

Terms and Conditions

Last updated: July 22nd 2026

These Terms and Conditions apply to the use of The Bottle Shop Mũi Né website and to enquiries, reservations, purchases, collections and deliveries arranged with The Bottle Shop.

By using this website or placing an order with us, you agree to these Terms and Conditions.

1. Business Information

The Bottle Shop Mũi Né is operated by:

Legal business name: Chi Nhánh Công Ty TNHH Cây Quất Hạnh Phúc

Business registration number: 3401217100-001

Registered address:

246 Nguyễn Đình Chiểu,
Phường Mũi Né,
Lâm Đồng

Việt Nam **Store address:** 246 Nguyễn Đình Chiểu, khu phố 3, Mũi Né, Lâm Đồng, Vietnam

Telephone: 0911233349

Email: shop@bottleshopmuine.com

The Bottle Shop operates in accordance with the laws and regulations of Vietnam.

The business maintains the licences and registrations required for the products and services it provides. Relevant business or product documentation may be made available for inspection where required by law.

2. About the Website

The Bottle Shop website provides information about the store, product categories, selected products, prices, availability, and ways to contact us.

Unless the website expressly provides a completed checkout and payment process, submitting a product enquiry, contact form or reservation request does not create a confirmed sale.

An order becomes binding only after The Bottle Shop has:

1. confirmed the products and quantities;
2. confirmed the applicable prices;
3. confirmed collection or delivery arrangements; and
4. accepted the order.

We may contact the customer to clarify an enquiry before accepting it.

3. Alcohol and Age Restrictions

Alcoholic products may only be purchased, collected or received by a person legally permitted to do so under Vietnamese law.

Customers purchasing alcohol must be **18 years of age or older**.

The Bottle Shop may request valid identification before accepting an alcohol order or releasing alcoholic products.

We may refuse or cancel an alcohol sale when:

- the customer cannot provide satisfactory proof of age;
- the purchaser, recipient or person collecting the order appears to be under 18;
- we reasonably believe that alcohol is being purchased for a person under 18;
- the customer appears intoxicated;
- completing the transaction could breach applicable law; or
- staff reasonably believe that completing the sale would create a safety risk.

Customers must not ask a person under 18 to purchase, collect, or receive alcohol on their behalf.

No alcohol will be handed to an unattended location or left without an eligible recipient where age verification is required.

4. Product Information

We try to ensure that product names, descriptions, bottle sizes, origins, alcohol content, images and prices are accurate.

However:

- product packaging and labels may change;
- vintages may vary;
- images may be illustrative;
- colours may appear differently on different screens;
- imported products may carry additional labels or stickers;
- minor differences may exist between the website description and the supplied product; and
- availability may change before an enquiry or order is confirmed.

Customers who require a particular vintage, batch, country of origin, bottle design or other specific characteristic should confirm this with us before purchasing.

The product label and manufacturer or importer information supplied with the physical product take priority over a general website description.

5. Availability and Substitutions

All products are subject to availability.

A product displayed on the website is not necessarily reserved or currently in stock. Stock information may not update immediately after an in-store sale or stock adjustment.

When a requested product is unavailable, we may:

- offer a similar alternative;
- suggest a different size or vintage;
- remove the unavailable product from the order; or
- cancel the affected part of the order.

We will not substitute a product without the customer's agreement.

6. Prices

Prices are displayed in Vietnamese đồng unless stated otherwise.

The confirmed price is the price communicated to the customer when the order is accepted.

We may correct an obvious pricing, description or data-entry error before accepting an order. If an error is discovered after payment, the customer may choose between:

- paying the corrected price;
- selecting another product; or
- receiving a refund for the affected product.

Prices may differ between:

- the website;
- the physical store;
- wholesale quotations;
- promotional campaigns;
- local delivery orders; and
- third-party sales or delivery platforms.

A promotional price applies only during the stated promotional period and while relevant stock remains available.

7. Retail and Wholesale Orders

Standard retail prices and conditions apply to ordinary consumer purchases.

Wholesale, hospitality, event and other larger orders may be subject to separate terms, including:

- minimum quantities;
- volume pricing;
- deposits;
- delivery charges;
- payment deadlines;
- reserved-stock conditions;

- special sourcing charges; and
- cancellation conditions.

A quotation is valid only for the period stated in it. If no period is stated, availability and pricing should be reconfirmed before the order is placed.

Wholesale credit or deferred payment is available only where expressly agreed in writing.

