

**To Order:** Simply make a note of the wines and quantities that you require, then email [24x7] or phone (Every day 11am-6pm). If you email, then please supply a delivery address and include the best contact telephone number(s).

**Email:** divinolytham@hotmail.com

**Tel:** 07983837121. If we are unable to take your call, do please leave a simple message, including your telephone number and I will call you back as soon as possible.

**Our Confirmation:** We will confirm stock availability; prices; and delivery charges (if applicable) as soon as possible, normally within an hour or two, and almost always within 24 hrs.

**Payment:** Debit card or bank transfer. If you have on-line/telephone banking, then an on-line transfer to our bank account is quickest and cheapest. To pay by Debit card, please call 07983837121.

**Minimum Purchase:** The minimum purchase is one case (6 bottles; may be mixed). We may make exceptions to the minimum 6 bottles order, for high value bottles and/or transactions over £100. Bottle prices are shown including VAT. Delivery charges are extra.

**Delivery:** Shipment is made as soon as we have received payment, but local clients have an option to pay on delivery. Local deliveries (within 10kms from the Shop) are normally FREE and within 3 working days. Nationwide deliveries are typically within 3 to 5 working days and subject to £ 9.99 delivery charges. Free Nationwide deliveries for order over £159.

We can normally agree on a convenient delivery date with you and add special delivery instructions (e.g. try a specified neighbour if no response). Please note that we are dependent on the goodwill of 3rd party carriers in following our instructions.

If your wine does not arrive by the designated date, or there are issues with the quantity; condition of the wine or packaging, we require you to notify us as soon as possible and within 7 days. This is so that we have a reasonable chance to find out what has happened, and then rectify the situation as best we can.

**Returns/Exchanges:** If a wine is spoiled, then please contact us at once, and retain the bottle and its contents for examination. Our wines are stored in good cellar conditions, and they typically have high quality corks. Spoiled wines are therefore rare but can occasionally happen.

**Difficulty finding a Wine?** We welcome enquiries for fine wines that you cannot find, especially those for special occasions.

**Claims:** In the unlikely event of any claims for damaged bottles or thefts from cases sent by public carrier, such claims can only be allowed if goods are signed for as "Damaged" or "Short", and notice given to us immediately by email. We will acknowledge your email within 24hrs. If not, please call us - just in case your email has not been received.

**Accuracy of Our Statements:** All information - including availability, prices and vintages - is provided errors and omissions excepted. All statements are made in good faith and as accurately as possible, in the context of wine being a complex and often subjective topic which is prone to ongoing change.

**Client Feedback:** We welcome any feedback - good or bad - whether it be on this website, our wines, or our service.