

wineorama T&C's

Ordering

- We will not sell or deliver alcohol to anyone who is, or appears to be, under the age of 18. By placing an order you confirm that you are at least 18 years old and we reserve the right not to deliver if we are unsure of this.
- The placing of an order anywhere on our website does not constitute a contract, which is made only when we accept your order and process payment.
- We reserve the right not to accept any order.
- All goods are offered subject to availability. We cannot guarantee the availability of specific vintages.

Product

- Our website checks stock against our distribution centre stock at time of purchase so is not guaranteed as accurate in all circumstances.
- In the event that a product is unavailable after an order is placed, we shall contact you to arrange replacement, or another acceptable arrangement for the completion of your order if substitutions have not been selected.

Substitutions

When opting for substitutions, this means when a product within an order is unavailable, we shall replace it with a similar product of equal or higher value.

Delivery

- **Wineorama delivery** - We only accept orders for 6 bottles or more. Orders that are £50 or less will be charged at £10 delivery, £100 or less are £5 delivery and free delivery for orders over £100
- **Delivery Dates-** Delivery is Glasgow and surrounding areas only (check our map) and we deliver every Tuesday or Friday – whatever day is closest to your order date. Cut off for orders are Wednesday for Friday and Sunday for Tuesday. We may deliver earlier if we can.

Click & Collect

Please note during COVID-19 the store is not open at all times.

Prices

- All prices are inclusive of UK VAT.
- Promotional offers and prices are as stated, with no further discounts available.
- Although we endeavour to ensure that all pricing information on this website is accurate, occasionally an error may occur and goods may be mis-priced. If we discover a pricing error we will, at our discretion, either: contact you and ask you whether you wish to cancel your order or continue with the order at the correct price; or notify you that we have cancelled your order. - We will not be obliged to supply goods at the incorrect price.
- We reserve the right to adjust prices, offers, goods and specifications of goods at our discretion at any time before (but not after) we accept your order. Where an end date is specified on any offer on the website, it is intended as a guide only. We reserve the right to change prices at any time.

Returns

- We will provide a full refund or replacement for any wines that are faulty.
- We may require faulty bottles to be returned to us. We will arrange this as necessary at your convenience.

Cancellations & complaints

- You may cancel your order at any time until 1 day after delivery. Should you decide to cancel, all charges to you will be refunded within 3 working days.
- In the event of complaint please contact sales@wineorama.com giving as much detail as you can. All complaints will be acknowledged within 48 working hours and you can expect a full resolution of your complaint within a further 72 working hours. You will be kept informed if there is any delay beyond this. Each complaint will be treated as confidential and will be attended to by a senior manager or director.