

Paradigm Hill – On-line shopping Terms & Conditions

[Version 1 - 1.7.2015]

AGE RESTRICTION

Under Australian law, you must be over 18 years of age to purchase wine from Paradigm Hill. It is an offence to sell, supply or obtain liquor on behalf of a person under the age of 18.

ORDERING ONLINE

Ordering securely online is the quickest and easiest method to purchase Paradigm Hill wines. By entering your details into our secure form, we are able to process your transaction immediately and have your order shipped in the shortest time possible.

Your credit card details are not stored in our system, but are encrypted and passed through our payment gateway and onto the bank where they are securely decrypted.

You may also order by fax on +61 (0)3 5989 8555 or by calling us on 03 5989 9000 .

All pricing is in Australian Dollars (AUD) and is **inclusive** of GST. **We accept payment by Visa and MasterCard. A tax invoice/receipt will be issued by email when your order has been processed.**

SECURE SHOPPING

When you make a transaction with Paradigm Hill, all your personal information, including your credit card number, is encoded. This means that your credit card details cannot be read as they travel to our ordering system.

We use GeoTrust RapidSSL web server certificates, providing secure Internet transactions with confidence. RapidSSL offers REAL 128-bit SSL encryption. By activating the browser's "LOCK" icon, RapidSSL assures our online visitors that credit card account numbers and other confidential information cannot be viewed, intercepted or altered.

COPYRIGHT

All content, logos, graphics and images on this website remain the property of Paradigm Hill (ABN 23 334 882 958) and are protected under international copyright law.

DELIVERY

There is a charge for delivery as follows per dozen bottles [or part dozen]:
Melbourne and Mornington Peninsula \$10/doz
Country Victoria, NSW, Southern Queensland and Tasmania \$15/doz
WA and Northern Queensland \$25/doz

All delivery is via Australia Post [interstate or country Victoria] or by Quality Wine Logistics [Melbourne and Mornington Peninsula]. All wine orders can be delivered to any nominated address, including Post Office boxes.

For Quality Wine Logistics Deliveries, if the person accepting deliveries is out and there are no delivery instructions, Quality Wine Logistics will leave a card advising of a number to contact to arrange delivery.

For Australia Post deliveries, if the person accepting the delivery is out and there are no delivery instructions, Australia Post will leave a card in the post box directing you to collect your order at the local Post Office. Delivery to capital cities is within 5-7 working days. Other areas (including Tasmania and Northern Territory) may take up to 10 working days.

INTERNATIONAL DELIVERY

Paradigm Hill offers international delivery – please contact us for details at wine@paradigmhill.com.au.

AVAILABILITY

Please understand wine is available only while stocks last and may be subject to change. In the event that we have sold out prior to your transaction, we will contact you to arrange an alternative order or a refund.

PACKAGING

All wine is packaged using durable cardboard boxes. A standard box holds 12 bottles.

RETURNS

If your wine has been broken or damaged in transit, please contact us immediately.

Please contact us to request return instructions, and ensure that all original packaging is retained in case of the need to return.

Returns need to be advised within one month of wine being delivered.

PRIVACY

This privacy policy has been created to demonstrate our commitment to privacy under the Privacy Amendment (Private Sector) Act 2001, and sets out Paradigm Hill's policies relating to your personal information.

Paradigm Hill adheres to the following privacy policies:

We collect your personal information only with your informed consent.

We use your information for personalisation, identification, communication and only as it enables us to carry out one or more of our functions or activities. We do not sell, trade, rent or redistribute your personal information outside of Paradigm Hill. You always have access to your personal information that is held by us. We also invite you to review and make any necessary corrections to your contact information.

YOUR PERSONAL INFORMATION

Paradigm Hill believes that:

1. you should understand how Paradigm Hill uses the information you provide.
2. you have the right to approve the use of that information.

In using Paradigm Hill services, you may be asked to provide information (such as name, contact information, or other registration information).

Paradigm Hill may use this information to tailor presentations to you, facilitate your movement through the Paradigm Hill website, or communicate separately with you.

We will not provide such personally identifiable information to companies outside Paradigm Hill.

When you place an order with us, we need to know your name, e-mail address, mailing and delivery address, credit card number and expiration date. This allows us to process and fulfill your orders and to notify you, if necessary, of your order's status.

If you have further queries regarding this privacy policy, please do not hesitate to contact us via email to wine@paradigmhill.com.au or by phone on +61 [0]3 5989 9000