shipping costs, import taxes and duties with no additional costs at checkout. You can order between 9 bottles and 120 bottles and they will be shipped in sustainable eco-thermal packaging. The countries we can deliver to are shown on link. Tarras Wines cannot guarantee the precise date and time of delivery. Signature on delivery is required unless permission to leave is given at the time the order is placed.

Returns and Refunds Policy

All claims for non-delivery, short delivery or damage should be made as soon as possible by telephone or email. If you are not happy with the product, please contact us before returning any goods. Any wine you return must be packaged carefully to avoid damage in transit. Faulty product will be replaced, if possible. If replacement is not possible, we will refund the item in the same form that payment was made.

Customer Service

For enquiries relating to orders and deliveries, contact us at sales@tarrasvineyards.com

Description of Wines

We aim to provide as accurate a description of our wines as possible, but your personal perception may vary from our description.

Availability of Product

The website will show the full range of Tarras Vineyards products available, but the customer acknowledges that there may be limited availability. Tarras Wines reserves the right to restrict the number of bottles of a particular wine to each individual customer when quantities are limited. We will advise the customer of our inability to fulfil a customer's order as soon as reasonably possible.

Credit Card Security

Customers' credit card details do not get processed or transmitted through or via the Tarras Vineyards website; all transactions are processed through a secure payment service provider. All transaction sessions are stored and processed in encrypted strings. Customers' credit card details are not held by Tarras Wines and cannot be accessed by Tarras Wines' staff. They may be held by the payments provider.

Password Control

Customers are responsible for all actions taken with their user name, email address and password. Tarras Wines recommends customers do not divulge their password to any third parties. If a customer elects to share his/her user name, email address and password or any other information with third parties, the customer is responsible for all actions taken with this information. Forgotten password emails will be sent to the customer's email address, and it is the customer's responsibility to protect this email account.