

Private Client Term & Conditions

Ownership

All goods remain the property of H2Vin Ltd until payment in full has been received for the wine and any other sums owed to H2Vin Ltd. Until title passes, the customer will hold the wine as trustees for H2Vin Ltd. The wine is to be stored securely and is to be easily identifiable as wine supplied by H2Vin Ltd.

Lien

In circumstances where H2Vin Ltd holds wine on behalf of the customer, the company shall have a right of lien on such wine for any debts, claims and liabilities whatsoever for which you may from time to time be liable to the company whether or not the same is due. The company shall exercise the right of lien at its discretion by the sale of goods and will retain the proceeds towards or to meet all debts, claims and liabilities due or to become due by the customer to the company.

Payment

Payment is due on placing an order, prior to delivery.

Prices

All prices are per case of 12 bottles (75cl), 12 bottles (50cl), 6 magnums (150cl), 3 jéroboams (300cl) or 24 half bottles (37.5cl) on the left column and per bottle on the right column, Duty Paid inclusive of VAT unless stated otherwise.

We aim to maintain our prices throughout each 12 month trading period, however, we reserve the right to review our prices whenever pricing increases are enforced outside our control; via 3rd party freight forwarders, UK Logistics, Producers, GB Sterling international exchange rate(s) and UK Chancellor duty tax / Vat increases.

Deliveries

Delivery is free of charge within the M25 for all orders of a value of £350 or more (including VAT) at full Private Customer List prices. Separate quotes can be given for deliveries South, North and West of England, Scotland, Wales and Northern Ireland. The minimum order is one standard case (12 bottles, 6 magnums, 3 jéroboams, 24 half bottles, or a pro-rata combination thereof).

We can at times offer an 'Emergency Same Day Delivery' service within the M25 for orders placed before 9am. However, please note that same day delivery cannot always be guaranteed. A delivery surcharge will be applicable at the rate enforced by London City Bond at the time of delivery.

Claims/Risk

Due to the nature of our products being alcohol, for security reasons, all orders Must be received physically and signed over for in full at point of confirmed delivery day schedule. If re-delivery has to be rescheduled due to failure to physically receive and sign over for your order a re-delivery surcharge may need to be applied (at cost), with a separate payment required in advance before the courier can accept re-delivery services being made.

Please note, we cannot be held liable for goods once delivered if orders are not received physically and signed over for in full at point of delivery with the courier.

All wine shall be at the buyer's risk from the point of delivery to the buyer. Upon receipt, you must examine the wine delivered and must sign to confirm receipt on the delivery note provided. Shortages, damages or errors must be noted on the proof of delivery note along with notifying H2Vin immediately at the time of delivery (up to 24 hours) to enable us to support your claim. Please note the later you leave it the less likely a resolve with 3rd party logistics support. You must also retain such wine and packaging, making it available for inspection and collection by H2Vin Ltd. Please note that claims made outside of these terms and conditions cannot be guaranteed, as insurance may not cover.

Following delivery, client storage areas must be within the minimum grounds of correct temperature control, humidity and hygiene. Our Producers/ Insurance will only guarantee credit assistance cover on faulty wines (TCA/Oxidisation) whilst in our own registered and data calibrated (via telemetry) temperature-controlled storage facilities at London City Bond; thereafter no other 3rd party facilities will be covered, based on unregulated cellar hygiene/ poorly stored/ non calibrated temperature-controlled facilities. You must notify H2Vin Ltd immediately at the time of discovering a faulty bottle (up to 24 hours), with a full explanation of the wines specific technical fault along with the date the bottle was opened, Lot number and cork code to enable us to support your claim.

Where deemed reasonable credit will be provided on faulty goods. Please note that there is a 6-month window cut off period on crediting faulty goods from date of delivery. Each scenario will be evaluated individually. Claims after 6 months can potentially be credited only if we receive credit in return from the original source.

H2Vin will endeavour to ensure all confirmed orders are met, however, if in the unlikely event due to any unforeseen circumstances outside of H2Vin's control, whereby we are unable to fulfil your order (due to producer failure, shortfall in logistics or for any other reason) we will offer you similar wines, or will refund you in full at the original Invoice price without any liability to you. If any unpaid invoices are outstanding from you to H2Vin a credit will be raised for the amount(s) you owe to H2Vin, from which we will confirm this in writing.

General

Customer's details will be held confidentially.
This T&Cs list cancels all previous T&Cs lists

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