

Terms and Conditions

Buying from Tanners

- Free delivery on orders of £90 or more, in mainland Britain except Highlands
- Please add £7.95 for orders under £90; minimum order is £25 worth of goods
- 5% discount on orders of 3 dozen or more
- 7.5% discount on orders of 5 dozen or more
- Order however many bottles you like, but dozens or 1, 2, 3 and 6 bottle packs minimize packaging waste
- An 'order' is to be to a single address

Discounts

You can mix wines in dozens and include spirits & liqueurs from our list although these don't attract discounts themselves. When making up dozens, two halves = one bottle; one magnum = two bottles etc.. Sorry there is no further discounts on wines lying abroad, nor on special offers.

Ordering Online

Buying online is quick, easy and secure. All our list wines are available to buy online and are accompanied by tasting notes and up-to-date background information.

Ordering by Phone

01743 234455

Your call will be answered quickly by a qualified wine adviser and not a telesales operator! Please have your customer number or postcode, and bank card to hand. Office hours are 9am to 6pm, Monday to Saturday, or leave an order on our voicemail after hours.

Ordering by Fax

01743 234456

Fax your completed order form at any time.

Ordering by Post

You can send your order form or write to us at:
Tanners Wines Ltd
FREEPOST
Shrewsbury
Shropshire
SY1 1BR

Ordering by Email

You can send an e-mail to sales@tanners-wines.co.uk and we will confirm receipt.

Ordering in Person

You can place an order for delivery at any of our branches or visit our Private House & Corporate Sales department in Shrewsbury.

Essential Information

This list is subject to stock remaining on hand and to duty, exchange and market fluctuations. All previous lists are hereby cancelled. The prices shown in this list are **VAT inclusive per bottle** unless otherwise indicated.

You will appreciate that stock position and prices are subject to continual change and revision. If an item is out of stock **we substitute with a similar item** unless requested not to do so in your order's delivery instructions. Goods supplied remain Tanners property until payment has been received. Please check prices with us at the time of your order if you prefer to order over the phone or by post.

Claims

Important: Goods must be examined and breakages notified immediately, within two days of delivery at the latest.

Queries or Complaints

Should you have a query regarding delivery, please telephone Private House & Corporate Sales on (01743) 234455. For queries regarding accounts, please ask for Pam Scott on Shrewsbury (01743) 234500. Any complaints in respect of quality or service will be attended to personally by the directors.

Mail Order Contracts

You have a seven day right of withdrawal from mail order contracts. If you wish to cancel please notify us in writing. Please note that a charge may be made to cover the cost of collecting goods in the event of a cancelled order.

Payment

Payment is due at time of order. You can pay by Maestro, Visa, MasterCard and Barclaycard or by cheque (excludes online orders) made payable to Tanners Wines Ltd. Payment can be made by online banking to a Tanners bank account (number 02567732, sort code 30-97-62), but **you must give your customer number and name as a reference**.

Credit Accounts

A credit account can be opened once the necessary credit references have been obtained. Payment is due by the twentieth day of the month following that in which the goods are supplied. We regret that interest will be charged at 2% per month on overdue accounts. By far the easiest way to settle your account is by Direct Debit, a form is attached to the account application for your use. Due to costs, credit cards cannot be used to settle Tanners accounts, but debit cards can.

Deliveries

Delivery Timings

Unless advised otherwise, you will normally receive your delivery **Monday to Friday, 9am to 6pm, within four working days**, however please allow longer during December or for regions experiencing adverse weather conditions. Please contact us should this not be the case.

We operate a signature service on all deliveries. **Goods can be left unsigned** but you **must specify this on your order with instructions** where to leave the goods should you be out.

Highlands, Offshore Islands & Northern Ireland

We try to pass on the best rates possible, please ask for current details. You should allow **at least eight working days** for delivery to these areas. Sorry but we **do not** deliver to the Republic of Ireland or the Channel Islands.

Other Goods & Party Orders

Within our 'own van' delivery area branded spirits, beers, soft drinks and glasses can be delivered, but only in addition to orders placed as above. Collection of party orders delivered on 'Sale or Return' is also available in this area.

Private House & Corporate Sales

Tanners Private House & Corporate Sales team is headed by Robert Boutflower and includes John Melhuish, Rachel Armstrong, Robin Torrens, Richard Parsons-Jones and Graham Mason. They all enjoy wine, have travelled widely and are able to give friendly advice at any level. You are very welcome to come in person and discuss orders for delivery including wines for a wedding or to lay down. A member of the Private House & Corporate Sales department is always available for specialist advice, but if you want to see the member of the team you normally deal with over the phone, please ring ahead. They enjoy putting a face to a name.

