

### Refunds and Replacement

#### Damage in transit or missing order

- If we have been notified by our carrier that your order has been damaged or lost in transit , a full replacement order will be dispatched to you within 2 days of Mac Forbes Wines receiving the notification.
- There will be no charge to the customer for the replacement of the damaged or broken bottles.
- Where the order is no longer required by the customer, a full refund will be offered.

#### Defective bottle

- If you suspect you have received a defective bottle or bottles, please contact us via [sales@macforbes.com](mailto:sales@macforbes.com) or Ph. +61 484 091 031.
- Defective bottles include:
  - Damage to a label
  - Protruding or bulging cork or closure
  - Wine present on exposed area cork or closure
  - Cracked or chipped bottle
- Mac Forbes Wines will request an image of the un-opened bottle/s and may replace the bottle/s with the same wine, refund the customer (at purchase price), or provide a credit (at purchase price) that can be applied to future purchases via our online store.
- Mac Forbes Wines may request (at their expense) the defective bottle be returned to the winery for assessment.

#### Suspected faulty wine

- If you suspect you have received a faulty bottle after opening and tasting the wine, please contact us via [sales@macforbes.com](mailto:sales@macforbes.com) or Ph. +61 484 091 031.
  - Please provide Mac Forbes Wines with an explanation of the suspected fault, and an image of the opened bottle/s.
  - Mac Forbes wines will refer your claim to our Winemaker for assessment and may replace the bottle/s with the same wine, refund the customer (at purchase price), or provide a credit (at purchase price) that can be applied to future purchases via our online store.
  - Mac Forbes Wines may request (at their expense) the faulty bottle be returned to the winery for assessment.
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- All other queries should be directed to [sales@macforbes.com](mailto:sales@macforbes.com) or Ph. +61 484 091 031