

CUSTOMER SERVICE & RETURNS POLICY

Mudgee Ridge is committed to providing exceptional customer service and quality products to our customers. We will endeavour to ensure that all products listed on our website are currently in stock and pricing is correct.

Mudgee Ridge guarantees the quality of all products that are sold and delivered to clients through our online or offline facilities. If the client has valid reasons for return of stock (validity of which is up to the discretion of Mudgee Ridge), Mudgee Ridge will provide a credit to the customer's member ID. A credit to the total value of the purchase (including delivery charge), providing that no more than two (2) bottles have been consumed and the balance of the wine is returned to P.O Box 1101, Mudgee NSW 2850. Should the customer have any queries please contact our office directly with the following details:

Mudgee Ridge Estate
P.O BOX 1101
Mudgee, NSW 2850

P: +61 (0)407701014
E: sales@mudgeeridge.com

Mudgee Ridge uses Australia Post for its shipping. If the customer is not in attendance when a delivery is attempted and no further instructions have been issued by the client, the item or items will be returned to the local Post office where they can be collected upon signature. A card will be left in your letterbox to advise of the collection point. Items will be held for collection as per Australia Post's practice of 14 business days. After this time uncollected items will be returned to Mudgee Ridge. Please note if wine is to be resent to a customer under these circumstances, a further full delivery charge will apply. Further to the delivery of the articles, if the address provided (as per the original order), is later to be found incorrect and goods have been received by the person(s) at the original delivery address, Mudgee Ridge is not responsible for the cost and/or loss of goods and is not liable to replace wines delivered to address specified on an order. The full cost articles from the replacement or recovery of the goods will be that responsibility of the original purchaser.

Due to Liquor License laws, wines cannot be delivered to, ordered on behalf of, or accepted by person(s) under the age of 18 years old.

All of our wines are made in limited quantities. If for any reason we are unable to fulfil your order (e.g. out of stock) we reserve the right to substitute either a different vintage of the same wine, or a different wine of equal or higher value.

PRIVACY POLICY, LEGALS & TERMS OF USE

GENERAL

This website is owned and operated by JS Nicholas trading as Mudgee Ridge Estate. 577 Burrundulla Rd, Mudgee NSW 2850.

By accessing or using the website or by ordering any product from us, you are deemed to have read, understood and agreed to the following Terms of Use, which

include our Privacy Policy. If you do not agree with any of these Terms, you must not use the website or place orders for any products.

You may not order wine, nor have wine delivered to anyone, if you or that person is less than 18 years of age at the time of ordering. You must confirm your agreement with this explicitly at the time of ordering.

When you place an order for wine on our website, and you choose online payment as your method of payment, this payment will be processed by a secure online payment gateway. Your order will be dispatched from our warehouse, and under normal circumstances will be delivered to your nominated delivery address within 7 to 14 days. Delivery delays may occur as a result of factors out of our control, and Mudgee Ridge Estate is not responsible for any such delays.

SECURITY POLICY

When providing or updating personal information, or when purchasing from Mudgee Ridge, your financial details are protected through a secure server using the industry standard for secure web transactions (Stripe).

PRIVACY POLICY

Mudgee Ridge is dedicated to keeping your private information secure. We will not pass on, sell or swap any of your personal details at any time. We may need to share your personal information with a contracted supplier (or suppliers) of technology services, but this is exclusively for the purposes of them managing our membership database systems and other website related functions. This data is managed strictly in accordance with our Contract with the relevant supplier. We use this information to identify your orders and provide you with our newsletter (if applicable).