



## SHIPPING AND RETURNS

### OUR REFUND POLICY

- All the products sold on this website have warranties offered by the producers of the products. In all cases, where the warranty requires, we will substitute, return or discount products according to the established legal terms.
- The user has 15 days (after receipt of the order) to return products.
- The user must send an email to [wineindustrymallorca@gmail.com](mailto:wineindustrymallorca@gmail.com) stating why the item is being returned.
- The user must list the products and state the reference number for each item being returned.
- If the user is asking for a refund on a defective and already open product, this will only be accepted if it contains at least 80% of its original content.
- After receiving the products, Wine Industry will carry out an inspection of the products and, if satisfied, we will proceed to reimburse the correct amount via the same payment method used for the original purchase, within a maximum of 15 days.
- We will not accept any returned product that is not in its original packaging unless it has been damaged during transport.
- If you have been given the wrong product we will take charge and pay for all possible delivery charges that may occur.

### OUR DELIVERY POLICY

- Deliveries are mainly focused to the island of Mallorca however; we can also send orders overseas (see below for further information).
- All of our deliveries must be accepted by an adult. We will not leave your delivery with anyone under 18 years of age.
- Deliveries within Mallorca will take a maximum of 36 hours, depending on the municipality (and any current restrictions). We will try to deliver as soon as possible in accordance with the customer.
- For **free** delivery outside the urban areas of Palma, Illetes, Palmanova, Molinar, Can Pastilla and Playa de Palma, the minimum order is 6 bottles. If the order is less than 6 bottles outside the areas mentioned, there will be a delivery surcharge of €5.
- Deliveries within Mallorca will be carried out from Monday to Friday no later than 8pm.
- On Saturdays, Sundays and Palma local festivities there won't be any deliveries unless this has been specifically agreed between us and the customer.

### OVERSEAS DELIVERIES

- If you live outside Mallorca and you would like us to send you some of our products, please contact us on [wineindustrymallorca@gmail.com](mailto:wineindustrymallorca@gmail.com) to get a delivery quote.
- The shipping costs on our website are estimates only. We will endeavour to find the best shipping quote for your location.
- Shipping fees are based on delivery location, and the weight and size of the package. Some shipping companies offer better fees for orders of 12 bottles as opposed to 6 bottles. If this is the case, we will indicate the options available.
- Whenever possible, we will also send you an email with tracking information so that you know when to expect your order.
- If you are placing an order from outside the European Union please be aware that you may be charged customs duties and taxes. The amount payable will depend on the value of the transaction and the weight of the package.
- We cannot be held responsible for wine damaged by a shipping company or as a result of inappropriate handling / storage by the customer; however we will make every reasonable effort to resolve any shipping issues.

### FOR YOUR SAFETY DURING COVID-19

After accepting any delivery, please wipe down all packaging and wine bottles. After unpacking your order, please wash your hands.