Visiting our Branches

You can visit our five shops which are in Shrewsbury, Bridgnorth, Hereford, Llandudno and Welshpool. The opening hours and directions to each branch can be found [here](#).

Discounts for collection:

5% discount on 1 dozen or more

7.5% discount on 3 dozen or more

You can mix wines in dozens and include spirits and liqueurs although these don't attract discount themselves. When making up dozens, two halves = one bottle; one magnum = two bottles etc.. Sorry there is no further discount on wines on special offer.

Tanners Services

Tanners Mailing List

If you would like to receive our Wine List, Tanners News, Lying Abroad offers and other offers, please ring us on Shrewsbury (01743) 234455; there is a choice of two levels of mailings. Our mailing list is kept strictly confidential and we never divulge names and addresses to other companies.

E-mail Offers

You can receive regular e-mail offers and we ensure that we never overload your inbox! Please **send us an e-mail** or sign up [here](#)

The Oddments List

The Oddments List contains many small parcels of fine wines, rare wines and bin ends. Please contact John Melhuish on (01743) 234455 for a copy or download it [here](#)

Wine In Time Scheme

Tanners Wine in Time is designed to be the **easiest way to buy great wine**. Our experienced and well-respected buyers do the choosing for you, selecting their current favourites and wines suitable for the season from our huge range of wines. New dozens are created each month comprising six wines with two bottles of each. You can receive cases as regularly as you choose, at a price to suit you. With full tasting notes accompanying the cases, there is no better way to explore the quality and breadth of the Tanners range, both the classic regions as well as lesser-known, off-the-beaten track areas. Delivery is free within mainland Britain except Highlands and each case is discounted. And to make it as easy as possible, you can pay by Direct Debit, Standing Order or a lodged credit/debit card. Please ring Rachel Armstrong on (01743) 234455 about joining Wine in Time or [click here](#)

Tanners Cellar Build

If you are starting a cellar or adding to an existing one, the Cellar Build service offers you a bespoke route to building your wine collection. Through sound advice from expert, well-travelled staff and Cellar Build's financial planning you will be able to build up a valuable cellar for both drinking and re-sale. Paying regularly by Direct Debit or Standing Order, extended credit of up to four times the value of your monthly payment is available to Cellar Build customers. Please ring Robin Torrens on (01743) 234455 for full details or [click here](#)

Advice

Whether over the telephone, on the shop floor or at tastings, it is crucial for us to give you friendly, down-to-earth advice at whatever level you require. We recruit people who already have an interest in wine, food and travel and then put them through our own training course as well as their Wine & Spirit Education Trust examinations. At a company the size of Tanners, it is easy for staff to taste regularly, to have regular contact with the buying team and to travel to the vineyards on whatever trips are available. And if your questions cannot be answered immediately, our many long-serving staff provide a vast bank of wisdom to draw upon.

Lying Abroad/En Primeur Wines

Wines offered 'Lying Abroad' provide a good way to secure some of the most **sought-after wines at opening prices**. In addition we ensure it is the cheapest way to buy favourite mid-priced wines from Bordeaux, Burgundy and the Rhône, so please ask us for our offers or **click here** for latest reports. Prices are clearly marked out in sales literature and are exclusive of VAT, duty, shipping and marine insurance. Shipment of claret and Port normally takes place around 30 months after the vintage, burgundies and Rhônes usually more quickly. A second invoice for the duty, shipping, marine insurance and VAT on the value of the wine is charged at time of shipment. At today's rates these are approximately £2.44 plus VAT per bottle for wines and £3.07 plus VAT for Port. No quantity discounts apply on Lying Abroad wines. Your Lying Abroad purchases are covered under The Bunch Code of Practice which can be sent on request or can be **viewed here**

Under Bond Delivery

We work closely with a number of bonded warehouses. Delivery under bond must be specified at time of ordering. Shipping, insurance and delivery to UK bond is charged at time of shipment. At today's rates, per dozen, these are 80p per bottle inc. You must give your bond our documentation to show the value of the goods so that VAT can be charged on final withdrawal.

Tanners Duty Paid and Under Bond Storage

Wines purchased from Tanners by the case can be stored in optimum conditions at our Shrewsbury premises. All cellarage terms are in accordance with The Bunch Code of Practice including separate, secure storage of fully marked cases. Charges are currently £3.00 initial taking in charge then £9.20 per dozen and £4.60 per half dozen per year or part year, inclusive of VAT and insurance at replacement value. Please contact John Melhuish or Graham Mason on (01743) 234455 for full details.

