



TERMS AND CONDITIONS

1.1 By placing an order with AmoreGNA you are confirming that you are 18 or older. It is illegal for us to sell alcohol to anyone under the age of 18. We are a patron of the "Challenge 25" Policy scheme as set out by "drinkaware". We will ask for photographic ID on delivery of your purchase. More details can be found online at www.drinkaware.co.uk

1.2 When you give AmoreGNA your credit or debit card details you are confirming that you are either the card holder, or that you have permission from the card holder to use the card for the purpose of ordering our products.

1.3 Payment will be taken immediately from your card, then your order will be dispatched. For Wine Club Subscriptions your Standing Order/Direct Debit will be taken once a month from when you originally signed up. Please note, when you place an order, we will securely store your card details so it's easier for you to place any future orders, but we will never take payment from your card unless you authorise us to do so.

1.4 We reserve the right to cancel any orders we cannot fulfill for any reason. If your order is cancelled we will contact you to explain why and refund any money you have paid us for that order.

1.5 Our standard delivery service is £4.99 to most UK addresses with a 5 day turnaround, when you order before 5pm. The delivery charge is free if you spend £80 or more. If we are extremely busy with orders, we will bring the 5pm cut-off forward so that we can keep our promise to the customers who have already ordered.

1.6 We are unable to guarantee delivery dates to some areas of the UK.

1.7 We aim to meet all delivery dates on a best endeavours basis. On the very rare chance your order goes missing, or we are advised by our courier

that it couldn't be delivered, we will send you a replacement order as soon as we can. If we are unable to dispatch replacement goods within 7 days we will offer you a full refund.

1.8 For your own safety we reserve the right to contact your card issuer for the purposes of carrying out security checks.

1.9 Any promotions, discounts or vouchers are single use only and not to be used in conjunction with any other promotion, discount or voucher unless otherwise stated.

2.0 Products offered by us are displayed on our website show current stock levels. Any product may be withdrawn from offer without notice.

2.1 There may be issues from time to time where we may be unable to fulfil your exact order. In this instance we will try to contact you in order to substitute bottles with similar wines, or other bottles we think you'll love. Any substitutions we make will be of at least the same value as the wines you ordered, and of course they'll be covered by our 100% refund guarantee.

2.2 We guarantee you will enjoy the wines you buy from us - so if you tell us that a wine was faulty, or just not to your taste, we will put a credit refund back on your account for you to put towards another order. Please note that if you need to return your wines to us, we will arrange collection. You can ask us for a refund at any time after delivery.

2.3 If your order is a gift, please contact us via your order on your notes sections so we can organise the correct information with you - So the recipient knows who the gift is from. By confirming your order with Amore GNA you hereby agree to your name and postcode being shown under your personal message for gifts you send from AmoreGNA. These terms are governed by the laws of England and Wales. In the event of any claim or dispute arising out of or in connection with these terms, and any orders placed thereunder, the courts of England will have exclusive jurisdiction over them.