

## **HOFER FAMILY WINES TERMS & CONDITIONS**

**LIQUOR LICENSE:** A person who delivers alcohol must be aged 18 years or above. If it is clear to the delivery person that the recipient of the delivery is 18 years or above, they must: Obtain a signed declaration (electronic or hardcopy) from the person accepting the delivery stating their name and that they are 18 or over and keep a copy of the signed declaration for one year following the delivery.

If it isn't clear if the person receiving the delivery is 18 years or above, the delivery person must: View an approved form of identification, such as an Australian driver's licence or a current passport and keep a record of the type of ID produced, the name and date of birth, and the address where the liquor was delivered, for one year following the delivery.

A minor can be fined if they lie about their age, or if they show false evidence of age/identity in order to take delivery of liquor.

**SALE OF ALCOHOL:** It is illegal to sell alcohol to persons under 18 years of age. By purchasing from Hofer Family Wines you are certifying that you are 18 years of age or older.

**DELIVERY AND RETURNS:** We aim to resolve any problems experienced with product delivery. Should you have any queries or concerns regarding product delivery please email us at [hoferfamilywines@gmail.com](mailto:hoferfamilywines@gmail.com)

**VINTAGES:** Vintages are subject to change without notice.

**DELIVERY POLICY:** Hofer Family Wines delivers within Australia free of charge (unless specified). Hofer Family Wines can deliver internationally although at the customers risk and expense. For International delivery please email [hoferfamilywines@gmail.com](mailto:hoferfamilywines@gmail.com).

**OUR DELIVERY CARRIERS:** Hofer family Wines uses Wine Delivery Australia to deliver Australia wide. Wine Delivery Australia strives to provide the highest standard in packaged wine delivery and is able to provide consistent on-time delivery through outstanding and constantly improved systems.

**WHERE WE DELIVER:** Hofer Family Wines will deliver Australia wide unless specified. Norfolk Island, Christmas Islands, Cocoa Islands and Antarctica will attract a delivery fee, please contact [hoferfamilywines@gmail.com](mailto:hoferfamilywines@gmail.com). International delivery can be achieved at the risk and expense of the customer. Please email [hoferfamilywines@gmail.com](mailto:hoferfamilywines@gmail.com) with any queries relating to delivery. Please note: our courier service does deliver to a PO Box. Please note that all Australia Post deliveries to rural areas will be left at the local Post Office. Please note that for ease of delivery and tracking we recommend a business address be provided. Purchases can then be delivered during normal business hours and signed for upon receipt.

**DELIVERY CHARGES AND SHIPPING POLICY:** 3 Pack orders attract a standard \$10.00AUD freight fee. 6 Pack and Dozen orders are free freight Australia wide unless specified. Orders must consist of 3, 6 or 12 bottles. Wine Delivery Australia will get your purchase to you in 2-10 working days. For Norfolk Island, Christmas Islands, Cocoa Islands and Antarctica deliveries please email [hoferfamilywines@gmail.com](mailto:hoferfamilywines@gmail.com) for current couriers pricing. For International deliveries please email [hoferfamilywines@gmail.com](mailto:hoferfamilywines@gmail.com) for current international freight pricing.

**COURIER CARDS:** Wine Delivery Australia (via nominated delivery agent) may leave a calling card should nobody be present at the specified delivery address. The calling card will have instructions of where to obtain your purchase which maybe a Post Office or freight depot. Should you not contact us or the courier within 7 days of the calling card being left, Hofer Family Wines will be notified.

**RETURNS POLICY:** Hofer Family Wine deemed faulty will be replaced with current vintage stock. To notify us of a faulty product please email [hoferfamilywines@gmail.com](mailto:hoferfamilywines@gmail.com), refunds will not be provided unless by mutual agreement. Risk and Title in the goods passes to the customer upon delivery of the goods to the nominated address. Refunds will not be granted on sale items.

**UNDELIVERABLE GOODS:** The carrier will advise Hofer Family Wines should a purchase be undeliverable. We will attempt to contact you to arrange re-delivery.

**STATED PRICING:** Hofer Family Wines reserves the right to refuse a sale regardless of receipt issued from an electronic or other order confirmation. Hofer Family Wines reserves the right to at any time accept or decline an order for any reason.

Hofer Family Wines reserves the right to cancel an order incorrectly priced or due to any typing error.

Hofer Family Wines reserves the right to modify terms, conditions and notices on this the website without notice. Your use of this website after any changes made constitutes agreement. Hofer Family Wines has the right to change website pricing and other details at any time without notice. Website pricing and terms of sale do not constitute a binding agreement and there is no obligation for Hofer Family Wines to sell products under such terms.

### **CONTACT INFORMATION:**

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