Purchasing Your Wine

Your wines can be valued free of charge and we will usually purchase at market prices, or advise you on how to sell. We have an eager market for old and interesting wines. Please contact Simon Jones on (01743) 234500 or **e-mail buying** with your enquiry.

Wines Not on our List

If possible these will be obtained for you by the unsplit case. Rare old bottles, in particular of Madeira, Port and Brandy are available singly. It is always worth checking our Oddments List first by downloading it **here** or by contacting us on (01743) 234455.

Corporate Customer Services

Whether you require wines for corporate events, incentives, gifts or other uses, we can cater for your individual needs. For details of our services to businesses and institutions, please telephone Graham Mason on (01743) 234455 or **click here**. Visits by our Area Sales Managers can be arranged if appropriate.

Restaurant, Hotel & other On-Trade Customers

Tanners has great expertise in giving a full, composite service to on-trade accounts including regular deliveries, creation of wine lists and advice on GP. Likewise our wines can add great interest to existing wine lists. Please telephone Trade Telesales on (01743) 234400 or **click here**. We can send you our Trade List and get the appropriate Area Sales Manager to contact you.

Weddings and Parties

You will find very competitive prices at Tanners on champagnes, sparkling wines and wines especially when you use our bulk purchasing discounts. We also have many years of expertise in the quantities and style of wines you might need. Please ring Robin Torrens or Graham Mason for advice on weddings and parties on (01743) 234455 or fill in the quotation form on our web site **here**.

Sale or Return

All wines, spirits, beers and soft drinks are available on a sale or return basis, either collected from our branches or delivered within our 'own van' delivery area which you can view **here**. Cases of beer, cider and soft drinks must be returned unsplit and these, and all wines, must be fit for resale.

Oddments

Small lots and rarer bottles are offered for sale through our Oddments List which is available on request, or as a file on our website **here**. Please get in contact if you are looking for older vintages, we can often oblige.

Glasses

Glasses are available for delivery within our own van delivery area (which you can view **here**) but **only** for events where the entire drink order comes from Tanners. Wine glasses and Slim Jim tumblers come in cartons of 24; champagne flutes and port/sherry glasses in 48s while pint sleeves are in 20s. Cartons of glasses are charged out in full to account holders, and are credited on return less any breakages. Glass hire is charged at £1.80 per carton and this service includes washing.

Chilling Wine

You can collect ice from all our branches; unfortunately we have no refrigerated vans in which to deliver it! Ice tanks - 36 bottle or 60 bottle - can be hired, but bottles laid in any large container with a good covering of ice will be chilled to a perfect 10°C in 35 minutes. A tip: adding water is counterproductive and soaks off labels.

Tastings

We hold many tastings of one form or another for customers throughout the year. The busiest time is the Autumn, but you can always check for other tastings by [clicking here](#) or in Tanners News. **Tutored tastings** given by top producers - or sometimes journalists - are held in the wonderful surroundings of the Clive Tanner Room at Shrewsbury. Informal **walk-about tastings** are held in a variety of locations including the historic Shrewsbury Cellars in the run-up to Christmas. The popular **Spring Tasting**, with our growers showing their wares, is usually in March and has the feel of a wine fair. In addition, each of our branches puts on informal tastings for local customers: ask in your branch if you would like to attend. **Bespoke tastings** for groups are undertaken whenever feasible. These take place in the Clive Tanner Room only for groups of 25 people or more with a minimum cost of £25.00 per head including a buffet supper and a guided tour of Tanners. For further information please ring 01743 234455.

Tanners Website

This is the website of:

Tanners Wines Limited registered Office: Tanners Wines Ltd., 26 Wyle Cop, Shrewsbury, SY1 1XD. Co. Reg No: 1072469 England

All our list wines are available to buy online and are accompanied by tasting notes and up-to-date-background information. Buying online from Tanners is quick, easy and secure. You will also find it simple to select wines according to your own criteria, for example: price, style, region or grape variety. For the quickest ordering you can login and place your order based on previous orders or use the Wish List to record your favourites. The Oddments List and current Lying Abroad offers can also be downloaded from the site.

Privacy Policy

At Tanners we never disclose details of our mailing list or customer base to any other organisation. All the information collected, when you first register or shop with us online, is to enable us to give you the highest level of service possible.

You can have full confidence that our online ordering service is fully secure. All credit card transactions processed from this site use 128-bit encryption to create a safe and secure shopping experience for you. Once you reach the order process, you will notice a padlock appear at the bottom of your browser window. Also, the address at the top will change to begin with <https://www> instead of <http://www>. Both are signs you are entering a secure site.



TANNERS
WINE MERCHANTS
ESTABLISHED 1842