8. Payment

Available payment methods may include cash, bank transfer, card or another method confirmed by The Bottle Shop.

An order is not treated as paid until cleared payment has been received.

The customer is responsible for:

- providing the correct payment reference;
- checking the amount before transferring payment;
- paying any bank charges imposed by their bank; and
- notifying us promptly if a payment was sent incorrectly.

We may require full or partial advance payment for:

- delivery orders;
- large orders;
- wholesale orders;
- reserved stock;
- special orders; or
- products sourced specifically for the customer.

9. Collection

Customers collecting an order should inspect the products, quantities and visible condition before leaving the store.

We may request:

- the customer's name and contact details (as may be required by law);

- an order reference;
- proof of payment;
- identification for age-restricted products; or
- confirmation that a person collecting on the customer's behalf is authorised to do so.

Risk in the products normally passes to the customer when the products are collected.

10. Local Delivery

Delivery is available only where confirmed by The Bottle Shop.

Delivery availability, charges and estimated timing may depend on:

- the delivery address;
- order value;
- product type;
- weather;
- traffic;
- driver availability; and
- whether age verification is required.

Delivery times are estimates rather than guarantees unless a specific time has been expressly agreed.

The customer must provide an accurate:

- recipient name;
- telephone number;
- delivery address;
- location information; and
- delivery instructions.

The customer must ensure that an eligible recipient is available to receive alcohol.

When delivery cannot be completed because the address is incorrect, the recipient is unavailable or age verification cannot be completed, an additional delivery charge may apply.

Risk in the products normally passes to the customer when delivery is completed and accepted.

11. Storage and Product Care

Wine, beer, spirits, cheese, meat, cold drinks and other products may require particular storage conditions.

After collection or delivery, the customer is responsible for storing products appropriately.

Depending on the product, this may include protection from:

- direct sunlight;
- excessive heat;
- freezing;
- moisture;
- contamination;
- strong odours;
- prolonged vibration; or
- an unsuitable storage position.

The Bottle Shop is not responsible for deterioration or damage caused by incorrect handling or storage after collection or delivery.

12. Exchanges, Returns and Refunds

Exchanges, returns and refunds are governed by The Bottle Shop's separate **Exchange, Return and Refund Policy**, which forms part of these Terms and Conditions.

Customers should inspect their order promptly and report missing, incorrect or visibly damaged products as soon as possible.

Nothing in these Terms is intended to remove any right or remedy that cannot lawfully be excluded.

13. Order Changes and Cancellation

Customers should contact us as soon as possible when they wish to change or cancel an order.

A standard order may normally be cancelled before it has been prepared, dispatched or specially sourced.

Once preparation or delivery has begun, we may deduct reasonable costs already incurred.

Specially sourced products, wholesale orders, reserved stock and customised orders may have separate cancellation conditions. Any non-refundable deposit or special condition should be communicated before the order is confirmed.

The Bottle Shop may cancel an order when:

- a product is unavailable;
- the displayed price or product information contains a material error;
- payment is not received;
- the order cannot legally be completed;
- fraud or misuse is reasonably suspected;
- delivery cannot be safely completed; or
- the customer behaves abusively or threatens staff.

When we cancel a paid order, the amount paid for the cancelled products will normally be refunded.

14. Responsible Customer Conduct

Customers communicating with or visiting The Bottle Shop are expected to behave politely and respectfully.

We may refuse service, end communication or ask a person to leave when they:

- threaten, intimidate or harass staff or other customers;
- damage or attempt to damage property;
- behave violently or dangerously;
- attempt to purchase restricted products unlawfully;

- interfere with store operations; or
- refuse to follow reasonable safety instructions.

Serious incidents may be reported to the appropriate authorities.

15. Security Cameras

Security cameras may operate in and around the store for purposes including:

- customer and staff safety;
- protection of property;
- prevention and investigation of theft or fraud;
- incident review; and
- legal or insurance requirements.

Recordings are retained only for an appropriate operational period unless they are needed to investigate an incident, resolve a dispute or comply with a legal obligation.

Access to recordings is restricted. Recordings may be disclosed to competent authorities or other parties where reasonably necessary or legally required.

Further information may be provided in The Bottle Shop's Privacy Policy.

16. Personal Belongings

Customers are responsible for looking after their personal property while visiting the store.

The Bottle Shop is not responsible for unattended, forgotten, lost or stolen belongings unless the loss results directly from a failure for which the business is legally responsible.

Any item handed to staff as lost property may be stored temporarily, but we cannot guarantee its condition or continued safekeeping.

