

Exchange, Return and Refund Policy

This policy applies to products purchased from **The Bottle Shop Mũi Né**, including purchases collected from the store or delivered locally.

1. When We Accept Exchanges or Returns

The Bottle Shop may accept an exchange, return or refund when:

- The customer receives a product different from the confirmed order.
- The quantity delivered does not match the order.
- The product information, bottle size, vintage, variety or model differs from what was agreed.
- The bottle, packaging, seal or product was damaged before delivery or collection.
- The product has a confirmed manufacturing defect.
- The product is expired at the time it is supplied to the customer.
- The product is otherwise not of acceptable quality when supplied.

Examples of visible damage may include:

- Cracked, leaking or broken bottles.
- Damaged caps, corks or seals.
- Significant deformation, stains or damage to the original packaging.
- Evidence that the product has been opened or tampered with before delivery.

For unopened wine orders of more than 10 bottles, The Bottle Shop may consider an exchange when the customer changes their requirements. This is subject to prior approval, product condition and availability. The quantity exchanged should normally not exceed 20% of the original order.

Change-of-mind exchanges are discretionary and are not guaranteed.

2. Conditions for Exchange or Return

To request an exchange, return or refund, the customer should provide:

- The receipt, order confirmation or other proof of purchase.

- Photographs showing the product, label, seal and reported problem.
- The original product and packaging, where available.
- Any gifts, promotional items or accessories supplied with the order, where applicable.

Products submitted for exchange or return must normally:

- Be unopened and unused.
- Retain their original label, tax stamp, importer stamp and seal.
- Be in their original condition.
- Have been stored appropriately after purchase.
- Be returned to the same Bottle Shop location where they were purchased, unless another arrangement is agreed.

A request may be refused if the product cannot be identified as having been purchased from The Bottle Shop.

3. Products We Normally Cannot Accept

The Bottle Shop normally cannot accept an exchange or return when:

- The product has been opened, partly consumed or used.
- The bottle seal, cap, cork, tax stamp or importer stamp has been removed or damaged after purchase.
- The bottle or packaging was damaged after delivery or collection.
- Product quality was affected by improper storage, heat, sunlight, freezing, contamination or handling by the customer.
- The customer no longer likes the taste, style or characteristics of the product.
- The customer purchased the wrong product or changed their mind, unless an exception has been approved in advance.
- The product was clearly marked as final sale, clearance or non-returnable.
- The product was specially ordered or sourced for the customer.
- The product is chilled, frozen, fresh, cut, opened or otherwise perishable, unless it was incorrect, defective or damaged when supplied.

Discounted or promotional products remain eligible for review when they are defective, damaged, expired or supplied incorrectly. A discount alone does not remove the customer's right to report a genuine product problem.

4. Inspection and Reporting Period

Customers should check the appearance, quantity and product details at the time of collection or delivery.

When a clear error or visible damage is found, the customer may refuse the affected product and notify The Bottle Shop immediately.

For delivery orders, visible damage, missing products or incorrect products should normally be reported within **24 hours of delivery**.

Hidden defects should be reported as soon as reasonably possible after discovery.

Signing a delivery confirmation acknowledges that the order was received, but does not prevent the customer from reporting a defect that could not reasonably have been identified during delivery.

5. Exchange and Return Process

To request assistance, the customer should contact The Bottle Shop and provide:

1. Their name and contact details.
2. The purchase date or order reference.
3. The product name and quantity affected.
4. A description of the problem.
5. Clear photographs of the bottle, label, seal, packaging and damage.

The Bottle Shop may ask the customer to bring the product to the store for inspection.

After inspection, The Bottle Shop may offer one of the following:

- Replacement with the same product.
- Exchange for another product.
- Store credit.
- Partial refund.
- Full refund.

The appropriate resolution will depend on the nature of the problem, product availability and the condition of the returned product.

Exchange and return requests are normally reviewed within **2–5 working days** after the product and required information have been received.

When exchanging a product:

- A replacement of equal value may be selected.
- A higher-value product may be selected if the customer pays the difference.
- If a lower-value replacement is approved, the remaining balance may be refunded or provided as store credit, depending on the circumstances.

6. Refunds

Approved refunds will normally be made using the original payment method where practical.

Cash purchases may be refunded in cash or by bank transfer, subject to store arrangements.

Bank transfer and card refunds depend on the processing times of the relevant bank or payment provider. Domestic refunds may take approximately **5–7 working days**, while international card refunds may take longer.

Foreign banks, card issuers or payment providers may apply:

- Currency conversion rates.
- International transaction charges.
- Processing fees.

These charges are determined by the customer's bank or payment provider and are outside The Bottle Shop's control.

The Bottle Shop does not apply an automatic cancellation fee or retain a fixed percentage of the order unless this was clearly agreed in advance for a special order, wholesale order or non-refundable deposit.

7. Order Cancellation

A standard order may be cancelled without charge before it has been prepared, dispatched or specially sourced.

Once an order has been prepared or dispatched, The Bottle Shop may deduct reasonable costs already incurred, such as:

- Delivery costs.
- Return delivery costs.
- Payment processing charges.
- Special-order or supplier charges.
- Damage or loss caused after delivery.

Deposits for specially sourced products, wholesale orders or reserved stock may be non-refundable when this condition was communicated and accepted before the order was confirmed.

Contact

Exchange, return and refund requests should be submitted directly to **The Bottle Shop Mũi Né** using the contact details shown on the customer's receipt, order confirmation or the Bottle Shop website.