



Delivery Details, Privacy Policy, Terms and Conditions and FAQ's Doc Altus Wine

Delivery

Standard Delivery

We deliver to any personal or business address (except PO Box numbers) on the UK mainland. Delivery normally takes 3-7 working days from receipt of your order and payment, although we cannot guarantee this. It is not possible to give an estimated delivery time unless additional delivery options are purchased. Deliveries are made Monday to Friday from 9am to 5pm. There are no deliveries on Saturdays, Sunday's or Bank Holidays.

Delivery to mainland UK is charged at £15.00 per parcel with a max of 12 bottles, any subsequent bottles will be charged a further delivery charge.

Prices vary for delivery to the Highlands, Islands (inc Isle of Wight and Isle of man) and Northern Ireland; *please contact us for a quote.*

Additional Delivery Options available by contacting Customer services: Estimated costs are given below

Timed Deliveries

Working Day Before 9.00am Surcharge £20.00
Working Day Before 10.00am Surcharge £10.00
Working Day Before Noon Surcharge £6.00

Saturday Before 9.00am Surcharge £45.00
Saturday Before 10.00am Surcharge £35.00 surcharge
Saturday Before Noon Surcharge £30.00 surcharge

Next day deliveries

These are available at an additional cost on request. These orders need to be placed by 9.00am.

Delivery Instructions

Altus Wine has authorised our carriers to deliver only when a signature for receipt is obtainable. However, where specific instructions are given to leave the wine without a signature being obtained, or to leave the consignment at an address other than that of the customer, Altus Wine cannot accept responsibility for loss or damage arising as a result of carrying out those instructions.

Delivery Variation

We regret that once an order has been processed, we are unable to change any delivery information.

Claims

Customers are requested to carefully check all goods at the time of delivery. The delivery or carrier's note should be signed noting any shortages or breakage. We regret we cannot accept claims for shortages or breakages not recorded in this way. In any case claims must be made to the Order Office within three days of delivery.

Altus Wine takes considerable pride in the accuracy and diligence of its employees and agents, and will endeavour to satisfy customers' requirements wherever possible. So far as the law permits however the company shall not be liable for consequential loss or damage in any respect.

Age Restrictions. *It is against the law to sell or indeed supply intoxicating substances to persons under 18 years of age in the UK. By placing an order you confirm that you are at least 18 years old. The goods must be received by someone who is over 18 years old. If you or the person signing for the goods are lucky enough to look under 25 years old our couriers will request some form of ID. In the event that this is not satisfied they are not permitted to leave the wine.*

Non-Delivery & Cancellation

If the Carrier is unable to deliver the driver will leave a card and try to deliver the next day. If next day the delivery fails again, a card will be left requesting that you pick up your order from the carriers depot. If the parcel is not picked up the carrier will return the goods to Altus wine and the customer will have to pay for a further delivery.

Should your item be out of stock we will aim to find you a suitable alternative product or to advise you of a later delivery date.

Claims for non-delivery must be made within 30 days of your order date.

You may cancel your order for any reason up to and including 7 working days from the date of delivery of your order, provided all the bottles are unopened and intact. Notice of cancellation must be given in writing and will be effective upon receipt of said advice at the office of Altus Wine. We will refund the full price of the within 30 days from the date of your cancellation and receipt of the goods. Please note that in the event of your order being dispatched the delivery charges are non refundable and a cancelled order a charge may be levied to cover the cost of collecting goods.

Altus Wine does not accept any responsibility for late or non-delivery of goods arising from incorrect delivery information being provided, nor for the inability of the carrier to effect delivery within the terms of the service contract.

Force Majeure

The company will not be liable for failure to meet agreed obligations due to prevailing circumstances beyond its reasonable control.

Law

All contracts are governed by English law and jurisdiction.

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Title

The goods shall remain the Seller's property until the Buyer has paid all sums due from it to the Seller. Until that time the Buyer shall hold them as Bailee, store them in such a way that they can be identified as the Seller's property, and keep them separate from the Buyer's own property and the property of any other person.

Although the goods remain the Seller's property until paid for, they shall be at the Buyer's risk from time of delivery and the Buyer shall insure them against loss or damage accordingly, and in the event of such loss or damage shall hold the proceeds of such insurance on behalf of the Seller as trustee for the Seller. In accepting delivery of the goods the Buyer undertakes to indemnify the Seller against any losses and expenses incurred by the Seller, arising from the Buyer's breach, howsoever caused.

Right of Withdrawal

Customers have a seven day right of withdrawal from mail order contracts. Notice of cancellation must be given in writing and will be effective upon receipt at the offices of Altus Wine. Please note that in the event of a cancelled order a charge may be levied to cover the cost of collecting goods.

Prices

All prices are in pounds UK Sterling and include Duty and Vat unless otherwise stated.

