

WINE CLUB TERMS & CONDITIONS

- To retain my club membership and the benefits that go with it, I agree to purchase two dozen bottles of wines for each year of membership. This is one dozen wines in May and one dozen wines in November. For white Label members, you agree to purchase 12 bottles per year, that is 6 bottles in March & 6 bottles in September
- I understand that my selection of wines will be used as my preference for future deliveries and that vintages and prices may change and this will show up on my order.
- I understand that one week prior to delivery I will receive a pre-delivery notification by email of my upcoming shipment during which time I can elect to choose my own selection of wine or change my delivery.
- Craigie Knowe Vineyard Wine Club discount will apply to all purchases from us except woodwork, beanies & paintings.
- Freight is FREE for Wine Club Members
- Craigie Knowe Vineyard dispatches wine orders every Thursday. All orders will be dispatched the next Thursday after payment has been finalised. You will be kept informed if there is a significant delay in sending your order. All deliveries are via Australia Post eParcel service. You will be sent a tracking number by email from Australia Post. Delivery takes 5-10 working days after being dispatched.
- I am 18 years or older. I accept that for delivery there must be a person 18 years or older present to sign. The wines I am purchasing are not for re-sale by a licensed person.
- I authorise Craigie Knowe Vineyard to debit my credit card with the cost of my wine deliveries each order period.

WEBSITE TERMS OF USE

Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern our relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

The use of this website is subject to the following terms of use:

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

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Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.

From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

Your use of this website and any dispute arising out of such use of the website is subject to the laws of Australia.

WARRANTY, RETURNS & EXCHANGES

We do not offer a warranty on any product.

An exchange or return of a product will only be granted on products accidentally broken during transit. No other exchanges or returns will be excepted. If you receive your order and believe it may have been damaged during delivery, please contact us immediately.

PRIVACY POLICY

This privacy policy sets out how we use and protect any information that you give us when you use this website.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

What we collect

We may collect the following information:

name and date of birth

contact information including email address

demographic information such as postcode, preferences and interests

other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to process your orders, understand your needs and provide you with better service, and in particular for the following reasons:

Order processing.

Internal record keeping.

We may use the information to improve our products and services.

We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes

if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

ONLINE ORDERS, DELIVERY & FAQ'S

Our orders are delivered via Australia Post's e-Parcel service, which provides you with full online tracking.

Orders are dispatched every Thursday. Delivery time is usually 5-10 Days

International shipping to some countries can be arranged, but please [contact us](#) before ordering.

Rates are per carton (same rate for six or twelve bottle cartons) as follows:

Except Wine Club Members where freight is free for purchases of 12 bottles

Tasmania	Free
Victoria	\$17 per carton
New South Wales & ACT	\$17 per carton
South Australia	\$25 per carton
Queensland	\$25 per carton
Western Australia	\$35 per carton
Northern Territory	\$35 per carton