

DAVIS & WHITE WINE MERCHANT – RETURNS POLICY

Retail Wines:

Here at Davis & White we want you to be happy with every wine you purchase from us – in case of any issues please contact us and we will do our best to sort it out with a refund or replacement. We will always offer a refund or exchange if any item differs significantly from the verbal description (*though please note that while we try to keep up to date with bottle shots, packaging may vary from that shown on the website*).

Please be aware that under Australian Consumer Law we are not obliged to refund or replace your wine if you simply change your mind so please take care when making your selection. If in doubt please contact us prior to placing your order and we will be happy to guide/advise you.

A note about cellared/aged wines. Like us, fine wines change over time, developing wonderful secondary flavours and characteristics that can alter them significantly from how they taste when they are young. For many this is the reason they seek out aged wines, but the taste is not for everyone. If you are not sure what to expect you may want to opt for something younger and fresher, or come to one of our events where we can introduce you to the delights of older wines. We regret that we are unable to provide refunds on older wines if you do not like the taste.

Auction Wines:

We want you to have complete confidence when purchasing at auction through Davis & White and we spend a lot of time checking and cataloguing each item and putting together our listings to ensure they accurately reflect the condition of the lot. We recommend that you take the time to assess all the information prior to placing your bid, as the principle of Buyer Beware applies to all auction sales.

A significant proportion of the wines sold at auction by Davis & White are cellared/aged. It is important that you carefully assess the lot (particularly the ullage and state of the closure) to make appropriate allowances for its condition, and understand any associated risk. You may be unlucky, or it may be the best wine you have ever drunk, such is the nature of aged wine. There may be instances where the wines have passed their optimum drinking window, which may adversely affect the flavours and enjoyment of the wine, but which may still be considered to have a curio value. We are unable to offer refunds or replacements on any such wines.

In the event that you receive the wrong item or there is significant damage that has been caused in transit, please contact us within 24 hours of receiving the item for a replacement (*if available*) or refund.

Please refer to our Terms and Conditions for further information about purchasing wines via auction.