

# Nockie's Palette Wine Club & QC's

## Shipments

Shipment dates are February, May, August, and November. If you join the Wine Club shortly after a shipment, you have the option of receiving that previous shipment as your first one. This option will be discussed with you at signup, and your credit card charged accordingly.

Your wine is dispatched within 7 days of your credit card being processed. NZ members will receive a tracking email from Nockie's Palette with your PBT tracking number. International members will receive an email from Nockie's Palette with the contact details of the exporter.

Nockie's Palette will make every effort to ensure that your wine is shipped to your door quickly and efficiently. However, we rely on third parties to undertake delivery, and as such delivery dates cannot be guaranteed.

Unless otherwise agreed with Nockie's Palette, you may not purchase any products through your membership for the purpose of resale or distribution.

## Payment

All prices for subscriptions are as displayed on the Website. All prices are quoted in New Zealand Dollars.

All orders are inclusive of 15% GST, which is applied as NZ GST for domestic orders. For international orders, this amount is applied to costs that may include but are not limited to, third party handling costs, local levies or taxes.

Unless affected by unforeseen logistics, we charge your credit card on file quarterly on the 1st day of: February, May, August, and November.

You authorise Nockie's Palette to charge your credit card in the amounts appropriate for your Wine Club Membership, including shipping where applicable.

Shipping and subscription are subject to annual review in May, notified to you in June and take effect 1st of July for the July shipment.

You can pause your membership for one quarter per year (1 out of 4 dispatches) Please notify us if you wish to pause, at least 2 weeks prior to despatch, on [wine@nockiespalette.com](mailto:wine@nockiespalette.com)

Members are responsible for updating their payment details in the Members' Lounge section of our website. If a payment is declined, we will be unable to despatch your wine order. However this will not constitute a pause unless you have notified us of this.

Declined orders will be moved to the end of the order queue and will not be guaranteed the availability of what was initially ordered.

You are liable for every order made under your Member's Login which has not been cancelled or paused as detailed in these T&C's.

### **Cancellation**

By signing up to the Nockie's Palette Wine Club you agree that this is a quarterly subscription which constitutes an order for recurring purchase and delivery of products that continues indefinitely. You can cancel after one year. We require at least 2 weeks' notice prior to a shipment, and if less notice than this is received, you will still be charged for and sent that shipment. The cancellation will take effect from the following quarter's shipment.

Cancelling your membership before one year's membership constitutes an early cancellation and is subject to a \$250 fee.

### **Substitutions**

We cannot guarantee any substitutions in your quarterly selection. Please email us on [wine@nockiespalette.com](mailto:wine@nockiespalette.com) at least 2 weeks prior to a shipment to discuss any substitutions, and we will do our best to oblige.

Additional orders are not counted towards your 4 quarterly shipments.

### **Delivery**

Please let us know any special or helpful instructions for delivery. Please ensure your delivery address is safe for and easily accessible by couriers.

Members are responsible for notifying Nockies Palette of any delivery address changes, at least 2 weeks prior to shipment.

Inaccessible, incorrect or unsafe delivery addresses may result in us passing along any extra delivery fees incurred. If the failure to notify results in the wine being lost in transit, we will need to recharge you to send the despatch again.

No refund will be made once we have dispatched the wine to you. We do not refund if the wine is faulty after opening. If your order has been packed incorrectly or is not what you ordered, please let us know within 7 days of delivery so we can repack and send you the correct wine.

## **Legal Requirements**

By joining the Nockie's Palette Wine Club, you are declaring that you are the legal age for alcohol consumption in your country of residence.

## **Changing your membership level**

You can upgrade your membership level at any time by email to [wine@nockiespalette.com](mailto:wine@nockiespalette.com) up to 2 weeks prior to a despatch. You can also follow the link in each pre-despatch email sent to you.

You can downgrade to a minimum of 3 bottles per quarter, at any time after your fourth despatch, by email to [wine@nockiespalette.com](mailto:wine@nockiespalette.com). We need to receive your downgrade request at least 2 weeks prior to a despatch, or the downgrade will take effect on the following shipment.

## **Privacy and use of data**

Nockie's Palette takes privacy seriously and complies with the Privacy Act 1993 in relation to your data.

By joining the Nockie's Palette Wine Club you understand that the contact details you provide will be used to send correspondence regarding membership updates, exclusive event invitations and other information pertaining to your membership. These details will be added to the Nockie's Palette database and stored securely. They will never be rented to any third parties. Email is our main and preferred method of contact.

You agree to use of any photographs taken of you or your guest at a Nockie's Palette Wine Club event for marketing purposes.