



Bimbadgen

Hunter Valley

Terms & Conditions

DELIVERY, RETURNS & MARKETING

NATIONAL SHIPPING

Delivery of Bimbadgen orders placed online, over the phone or in person is provided by Australia Post eParcel service. We aim to deliver within 5 business days. Your order can be tracked via the Australia Post site with your tracking ID which is supplied once the order has cleared our internal orders procedure.

Delivery instructions provided during the order process are included on Australia Post eParcel labels. Where "Authority to Leave" is given, Australia Post reserves the right to take the parcel to the local post office if they deem it unsafe to leave the article. By providing "Authority to Leave" you indemnify Bimbadgen against any claim for loss and / or damage relating to any package so left.

Some orders may be sent in separate boxes, which are sometimes separated in transit. If you have only received one item, you can use the tracking link provided in your shipping email to view their delivery status. Delivery of the second item can be expected 2-3 business days after the first item.

INTERNATIONAL SHIPPING

We currently do not offer international shipping online. Please contact our Club team to enquire about international shipping - club@bimbadgen.com.au

RETURNS

We do not provide refund or returns for change of mind.

If you believe your wine has a specific fault we may ask that you return a sample of the product for us to carry out the appropriate evaluation. Once an outcome is determined we will be in touch to discuss exchange for the full value of your original purchase or to arrange a full refund.

Wines are packed in secure packaging and breakages are rare. If your item is damaged during transit Australia Post will return it to us immediately.

Australia Post will notify us of damages (usually within 10-14 business days), at which time a member of our team will contact you to advise details of re-delivery of your item.

If the product is delivered in a damaged or tampered state please contact us immediately (within 7 days of delivery). We will investigate the problem and resupply the damaged product.

PLEASE NOTE

Our Refund and Return Policy is offered on good faith, and we ask that it only be used in genuine cases where you have been unsatisfied with your purchase. We reserve the right to refuse a request for a refund/return if we believe a customer is abusing the policy.

MAILING LIST SIGN UP

By providing your contact details, you acknowledge and agree:

- to receive emails, SMS' and phone calls about Bimbadgen Estate Pty Ltd offers, events and promotions, from us and our agents. You may unsubscribe from these communications at any time by club@bimbadgen.com.au or using the unsubscribe facility provided in our communications; and
- to our Privacy Policy including that your personal information will be shared with our agents, so that they may contact you on our behalf, about Bimbadgen Estate Pty Ltd offers, events and promotions.