

Terms and Conditions

How to order:

You can either order by email at sales@poterionfairtrade.co.uk or by completing the order form (please note that www.poterionfairtrade.co.uk is currently not a secured site and for your security no credit/debit card details should be sent via the E-Mail service. Whitebridge Wines Ltd. cannot accept any responsibility for fraudulent use of credit card details sent in this manner).

Warehouse opening hours: Monday to Friday: 08:30 – 17:30, Saturday: 09:30 - 13:00.

UK Mainland Delivery:

Delivery for orders is free of charge (excluding Scottish Highlands - Please telephone +44 (0)1785817229 for cost). This applies to Monday to Friday next day deliveries. Orders received by 12.00 noon can be with you the following day. Before 12:00 noon and Saturday deliveries are subject to a surcharge, please phone for special delivery options.

Orders dispatched will arrive within 3 working days, (UK Mainland).

Claims, breakages and returns - please check your order on arrival and report any breakages to us within 24 hours of delivery.

We will accept returns and give refunds where the wine has not been opened or damaged.

If your order has arrived in an unsatisfactory condition, please keep the full contents of the order and contact us by email, fax or telephone.

We will deliver your wine via our own transport or Express Despatch carrier.

All orders are subject to availability.

Call +44(0)1785 817229 for Customer Service and Sales - All our prices include VAT (TAX) at 20%.

Legal restrictions:

It is against the law to sell or supply intoxicating substances to persons under the age of 18 years old. If our couriers are in doubt of the age of the recipient of an order, they will request some form of ID. In the event that this is not satisfied, they are not permitted to leave the product at the delivery address.

Privacy:

Any details supplied by you on this web site by whatever means will not be passed on to any third party whatsoever without your written consent.