

Return & Refund Terms

- **Section 1: Standard Eligibility**

Returns are accepted within seven (7) calendar days of purchase or delivery. Items must remain unopened, unsealed, and in original packaging, accompanied by proof of purchase.

- **Section 2: Discrepancies & Shipping Damage**

Claims for damaged, defective, or incorrect shipments must be submitted to Customer Support within 24 to 48 hours of receipt alongside photographic evidence. Confirmed claims will be resolved via replacement or full refund.

- **Section 3: Quality Claims**

In cases where a bottle exhibits structural or storage defects (e.g., cork taint or oxidation), notice must be provided immediately. Qualifying claims may be compensated via store credit or product replacement at management's discretion.

- **Section 4: Non-Refundable Conditions**

- Opened or partially consumed products, excluding verified quality faults
- Claims based on personal taste preference or change of mind
- Clearance, discounted, or final-sale items

Returns & Refund Policy

- **7-Day Return Policy**

You can return unopened and unsealed items in their original packaging within **7 days** of purchase or delivery. Please keep your valid receipt or order number handy to process the return.

- **Damaged or Incorrect Orders**

Please check your delivery right away. If an item arrives damaged, leaking, or incorrect, reach out to our support team within **24 to 48 hours** with a photo of the issue. Once verified, we'll gladly send a replacement or issue a full refund.

- **Quality Issues (Corked or Spoiled Wine)**

If you open a bottle and find it corked, oxidized, or defective, contact us immediately with details about the issue. We'll review the request and offer either store credit or a replacement bottle.

- **Non-Returnable Items**

- Opened or partially consumed bottles (unless verified as defective)
- Returns due to personal taste preference or a change of mind
- Final sale, clearance, or promotional items