

INSURANCE AND REIMBURSEMENT CONDITIONS:

If a package is lost by the carrier:

Reporting time:

From the moment the package is taken over by the carrier, if the package is not scanned for 3 consecutive days on the carrier's site (in the "Follow-up" section) you must notify us.

We will open a request for a location investigation with the carrier (the period before an investigation is concluded is a maximum of 8 working days). Before starting a possible refund, we must wait for confirmation of loss from the carrier.

Refund modality:

Insurance has been purchased: Once confirmation of loss is received from the carrier, we will offer return or refund of damaged cylinders.

Insurance has not been purchased: We will open a claim file with the carrier. Following their investigation, we will reimburse the amount that will be allocated by the carrier within their reimbursement conditions limit (see the CGT of the carrier used). The deadline for concluding the investigation is approximately 2 months from the declaration.

In the event of breakage on one or more cylinders:

Reporting time:

In the event of breakage, you must notify us of the damage within 5 working days from the date of delivery. After this period, the refund request cannot be taken into account by our insurance and therefore no refund can be established.

Send us the following documents:

- A photo showing the damaged merchandise, inside the original box, with all the original padding
- A photo of the packing material used inside the box
- A close-up photo of the damaged package's shipping label with tracking number (please zoom in enough to read the tracking number, which usually starts with "1Z")
- A photo of the bottles received, to be able to justify missing bottles according to the information declared on the commercial invoice(s).

Refund modality:

Insurance has been taken out: Once all the documents requested and the damaged cylinders have been identified, we will offer the return or refund of the damaged cylinders.

Insurance has not been purchased: We will open a claim file with the carrier. Following their investigation, we will reimburse the amount that will be allocated by the carrier within their reimbursement conditions limit (see the CGT of the carrier used). The deadline for concluding the investigation is approximately 2 months from the declaration.

Heat Damage:

The only reimbursement conditions that will be granted in this case concern bottles showing traces of wine drips on the outside of the bottle or corks coming out of the bases. Without these meaningful marks, no refund will be given. (Refer to the conditions above for the opening of the refund request)

Damaged Wax Capsules:

If despite our efforts, the wax caps of the bottles arrive damaged, a refund of 20% of the value of the bottle will be granted only if the insurance has been taken out (Refer to the conditions above for the opening of the request reimbursement)