

Returns & Refund Policy

Tintilla Estate Wines

At Tintilla Estate Wines, we take great care in producing and delivering our wines. We want you to be completely satisfied with your purchase. This Returns & Refund Policy outlines your rights and our procedures for returns, refunds and replacements.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure. Nothing in this policy excludes, restricts or modifies your rights under Australian Consumer Law.

Damaged or Faulty Products

If your wine arrives damaged, faulty, or incorrect, please contact us within 7 days of receiving your order. To assist with your claim, please provide:

- Your order number
- A description of the issue
- Photographs of the damaged product and packaging, where applicable

Once assessed, we may offer:

- A replacement product
- A refund to the original payment method
- Store credit

Wine Faults

Wine is a natural product and, on rare occasions, may develop a fault such as oxidation.

If you believe a wine is faulty, please contact us within a reasonable time of opening the bottle. We may request:

- Details of the wine and vintage
- The batch or bottle information
- Return of the remaining wine and bottle for assessment where practical

If the wine is determined to be faulty, we will provide a replacement, refund, or store credit at our discretion.

Incorrect Orders

If you receive an item different from what you ordered, please contact us within 7 days of delivery.

We will arrange for the correct product to be sent and provide instructions for returning the incorrect item where necessary.

Change of Mind

Due to the nature of wine products, we do not generally offer refunds or exchanges for change-of-mind purchases. Please choose carefully before completing your order.

Returns & Refund Policy

At our discretion, we may approve a return request for unopened products in their original condition. Any approved return must be received by us within 14 days of delivery, and return shipping costs will be the responsibility of the customer.

Original shipping charges are non-refundable.

Delivery Issues

Please ensure delivery details are correct at the time of ordering.
Tintilla Estate Wines is not responsible for delays caused by:

- Incorrect delivery information provided by the customer
- Failed delivery attempts
- Circumstances outside our reasonable control, including weather events, courier delays, or other disruptions

If a parcel is returned to us due to an incorrect address or failed delivery attempts, additional shipping charges may apply to resend the order.

Refund Processing

Approved refunds will be processed to the original payment method used for the purchase.
Please allow up to 10 business days for the refund to appear in your account, depending on your financial institution.

Contact Us

For all return, replacement or refund enquiries, please contact:
Tintilla Estate Wines
Email: info@tintilla.com.au
Phone: 02 6574 7093

We are committed to resolving any issues promptly and ensuring you enjoy your Tintilla Estate Wines experience.