



RETURN AND REFUND POLICY

If you are not satisfied with the quality of the Goods you have received from Fetherston Vintners contact us on (03) 5964 6354 or email info@fetherstonwine.com.au within two weeks of receipt of goods.

We will replace or refund you for any bottle of wine that is damaged, flawed or that the customer finds unsatisfactory. We ask the customer return the unfinished portion of the original bottle for replacement. By law, we cannot accept returns of alcoholic beverages unless the product is corked, or flawed. We are also unable to accept return of wine that was damaged due to adverse weather conditions during shipment, or wine that is ordered in error. Please send an email to info@fetherstonwine.com.au to arrange for the return of a corked or flawed product.

Once the wine is received we will refund your credit card account for the cost of the wine less shipping and handling. If the original shipment was damaged or flawed you will receive a full refund, including shipping and handling charges. Please contact Fetherston Vintners on +61 3 5962 6354 for return instructions.

RETURNS: Fetherston Vintners will arrange to have the wine collected from the buyer and returned to the winery. The buyer must keep the wine in a safe and proper manner and take reasonable care of it.

REFUNDS: If a refund of product is deemed reasonably appropriate by Fetherston Vintners, Fetherston Vintners will refund the purchase price within 30 days of return of product to the winery.