

# THE STELLENBOSCH

## WINE CLUB

### TERMS & CONDITIONS

By clicking on the “Agree to Terms and Conditions” tick box on the join page, you agree to comply with and accept all the Terms and Conditions herein.

Membership is only activated upon subscription. By subscribing, you commit to receiving our scheduled quarterly wine club shipments. All members have access to a variety of special benefits. Membership can be cancelled in writing at any time but must be received in due time before the next impending shipment. Cancellation will result in termination of your membership and all associated benefits.

#### 1. Benefits:

- Subscription to a 6-bottle case of wine from The Stellenbosch Collection each quarter.
- Access to a 15% discount on all wines from our online shop ([thestellenboschcollection.com](http://thestellenboschcollection.com)) or stores (Rust en Vrede Tasting Room, Guardian Peak, The Stellenbosch Wine Bar).
- Access to a 10% discount when dining at Guardian Peak or The Stellenbosch Wine Bar.
- Two free Wine Club tastings at Guardian Peak or The Stellenbosch Wine Bar per month.
- Exclusive access to special releases from The Stellenbosch Collection.

#### 2. General Rules:

- Members must be over the age of 18.
- Members must reside in South Africa and have a physical address to which wine can be delivered.
- All personal information gathered in this on-line process will be retained in a secure database format.
- Delivery and contact information will be shared with third parties in the form of delivery services.
- Members must agree to receive occasional communication via e-mail or telephonically pertaining to exclusive offers and pricing specials regarding The Stellenbosch Wine Club
- All members will be given the opportunity of unsubscribing from receiving any further communication from The Stellenbosch Wine Club with each promotional email sent out.

#### 3. Delivery

- Delivery of the quarterly wine club subscription within South Africa this is free of charge.
- Additional purchases from the online shop with the 15% discount will be subject to normal delivery fees.
- All communication regarding delivery of the wine order will be done via email.

- Only on successful receipt of payment in full as defined on the invoice will the wine be dispatched.
- Please allow for 5 to 10 working days from receipt of payment for orders to be delivered.
- All wines ordered will be subject to availability at time of order.
- Quarterly subscription deliveries will be made as follows:
  - First case will be delivered 5 – 10 working days from the date of subscription.
  - Subsequent subscription will be delivered as of the next date on the quarterly schedule
  - 1st Quarter delivery – first week of March
  - 2<sup>nd</sup> Quarter delivery – first week of June
  - 3<sup>rd</sup> Quarter delivery – first week of September
  - 4<sup>th</sup> quarter delivery – first week of December
- All deliveries made in South Africa will be by road freight directly to your nominated delivery address.
- All goods must be signed for on delivery. If no one is available at the nominated address when the delivery is attempted, the goods will be retained by the courier, in which case notification of the attempted delivery will be given. Should the wine order be returned to the Stellenbosch Collection, any further delivery attempts will be at your cost.
- We will not be liable for any loss occasioned by any delay in the delivery of any order, nor for any loss, damage or misplacement of wines ordered from us after delivery been made to your nominated delivery address. Risk in and to the Products will transfer to you upon completion of the delivery.

#### Pricing

We may change prices at any time, without notice. All products are listed subject to availability. As a member you receive a discount applicable to cellar door pricing which includes Value Added Tax (VAT). Members are subject to pay all charges free of set-off, charges or deductions.

#### Acceptance

We shall acknowledge your application via email. Our acknowledgement of this constitutes legal acceptance, at which point a binding contract of sale has been concluded. We reserve the right to refuse any order/application at our discretion. No wine will be sold to anyone under the age of 18 years.

#### Insurance

Our products are insured to the point of delivery.

#### Cancellation

An order is considered cancelled once you have notified The Stellenbosch Collection and we have communicated to you confirmation of receipt of your cancellation notice. Cancellation of in-stock items

is only possible if the stock has not left our premises. Orders may be cancelled by calling us on 021 881 3881 or by email via [info@thestellenboschcollection.com](mailto:info@thestellenboschcollection.com)

## Privacy

At The Stellenbosch Collection we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully, and transparently. See our full [Privacy Policy](#).

We understand the importance of privacy and security. We are committed to protecting the information we collect from our club members and guarantee that it will only be used for the purposes of providing wine orders and related services as per request.

## Return Policy

We guarantee the quality of the wines we produce, and we want you to be completely satisfied with your purchase. If, for any reason, you are not satisfied with your order, contact us on 021 881 3881 or via email via [info@thestellenboschcollection.com](mailto:info@thestellenboschcollection.com)

We will notify you by email once we've received and processed the return product.

## Refund Policy

- We do not offer refunds on any wines once the wine has been dispatched.
- You may return unopened products within 30 days of delivery for a full refund if the return is a result of our error (e.g., you received an incorrect or defective product).
- You should expect to receive your refund within four weeks of giving your package to the return shipper. This time period includes the transit time for us to receive your return from the courier (five to ten working days), the time it takes us to process your return once we receive it (three to five working days), and the time it takes your bank to process our refund request (five to ten working days). But in many cases, you will receive a refund sooner.