(En Primeur Offers and In- Bond offers are clearly stated as such on the website and duty and Vat would be payable on these wines and rates prevailing at the time.

Data Protection See Privacy Policy Below.

When you make a purchase from this website, we collect personal information to enable us to process and deliver your order. By registering your details on our website, by email or over the phone you consent to Altus wine maintaining, recording, holding and using personal data we collect about you. We are committed to the data protection act 2018 and the information you give will not be shared with any other company other than ourselves, we are dedicated to the privacy of your information. For further information regarding this data or any other privacy matters please contact Chris Horridge email: chris@altuswine.co.uk

Privacy Statement

Where you have been directed to our site from a third party's website, we may pass your details back to the introducing firm. You agree that the information we or the third party holds about you can be held on computer and/or paper files. You agree that any information which you give us may be disclosed to these third parties for the purpose of contacting you from time to time by post, fax, e-mail or telephone to bring to your attention additional products or services the third party may be able to provide.

Disclaimer:

Altus Wine make every effort to ensure that the information on this website is accurate and current, it does however, provide this website and its contents on an "as is" basis and it makes no (and expressly disclaim all) representations or warranties of any kind with respect to this website and its contents. Furthermore Altus Wine takes no responsibility whatsoever for information that is incomplete, inaccurate or out-of-date.

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Child Protection

In the UK, it is against the law to sell or supply intoxicating substances to persons under 18 years of age. Altus Wine takes this responsibility very seriously, and thus, when placing an order for the first time you must confirm that you are at least 18 years old.

Age Restriction. Delivery of Orders

It is against the law to sell or indeed supply intoxicating substances to persons under 18 years of age in the UK. By placing an order you confirm that you are at least 18 years old. If you are lucky enough to look under 25 years & our couriers are in doubt of the age of the recipient of an order they will request some form of ID. If this is not satisfied they are not permitted to leave the wine.

Intellectual Property Rights

All copyright, database rights, trademarks and any other intellectual property rights in and to the content on this website, such as text, graphics, logos, banners, images, buttons, underlying source code and software, is the sole property of Altus Wine, or the applicable licensor.

Any use (including copying, reproduction, duplication, transmission), or display of the content of this website, without the express written permission of Altus Wine for purposes other than the viewing of information or for ordering purposes, is strictly prohibited.

- FREQUENTLY ASKED QUESTIONS

- [Do you have a minimum order?](#)
- [Do you offer a case discount?](#)
- [Are the stock levels on your website up to date?](#)
- [Are the photographs on the website of the actual bottles I will receive?](#)
- [The wine I want is out of stock. Can you get some more for me?](#)
- [Do you sell gift vouchers?](#)
- [When will my card be charged?](#)
- [What do you do with my personal information?](#)
- [How do I cancel, amend or return my order?](#)
- [My order is a gift, can I add a message and gift packaging? Is the price shown?](#)
- [How much do you charge for delivery and who delivers it?](#)
- [Do you deliver outside the UK mainland?](#)
- [When will my order be delivered?](#)
- [Will my order arrive in its original packaging?](#)
- [If I am not in to receive my order can you leave it elsewhere?](#)
- [You attempted to deliver but I was out. How can I rearrange delivery?](#)
- [My order arrived broken, what do I do?](#)
- [I received a different vintage to the one I ordered, what can I do about it?](#)
- [The wine I ordered is faulty. Can I return it?](#)
- [How can I keep up-to-date with all your latest news, offers and tastings?](#)
- [How can I contact you or get advice?](#)

Do you have a minimum order?

All the wines on our standard list are sold in unsplit cases of 6 unless otherwise stated. Our fine Wine List has options to buy by the bottle.

Do you offer a case discount?

We do not offer discounts but we do offer special prices on large orders please call to discuss.

Are the stock levels on your wine list quoted up to date?

Our stock levels are updated regularly and are as accurate as possible. Errors do occur, however, and in the unlikely event of an order being placed for a wine which subsequently turns out to be out of stock, we will either try to obtain some more for you, or offer a full refund or replacement of the same or greater value.

Are the photographs on the website price list of the actual bottles I will receive?

Our photographs are for illustrative purposes only and do not necessarily represent the condition of the particular bottle you will receive. Particularly with older wine, levels and the condition of labels vary. Labels are often redesigned and we will also often use the same photograph to represent all the different vintages or minor variations of a particular wine.

The wine I want is out of stock. Can you get some more for me?

If you require more bottles of a particular wine than we currently have in stock, please get in touch via [e-mail](#) or call us on 01252 376719. Depending on the wine, we can often order additional quantities for delivery within a few days.

Do you sell gift vouchers?

We do not currently sell gift vouchers.

When will my card be charged?

We take payment as soon as you confirm your order

What do you do with my personal information?

We only use your personal information for processing your order. If you opt to receive offers from us via [e-mail](#) we will send these out too, but you will be given the option to unsubscribe in every e-mail we send. We will never give your personal information to a third party.

