

Terms & conditions

Who we are

We are Vinolo Ltd., UK Company number 14002352

Our VAT number is XXXXXXXXX

Reg. address: Suite 540, 5th Floor, Linen Hall, 162-168 Regent Street, London, United Kingdom, W1B 5TF

Delivery

1. Your order will be delivered to the delivery address notified by you at the time of placing your order. We are not liable whatsoever for any products delivered to an address which has not been correctly provided by you. You may receive communications from our courier during the delivery process.
2. Upon delivery the recipient must provide proof they are the stated person on the delivery documentation. Attempted delivery can occur up to 3 times, after which the products will be returned to Vinolo where we then ask you to contact us.
3. If, after a failed delivery, you do not re-arrange delivery or collect the products from the location notified to you, we will contact you for further instructions and may charge you for any further delivery costs. If, despite our reasonable efforts, we are unable to contact you or re-arrange delivery or collection we may end the contract and we will refund you the money you have already paid for the order, and we are entitled to deduct from the refund a reasonable sum to cover our costs incurred as a result.
4. We are responsible for the products until the point they are delivered to you. You are responsible for the products on delivery.
5. We offer standard delivery and nominated day delivery services, any charges for which will be displayed during the order process. For nominated day delivery, if our courier is unable to deliver to the address you have provided to us in your order they will either leave your delivery in a safe place or leave instructions for you to re-book delivery.
6. Shipping on orders of £60GBP or more are free in United Kingdom (standard shipping only). For orders less than £25GBP, we deliver for £5 GBP UK wide.
7. If an item is purchased that is out of stock. We will be in touch to arrange a refund and will ship any remaining items within your order.
8. We do not deliver to the Channel Islands or destinations outside the UK. We are unable to ship to PO Box addresses.

Returns & cancellations

We will provide a full refund or replacement for any wines that are faulty. This does not affect your statutory rights.

1. We may require faulty bottles to be returned to us. We will arrange this as necessary at your convenience and at our cost.
2. In addition, you may cancel your order at any time until 14 working days after delivery. Should you decide to cancel, the products should be returned to us as new and in a saleable condition to your nearest store or by post or courier.

You can cancel your order during this period by e-mailing us at info@zenowine.com, calling us on 07730 942015 or writing to us at Vinolo Ltd., 6/28A Wincott Street, London SE11 4NT.

Your cancellation is effective from the date you notify us and you must return the cancelled products to us within 14 days of informing us that you wish to cancel.

If you cancel your order in accordance with these terms and conditions we will refund to you the full price of the products that you paid including delivery charges except:

we are only obliged to refund delivery costs for the least expensive delivery method we offer. Therefore if you chose a more expensive form of delivery when ordering (e.g. nominated day delivery) we will not pay the difference between this method of delivery and our least expensive method of delivery; and we may reduce your refund (excluding delivery costs) to reflect any deduction in the value of the products if this has been caused by your use or handling of the products which would not be permitted in a shop. You have a legal obligation to take reasonable care of the products while they are in your possession and are responsible for the risk of damage during transport.

3. All of our products are non-refundable, but if you have received a product that is defective you are entitled to a full refund, which can be arranged by getting in touch with us. If your defect is a breakage you must take photos of the packaging and the broken product and email it with your order number to obtain a replacement product, failure to produce any evidence of breakage is a refund or replacement won't be offered.
4. All refunds to you will be made by the payment method you used when paying for the order being refunded. If a gift voucher was used for purchase, a refund will take the form of a credit note.
5. We will process the refund as soon as possible. All refunds will be made no later than 14 days after we have received the products from you, or if earlier, 14 days following the day you provide us with evidence the products have been sent.
6. If you are returning your products by post, we recommend that products are sent by registered post with your local post office or by courier so that you can track the products and that you always retain evidence of posting or proof of shipment and the tracking number until the purchase price has been refunded.
7. As a consumer, you have legal rights in relation to products that are faulty or not as described. Advice about your legal rights is available from your local Citizens' Advice Bureau. Nothing in these terms and conditions will affect these legal rights.

Social media offers

1. Zenowine may offer other services, exclusive offers, discounts, promotions etc. via social media platforms (Facebook, Instagram, TikTok, etc.), hereafter referred to as 'Exclusive Offer'. Such matters shall be subject to the terms and conditions relating to such matters in addition to the standard Zenowine terms and conditions.
2. The offers listed are available while stocks last and can only be availed of through our social media pages. Zenowine reserves the right to withdraw the offer at any time. The offer is limited to one offer per person and cannot be used in conjunction with other offers.

Age restrictions

1. You must be over 18 years old to purchase.

Privacy Policy

1. This privacy policy sets out how Zenowine uses and protects any information that you give Zenowine.com when you use this website.
2. Zenowine is 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.
3. Zenowine may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.
4. What we collect:
 - a. We may collect the following information:
 - b. Name and payment details
 - c. Contact information including email address
 - d. Demographic information such as postcode, preferences and interests
 - e. Other information relevant to customer surveys and/or offers

5. What we do with the information we gather

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

- a. To process your order and obtain payment
- b. 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.

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. You may request details of personal information which we hold about you under the Data Protection Act 2018. If you would like a copy of the information held on you please write to us.

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. We will promptly correct any information found to be incorrect.

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.

Disclaimer

1. Whilst we do take all reasonable steps to make sure that the information on this website is up to date and accurate at all times we do not guarantee that all material is accurate and, or up to date.
2. All material contained on this website is provided without any or warranty of any kind. You use the material on this website at your own discretion.

Exclusion of liability

1. We do not accept liability for any loss or damage that you suffer as a result of using this website.
2. Nothing in these terms and conditions shall exclude or limit liability for death or personal injury caused by negligence which cannot be excluded or under the law of the United Kingdom.