

HRAFN GIN

SALES

PAYMENT

Payment can be made online by debit or credit card. All payments must be in GBP (Great British Pound). Our accepted payment methods are VISA, Mastercard, American Express, Apple Pay and Android Pay. Our online store is hosted by Wix and our payments are facilitated by Stripe. They provide us with the online e-commerce platforms that allows us to sell our products and services to you. Your data is stored through Wix's data storage, databases and the general Wix application. Your payment is encrypted and handled using HTTPS protocols by Stripe and We do not store your financial details on our website.

PRICES

All prices are in GBP and are as stated on our website. Prices are inclusive of VAT, but exclusive of delivery costs. We reserve the right to alter the prices of our products at any time without prior notice.

AVAILABILITY

Although we endeavour to keep sufficient stocks of our products to meet demand, all of our products are subject to availability. If an item is out of stock, we will let you know within 2 working days of receiving your order. We will advise you as to when we expect the item to be back in stock and will prioritise your order as soon as stocks are replenished.

DELIVERY

POSTAGE AND DELIVERY

We will only deliver goods to the address which is linked to your payment method. Our standard Postage and Packaging is FREE for all orders.

We are unable to guarantee next day delivery. We do not currently ship out with the UK. Nor are we able to ship to PO boxes.

We use Royal Mail as our standard delivery service. Orders will be sent by Royal Mail and will be dispatched within 1-3 working days, unless otherwise stated. A signature from a person aged 18 years or over will be required on delivery. Couriers may request ID if they are in any doubt about the age of the person signing for the delivery. If appropriate ID cannot be produced, the courier will be unable to leave the order.

At certain times of the year e.g. Christmas and New Year, lead times for orders and despatch times may vary. Any seasonal variations will be highlighted on our website.

RESTRICTIONS

You must be of legal age in your country of residence in order to purchase alcoholic products from our website. By using our website, you confirm that you are at least 18 years of age and of legal drinking age in your country of residence. If you purchase alcoholic products as a gift, the recipient must also be at least 18 years of age and of legal drinking age in their country of residence. We reserve the right to refuse to sell our products and services to customers who do not meet this legal requirement.

Our products are intended for domestic and private use only. We accept no liability for any loss of profit or anticipated profit, loss of business, business interruption or loss of business opportunity that you may incur if you use our products for purposes other than domestic and private use. For trade enquiries, please contact us direct on contact@Hrafngin.com.

We accept no liability for any losses, costs, damages, charges or expenses caused by any delay in the delivery of goods or for items which may go missing in the post.

HRAFN GIN

RETURNS

If you wish to cancel your order after it has been dispatched, you will be charged for both delivery and collection costs. If you wish to return the item(s) you have purchased (other than for damaged goods), if 14 working days have elapsed since you purchased the item(s), we will be unable to offer you a refund or exchange. In order to qualify for a refund or exchange, the item(s) you are returning must be unused, unopened, sealed and in the same condition that you received it. It must be in the original packaging. We will also require a proof of purchase. The item(s) should be returned to us at Raven Spirits Limited, Administration Office, Beech Cottage, Elphinstone Road, Inverurie, Aberdeenshire, AB51 3UR. Until such time as we receive return of the item(s), liability for loss or damage during transit is your responsibility.

DAMAGED OR MISSING GOODS

If all or any part of your order arrives in a damaged condition, you must notify us within 2 working days of delivery. You should return the damaged item(s) to us at T.B.C (licenced premises from where it was dispatched). You will be responsible for the cost of posting the damaged item(s) back to us. If you receive a refund, the cost of return shipping to you will be deducted from your refund.

If the damage to the item(s) makes it unsafe for you to send it back, we will ask you to provide photographic evidence. No refunds can be processed without this photographic evidence. Once photographic evidence has been received, we will investigate the issue and notify you if your refund is approved or rejected. If your refund is approved, it will be processed as outlined below.

Unfortunately, we cannot accept any responsibility for missing items once a delivery has been signed for.

REFUNDS

Refunds will only be made to the original purchaser of items. If your refund is approved, we will apply a credit to your original method of payment.

If your refund is not received, you should check with your bank or credit card company in the first instance, as refund transactions often take time to process. If you have done all of this and have still not received your refund, please contact us at contact@HrafnGin.com.

CHANGES TO THIS POLICY

From time to time, we may make changes to this policy, and if we do, we will upload an updated version onto our website, so you will always be aware of the terms and conditions that govern the sale and return of our products. It is your responsibility to review this page periodically for updates. Any changes will take effect immediately they are posted on our website.

This policy was last updated on 1st February 2020.

TERMS

The term "Hrafn Gin", "we", "us" or "our" refers to the owner of this website, Raven Spirits Limited, whose registered office address is 2 Old Skene Road, Kingswells, Aberdeen, AB15 8QA. The term "you" or "your" refers to the customer or purchaser.

GOVERNING LAW

These terms and conditions shall be governed by and interpreted in accordance with the laws of Scotland and you hereby submit to the exclusive jurisdiction of the Scottish courts.

CONSUMER RIGHTS

None of these terms and conditions affects your statutory consumer rights.