

# Return Policy

Although we dedicate our utmost attention to our shipping and warehousing process, wine is a perishable product, and mistakes can happen. If you find that you have received a damaged bottle or a 'corked' wine, let us know and we will be happy to replace it. Follow the process below:

- Notify us by email or phone call, and return the bottle to our warehouse within 2 weeks of receiving your order.
- You will be contacted after our assessment of the returned product, where we will either offer you an exchange or a refund.
- Bottles on promotion (with a slashed price) are not exchangeable, returnable or refundable.

*Terms: For wines, corked bottles sent back to us should still have its original contents, with a minimum of half full – this will help our assessment of the product. Empty bottles will not be eligible for replacement. For spirits, opened bottles are not returnable. Albertwines2u reserves the right to refuse to offer a replacement or a refund, due to unreasonable grounds provided by the customer.*

Note: Refund policy doesn't apply to self-pick up orders as you're advised to inspect the goods before leaving the premises.