

[pioneer-road-wines.com.au](http://www.gomersalwines.com.au)

*Producer’s Licence: 50814166*

**WEBSITE OPERATING POLICY AND ONLINE STORE TERMS & CONDITIONS**

**By visiting, utilising and/or purchasing from this website, you agree to the following terms:**

1. **General**

Pioneer Road Wines reserves the right to change the Website Operating Policy and Online Store Terms & Conditions. It is incumbent on any visitor to this Website to be up to date with the latest Website Operating Policy and Online Store Terms & Conditions – the latest of which will always be available to customers via the website. If you have any questions that aren’t answered in this section, please contact us and we will assist you with your enquiry.

1. **Privacy**

Pioneer Road Wines will use any information provided by visitors to this site for the specific purpose of communicating with them. Any information automatically retrieved, such as site browsing patterns etc. will only be used for site modification and marketing purposes. No information provided by visitors will be passed on to third parties provided that Pioneer Road Wines is not required by law to do so.

1. **Disclaimer**

This website contains links to other sites that Pioneer Road Wines does not control and who may not share the same Privacy Policy safeguards as us. We have not and do not necessarily endorse or approve these websites, their materials or their owners. In accessing the website, you assume all risk of use of all programs and files on (and linked to) the site.

1. **Pricing**

All prices listed on this website ([www.pioneer-road-wines.com.au](http://www.pioneer-road-wines.com.au)) are subject to change at any times. All prices quoted are in Australian Dollars (AUD) and are inclusive of Goods & Services Tax (GST).

1. **Delivery**

Orders will be processed within 48 business hours and sent via selected courier’s standard delivery service (the price is included in the order and varies depending on destination). Once dispatched, delivery times are at selected courier’s discretion and may vary between 3 and 10 business days. The courier will deliver to your door, or leave a card for collection at your local depot. The courier will require a person of 18 years of age or older to be present to sign for the delivery. If you would like to arrange express delivery, please contact Pioneer Road Wines directly (extra charges will apply). We do not currently offer international purchases and shipping.

1. **Returns & Damaged/Incorrect Goods Purchased**

Pioneer Road Wines guarantees that your order will reach you intact. We will replace or refund your next purchase for any wines that are damaged in transit or arrive in unsatisfactory condition. Please note we need you to report damaged goods within 24 hours of delivery to be eligible for replacement or refund. Update the Return policy so it states that a full refund is available in the case of faulty products. Requests for returns for credit or exchange must be made within 7 days.

1. **Product availability**

All products are ‘while stocks last’. If a product ordered is fully paid for only to be found it is out of stock, we will offer you an alternative, or issue a full refund.

1. **Order Cancellation**

If you wish to cancel or change your order please call us on (08) 8563 3611 (after 10am- 7 days) within 24 hours of placing your order; exchanges and refunds are provided at Pioneer Road Wines’ discretion. If the wine has already been delivered, you’ll need to make sure the bottles are unopened and kept in good condition, and be willing to pay the return delivery costs.

1. **Legality**

Making a purchase via the Online Store warrants that the user is of legal drinking age (18 years +) in Australia. It is an offense to sell or supply, or to obtain supply of liquor on behalf of a person under the age of 18 years and for a person under the age of 18 years to purchase or receive liquor. By placing an order, the customer warrants that they can produce sufficient proof of age (Australian Drivers Licence, Proof of Age Card, or Passport) on request prior to or upon delivery of the product. When purchasing via online, phone or mail, the purchaser must provide their date of birth at the time of the purchase (unless this has been supplied previously - LIQUOR LICENSING (LIQUOR REVIEW) AMENDMENT ACT 2017. Pioneer Road Wines operates under Liquor Licence number 50814166.

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