How do I cancel, amend or return my order?

Once your order has been placed payment will be taken immediately and the order submitted for processing. If you wish to cancel or amend your order you must [e-mail](#) or call us on 01252 376719 as soon as possible. Once your order has been scheduled for despatch you may incur additional delivery charges if you wish to make alterations. You may still cancel your order and receive a full refund, less any delivery charges, up to seven days after delivery. The refund will be given to you as soon as the goods are returned to us in a saleable condition. You will be liable for all transport and delivery costs.

My order is a gift, can I add a message and gift packaging? Is the price shown?

We sell wooden gift boxes to hold various numbers of bottles and if you add these to your order we will make sure the wine is sent out packed in them. At the checkout stage there is the option to add a gift message, which we will print on to a card and attach with your order. No pricing information is included with any delivery of wine - your receipt is e-mailed to you.

How much do you charge for delivery and who delivers it?

Delivery to mainland UK is charged at £15.00 per parcel with a max of 12 bottles, any subsequent bottles will be charged a further delivery charge. Prices vary for delivery to the Highlands, Islands and Northern Ireland; *please contact us for a quote*

Do you deliver outside the UK mainland?

We currently only accept orders for delivery on the UK mainland. If you wish to enquire about delivery elsewhere please [e-mail](#) or call us on 01252 376719

When will my order be delivered?

We aim to despatch your order within two working days of receiving it, with delivery normally being made the following working day. Delays do occur however, so please allow up to five working days for delivery.

Will my order arrive in its original packaging?

Although we use careful couriers, breakages do occur, so in most cases we will repack your order in mailsafe cardboard boxes to protect against this. If the original packaging is deemed by us to be secure enough, however, we will send your order out as it comes.

If I am not in to receive my order can you leave it elsewhere?

If you are happy for us to leave your order somewhere secure then please specify the exact details during the checkout process and confirm in writing. We cannot take responsibility for the theft, loss or damage of your order under these circumstances.

You attempted to deliver but I was out. How can I rearrange delivery?

If you received a card from our courier you must call them directly and organise redelivery. Their contact information can be found on the card. Please note that if you fail to rearrange the delivery with them the order may be returned to us and we will have to charge an additional fee to send it out again.

My order arrived broken, what do I do?

Please always check your delivery carefully before signing for it. If your order arrives damaged and you accept delivery you must note this with the delivery driver when signing for it. Alternatively, you may refuse delivery and the entire order will be returned to us. In either case, please then call us on 01252 376719 to notify us of the breakage. We will endeavor to send out a replacement or organise a refund as soon as possible.

I received a different vintage to the one I ordered, what can I do about it?

Outside the fine wine range, where vintages can make a vast difference to the value of a particular bottle, we stock wines which we may order continuously from one year to the next. These wines tend to have comparatively little vintage variation and remain essentially the same (both in style and price) over the course of several years. Accordingly, the vintages of these regular lines often change without warning and, while we try to keep the site as up-to-date as possible, we cannot guarantee the availability of specific vintages. We will endeavor to notify you before we send out your order if the vintage requested is unavailable, but should you receive the incorrect vintage please [e-mail](#) or call on 01252 376719. We will then either offer you the correct vintage as a replacement (if still available) or collect the wine and issue a full refund.

The wine I ordered is faulty. Can I return it?

In the event of a wine being corked or otherwise faulty we will offer a full refund or replacement once the wine is returned to us for testing. We will not give a refund or replacement in the event that a wine has been open too long or improperly stored. You will be responsible for all transportation costs.

How can I keep up-to-date with all your latest news, offers and tastings?

We send out regular news, offers and tastings via e-mail. Please use the [contact form](#) to sign up. You will be given the opportunity to unsubscribe in any message we send you, and we will not pass your details on to anybody else.

How can I contact you or get advice?

Please see the [contact us page](#) for information on how to get hold of us, we'll try and answer questions on anything as soon as we can.

Privacy Policy

What information we may ask for and how it is treated

1-Identity information (including name, gender, marital status, date of birth)

We only collect your name for Purposes of delivery and Payment. Once processed this is only stored on the invoice raised which is stored electronically.

2-Contact information (including email addresses and phone numbers)

We only collect your contact information for Purposes of delivery and Payment. Once processed this is only stored on the invoice raised which is stored electronically.

3-Account information (including usernames and passwords)

Never asked for

4-Payment information (including bank account and card details)

Destroyed immediately after sale with no records kept.

5- Transaction information (including details of goods and services)

An invoice is raised detailing the products ordered with delivery and contact details. These are stored electronically.

6-Survey information (including information collected in surveys and feedback)

We do not conduct surveys

7-Marketing information (including a user's marketing and communications preferences)

We do not use this information.

8-Website, device and technical information (including browsers and IP addresses)

We do not collect this information.