

RETURN POLICY

Return/Damaged Goods

If for some reason beyond our control you receive a damaged parcel please contact us and we will arrange appropriate action, be it refund or replacement.

To organise an exchange or a refund you must contact us within 14 days of receipt of your parcel. Winter Brook Vineyard prides itself on producing wines of the highest quality. If for some reason the product appears to be faulty you must inform us by email that you would like to return the goods.

Please specify the product in question, the date of purchase and full details of the defect or reason for return. The product must be returned to us as soon as possible after the defect is discovered.

So far as possible, all goods should be returned with both goods and packaging in their original condition, securely packaged and including purchase invoice and/or delivery slip, at your own risk and cost.

Return Address:

Winter Brook Vineyard
150 Hjorts Road
Loira 7275 TAS



Winter Brook
Liquor License 52304