

Returns Policy

This is the statement of general policy and arrangements for :

CAIRNGORM GIN COMPANY LTD

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1. Introduction

Returns - We sincerely hope that you are delighted with our products. If for any reason you're not, you have up to 14 days to change your mind about any products you buy from us (the returns period). If you purchased online, the returns period begins when the goods reach your delivery address. You can return the product by emailing us directly on info@cairngormgin.com within the detailed timeframe. Please state clearly why you are returning the goods, this may affect your statutory rights. We aim to reply to you within 48hrs and we will advise on the process and returns address.

2. Return of Non-Faulty Goods

Unless product contents are found to be faulty, you cannot return any product for refund if the seal has been tampered with. If goods are not faulty, we will still accept returns but we are unable to refund the delivery charges paid upon purchase or any costs incurred returning the item to us.

3. Return of Faulty Goods

If for any reason you are not entirely satisfied with the quality of the product and you consider it to be faulty we need to know immediately. Email us at info@cairngormgin.com Subsequently if our distiller assesses the product as inferior, we agree to pay the cost for any reasonable return delivery costs upon receipt. In any event, please ensure that the goods you are returning cannot be damaged in transit. If the product you are returning is non-perishable, our retail team will assess and decide whether or not we will cover the cost of return shipping costs.

4. Refunds

If agreed, any refund will be made to the debit or credit card used to make the initial payment. We agree to process the refund to you on the day we receive returned goods, however it may take up to 5 working days for the refund to show in your account. In the case of faulty goods, we will also refund the cost of any delivery costs incurred.

5. Payment Facilitator

5.1 if our product has been purchased online this means you will have used a payment facilitator i.e Worldpay/Paypal. It may mean that you will be required to use their system returns policy in order to process a refund for the goods you have received, i.e. for querying a payment on your statement. If this is the case, we can in turn, only deal with you via those facilities. Once you use the facility, i.e. by using a Worldly or Paypal dispute, you are agreeing to the terms set out by that business and these will be used instead. These terms may be more limited than those offered to you by Cairngorm Gin Company Limited. In the first instance, please contact us directly and we can advise on how best to progress your request for return of goods/refund.

6. Policy Review

6.1 The Policy may be reviewed/updated at any time but will be reviewed on an annual basis or earlier if required. The policy will be ratified by Jack Smith & Alan Smith, Directors.

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