17. Health, Safety and Product Consumption

Customers must use and consume products responsibly and follow applicable product warnings.

Alcohol affects judgment and physical ability. Customers should not drink and drive or operate vehicles or machinery after consuming alcohol.

Information provided by staff or on the website is general product information. It is not medical, dietary or professional advice.

Customers with allergies, intolerances, medical conditions, pregnancy-related concerns or medication interactions should review the product label and seek appropriate professional advice where necessary.

The Bottle Shop does not manufacture most products it sells. However, we take reasonable steps to source products through legitimate suppliers and to retain information that assists with product identification and traceability.

Suspected contamination, tampering or serious product defects should be reported immediately.

18. Website Use

Customers must not:

- use the website for unlawful purposes;
- submit false or misleading information;
- attempt to interfere with the website's security or operation;
- impersonate another person;
- transmit malicious code;
- scrape or reproduce website content commercially without permission; or
- misuse contact forms, messaging tools or customer-enquiry systems.

We may restrict access or disregard enquiries where misuse, automated abuse, fraud or unlawful activity is suspected.

19. Intellectual Property

Unless otherwise stated, the website's text, photographs, graphics, branding and original content belong to The Bottle Shop or are used with permission.

Customers may view and share links to website pages for personal, non-commercial purposes.

Website content may not be copied, republished, altered, sold or used commercially without prior permission, except where permitted by law.

Product names, logos and trademarks belonging to manufacturers or suppliers remain the property of their respective owners.

20. External Links and Services

The website may contain links to maps, social networks, messaging platforms, payment providers, delivery services or other third-party websites.

Third-party services operate under their own terms and privacy practices.

The Bottle Shop is not responsible for the availability, content, security or independent conduct of a third-party service, although we will try to assist with problems connected to an order placed directly with us.

21. Personal Information

We may collect information necessary to:

- respond to enquiries;
- confirm orders;
- arrange payment, collection or delivery;
- verify age where required;
- provide customer support;
- investigate complaints;
- prevent fraud; and
- meet legal or accounting obligations.

Personal information will be handled in accordance with applicable law and The Bottle Shop's Privacy Policy.

Customers should avoid sending unnecessary identification or sensitive information through ordinary website forms or public messaging channels.

22. Liability

The Bottle Shop will take reasonable care in supplying products and providing information.

To the extent permitted by law, we are not responsible for loss caused by:

- incorrect information supplied by the customer;
- delays outside our reasonable control;
- improper storage or handling after delivery;
- misuse of a product;
- failure to follow warnings or instructions;
- a third-party platform or payment provider;
- unauthorised use of the customer's telephone, account or payment method; or
- events that could not reasonably have been prevented.

Nothing in these Terms excludes responsibility that cannot legally be excluded, including responsibility arising from fraud, intentional misconduct or other mandatory legal obligations.

Where liability may lawfully be limited, it will normally be limited to the direct and reasonably foreseeable loss arising from the affected transaction.

23. Events Outside Our Control

We are not responsible for delay or failure caused by circumstances reasonably outside our control, including:

- severe weather;
- flooding;
- fire;
- power or internet failure;
- road closures;
- supplier interruption;
- transport disruption;
- government action;
- public-health restrictions; or
- failure of an external payment, communications or delivery service.

We will make reasonable efforts to inform affected customers and propose an appropriate alternative.

24. Complaints and Disputes

Customers should first contact The Bottle Shop directly and provide:

- their name and contact details;
- the order or purchase reference;
- a description of the problem;
- relevant photographs or documents; and
- the resolution they are requesting.

We will review complaints fairly and seek a practical resolution.

If a dispute cannot be resolved directly, either party may use the remedies available under Vietnamese law.

25. Governing Law

These Terms and Conditions are governed by the laws of Vietnam.

Any dispute will be handled by the competent authority or court in Vietnam, subject to any mandatory consumer-protection procedure or jurisdiction.

26. Changes to These Terms

We may update these Terms and Conditions to reflect changes to:

- the website;
- store operations;
- available services;
- payment or delivery methods; or
- applicable legal requirements.

The version published on the website at the time an order is accepted will normally apply to that order.

27. Contact

Questions, complaints and requests concerning these Terms and Conditions should be directed to:

The Bottle Shop Mũi Né

Address: 246 Nguyễn Đình Chiểu, khu phố 3, Mũi Né, Lâm Đồng, Vietnam

Telephone: 0911233349

Email: shop@bottleshopmuine.com

Website: bottleshopmuine.com