**![A picture containing bird

Description automatically generated]()**

**The Crater Rim Online Sales Terms & Conditions**

1. **GENERAL**
   1. These Terms & Conditions apply to all purchases of products by you from the online sales on The Crater Rim website.
   2. By making a purchase from The Crater Rim website you acknowledge that you agree with these Terms and Conditions.
   3. By using the online sales on The Crater Rim website you are declaring that you are 18 years of age or over.
   4. If you are purchasing wine through online sales on our website for a third party, you are declaring that they are 18 years of age or over.
   5. The Crater Rim reserves the right to make changes to these Terms and Conditions as required.
2. **DEFINITIONS**
   1. In these Terms & Conditions the following definitions apply unless the context requires otherwise:

“You” or “your” means the purchaser

“Us”, “we” or “our” means The Crater Rim

“GST” means goods and services tax

1. **PRICE AND PAYMENT**
   1. Prices on our website are inclusive of GST.
   2. Prices on our website are in New Zealand dollars.
   3. Prices on our website may be different from retail outlets that sell our wines.
   4. Payment must be made in full, including correct delivery fee, at time of purchase on the website.
   5. We reserve the right to change our prices at any time.
   6. We reserve the right to refuse to accept an order or cancel an order at any time and refund any amount that has been paid.
2. **DELIVERY**
   1. Delivery is to a New Zealand address only. This must be to a physical address and not a PO Box or Private Bag. Please allow up to 5 working days for delivery, although this may vary during peak times.
   2. Delivery is free for 6pk cases and 12pk cases of wine. For orders less than 6 bottles of wine the delivery fee is $10 South Island and $20 North Island.
   3. The delivery fee for the Savour & Sip wine and recipe book gift packs is $10 South Island and $20 North Island. Delivery of the Savour & Sip recipe book only is free.
   4. If a delivery fee applies it will be added to the price in the purchasing process.
   5. It is your responsibility to select the correct delivery fee – South or North Island
   6. Upon delivery, you may be asked for proof of age, that you are 18 years of age or over. If the delivery person believes the purchaser is under the age of 18 years then they can refuse to complete the delivery.
   7. A third party will be responsible for delivery of all purchases
   8. The wine or gift packs can only be left at an address if the purchaser, or another person aged 18 years or over, is there to receive them. Otherwise a card will be left and the purchaser is required to pick up the item from the depot. Please bring proof of age.
   9. The Crater Rim is deemed to have met its obligations once the first delivery attempt is made. It is then the responsibility of the purchaser to collect the item from the depot.
3. **PRODUCT AVAILABLITY**
   1. From time to time we will move from sales of one vintage to the next vintage. Should this happen during the process of your purchase we will contact you to check the new vintage is acceptable. If not, then a full refund will be given or we can arrange the credit to be spent on another item with balance refunded if required.
   2. If we sell out of a variety completely and an online purchase is made(before we have removed that wine from online sales) then a full refund will be given or we can arrange the credit to be spent on another item with balance refunded if required.
4. **RETURNS**
   1. If for any reason you are not satisfied with your purchase please email [nicola.fraher@thecraterrim.co.nz](mailto:nicola.fraher@thecraterrim.co.nz)
   2. If you return your wine after purchase due to reasons specified in the Consumer Guarantees Act 1993, you will be refunded the amount of the purchase. You will be required to pay the return courier fee.
   3. If the order is damaged please email [nicola.fraher@thecraterrim.co.nz](mailto:nicola.fraher@thecraterrim.co.nz)

within 5 working days and we will organise a replacement.

1. **MISTAKES IN PRICE DUE TO COMPUTER ERROR**

7.1 If there is a mistake in price due to a computer error we may require that you pay us the difference between the amount actually paid and the correct amount payable. If you do not wish to pay the difference the purchase can be cancelled and full payment refunded.

1. **USE OF YOUR INFORMATION**
   1. Information given at the point of the online sale will be used to ensure correct processing and delivery of your order and will not be used for any other reason.
   2. In the process of the sale, Paypal may also collect personal information. This arrangement is between Paypal and the purchaser only.