

****Return Policy for LnG Wines****

At LnG Wines, we are committed to providing our customers with the highest quality products and exceptional service. If you receive a bottle of wine that is spoiled or damaged, we offer a hassle-free return process.

****Eligibility for Return:****

1. ****Spoiled or Damaged Product:**** If you receive a bottle of wine that is spoiled or damaged during transit, you are eligible to return it for a replacement or a refund.

****Return Procedure:****

1. ****Contact Customer Support:**** Please contact our customer support team within 7 working days of receiving the product to initiate the return process. You can reach us via email at **lo.giu.import@gmail.com** or by phone or WhatsApp at **87507383**.
2. ****Provide Details:**** When contacting customer support, please provide the following details:
 - Order number
 - Description of the issue (spoiled or damaged)
 - Clear photos showing the condition of the product
3. ****Return Authorization:**** Once your return request is approved, we will provide you with a return authorization number (RA number) and instructions on how to return the product.
4. ****Return Shipping:**** LnG Wines will arrange the collection of the Spoiled or Damaged product.
5. ****Replacement or Refund:**** Upon receiving the returned product, we will inspect it to verify the issue. Depending on your preference, we will either send you a replacement bottle of wine or issue a refund to your original payment method.

****Additional Information:****

- All returns must be initiated within 7 working days of receiving the product.
- Products returned without prior authorisation or after the specified timeframe may not be eligible for a refund or replacement.
- We reserve the right to refuse returns if the product is not returned in its original condition or if the issue is determined to be due to mishandling or improper storage.

For any further inquiries or assistance regarding our return policy, please don't hesitate to contact our customer support team. We're here to ensure your satisfaction with LnG Wines.

Thank you for choosing LnG Wines!

