

Terms and Conditions

Our contract with you

Your order is an offer to buy from us. There will be no contract of any kind between you and us unless and until we accept your order and in the case of wines and goods to be delivered to you, when we actually despatch the goods to you. At any point up until then, we may decline to supply the goods or services to you without giving any reason. At the moment we accept your order or in the case of delivery of goods, when the goods are despatched, a contract will be made between you and us.

Description & Prices

The description and prices payable for the items or services that you order are set out in our price list. If, by mistake, we have under-priced an item or service, we will not be liable to provide that item to you at the stated price provided that we notify you before we despatch the item concerned or, in the case where we are not despatching an item, within 7 working days of our acceptance of your order and we may cancel your order provided we refund you any payments you have made. You may agree the correct price in which case we will proceed with your order. In the event that an item has been over charged a full refund of the difference will be given. We reserve the right to change our prices.

Prices listed for wines are quoted per bottle or per case, unless otherwise stated and include VAT at the current prevailing rate. A case is equivalent to 6 x 75cl. Bottles
Prices are subject to currency and market fluctuations, changes in duty and VAT as well as stock remaining unsold. The case bottle price shows the discount available when wines are bought by the unmixed case.

How to Pay

We accept Bank Transfers to our account, Maestro, Visa, Mastercard and Amex, Paypal, or cheques payable to Exquisite Portuguese Senses Ltd. Orders may be delayed by transfers of money or credit card authorisations not being confirmed by the respective banks. Please note that it is the customer's responsibility to contact

their bank to speed up this process if the order is required urgently. Credit cards are always debited in UK pounds sterling. Please note that payment will be taken in full at the time of ordering. Please allow 7 days for cheques to clear and we will not process the order until cleared funds are received unless specifically agreed otherwise in writing.

Receipt of Goods

Deliveries should be signed for as 'Not Examined' and you should inspect the goods as soon as possible and notify us immediately of breakages or wine shortages. We are unable to guarantee credit or replacements unless we are notified within 14 days of delivery of the order. Please be aware that multi-case orders can become separated. If you do not receive the balance of your order within 3 working days of the first delivery please contact us. Standard UK deliveries should always arrive within 6 working days of the date of order. If you will not be at the delivery address at the time of delivery and wish us to leave your order in a safe place, please advise us. We regret that neither we nor our carriers can accept responsibility for any subsequent loss or damage which occurs once the consignment has been left.

Contact us on 07510980034 or email exquisitepsenses@gmail.com

Substitutes/Availability

All wines are subject to availability. When selecting the wines from our price list we try to ensure that they will remain available throughout the life of the list. However, some items will inevitably go out of stock although we will call you first before delivery before delivering a substitute (of equal or higher value) to the wine you have ordered, to avoid delay in the delivery of orders. If we are unable to supply a particular item, or do not supply a substitute, we will not be liable to you except to ensure that you are not charged for that item.

Ownership

All wines and other goods ordered remain the property of Exquisite Portuguese Senses Ltd. until payment is received in full.

Limitation of liability: Exquisite Portuguese Senses, Ltd are not liable for any loss of condition or decline in market value due to natural processes.

Change of address: It is the responsibility of customers to notify us promptly of any change in their contact details.

Applicable Law

These Terms and Conditions will be subject to the laws of England and Wales. We will try to solve any disagreements quickly and efficiently. If you are not happy with the way we deal with any disagreement and you want to take court proceedings, you must do so within England.

Nothing in these terms and conditions limits or excludes your statutory rights as a consumer.

Return of Goods/Cancellation

Subject to the specific cancellation provisions below in relation to specific services, orders for goods (to be delivered) may be cancelled within 14 working days of receipt of goods. A full refund will be offered provided the goods remain in good condition and that the request to cancel is received in writing. Any cancelled order will be refunded within 30 days. A charge of £10 for collections will be payable in the UK. If returned wines are not deemed to be in a saleable condition, a re-delivery fee will also be charged. Contact us on 07510980034 or email to exquisitepsenses@gmail.com.