

## Terms & Conditions

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Please read our Terms & Conditions carefully. Please note differing terms for Lying Abroad/En Primeur and Under Bond wines as outlined in our **Services** section on our website. These terms were last changed on 3 June 2011. The previous version of our standard terms and conditions can be viewed by downloading the second PDF on the Terms and Conditions webpage. We sometimes have to change our terms and conditions, so please do not assume that the same terms will apply to future orders. This website is owned and operated by:

Tanners Wines Ltd.,  
26 Wyle Cop,  
Shrewsbury,  
SY1 1XD.

VAT number: GB 159 1583 42.  
Company registration number: 1072469 England.

### Pricing & Availability

This website is subject to stock remaining on hand and to duty, exchange and market fluctuations. The prices shown are VAT inclusive per bottle unless otherwise indicated. You will appreciate that stock positions and prices are subject to continual change and revision. If an item is out of stock we will substitute a similar item of equivalent or higher value unless requested not to do so. Goods supplied remain Tanners property until payment has been received.

We retain the right to cancel an order and credit it in full.

### Payment

You can pay by Maestro, Visa, MasterCard and Barclaycard. 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.

**Please note that payment is taken at the time you press the 'Place Order' button.**

### Queries or Complaints

Should you have a query regarding delivery or faulty wines, please telephone on 01743 234455 or **email us** ([sales@tanners-wines.co.uk](mailto:sales@tanners-wines.co.uk)). For queries regarding accounts, please ask for Pam Scott on Shrewsbury 01743 234500.

Alternatively for any complaint, write to us at Tanners Wines Ltd, 26 Wyle Cop, Shrewsbury, Shropshire, SY1 1XD.  
Complaints in respect of quality or service will be attended to personally by the directors.

### Cancellation of Orders

You have a seven day right of withdrawal from distance selling contracts. If you wish to cancel please notify us in writing or by **email** ([sales@tanners-wines.co.uk](mailto:sales@tanners-wines.co.uk)). Please note that a charge may be made to cover the cost of collecting goods in the event of a cancelled order that has already been delivered.

We retain the right to cancel an order and credit it in full if a payment does not meet the requirements of our stringent security checks.

### Disclaimer

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