



DEFIANCE VINEYARD

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Your use of this website and any dispute arising out of such use of the website is subject to the laws of the United States.

LEGAL REQUIREMENTS

You must be 21 years of age or older, to order or receive alcoholic beverages from DEFIANCE WINE. Receipt of shipments containing alcoholic beverages requires the signature of a sober adult (a person 21 years of age or older who is not intoxicated). Wines purchased from DEFIANCE WINE are not for resale and are for personal consumption only.

CREDIT CARD CHARGES

Orders are by credit card only. We accept Visa, MasterCard, and American Express.



MINIMUM PURCHASE

No minimum purchase is required.

STATES AUTHORIZED SHIPMENT

Due to the ever-changing nature of wine shipping laws, we may be able to ship wines, directly or indirectly, to varied states. If DEFIANCE WINE is unable to ship directly to your state, we can arrange for the sale and shipment of our products through a third party. Please note, when dealing through a third party, wine prices, discounts, and shipping costs may differ from those quoted by DEFIANCE WINE.

SHIPPING COSTS

Federal Express Ground is DEFIANCE VINEYARD carrier of choice. Ground shipping is provided by Federal Express Ground at current market rates. *Note – If the customer selects Fed Ex Air as his or her carrier, the customer pays all shipping charges, regardless of his or her wine club membership or purchase amount.

WINE IS DELICATE

Wine is a perishable commodity. Wine does not like extremes of temperature: hot humid summer and cold winter weather may adversely affect the condition of your wine during shipment. DEFIANCE VINEYARD is not responsible for and will not replace wine that is damaged by extreme weather conditions during shipment. When your wine order is picked up by the common carrier for delivery, responsibility for the wine becomes the responsibility of the purchaser.

PRIVACY POLICY

Protecting your privacy is important to us. We hope the following statement will help you understand how we collect, use and safeguard the personal information you provide to us on our site.

INFORMATION WE COLLECT ON OUR SITE

When you visit DEFIANCEVINEYARD.com, our stats package from Google collects some basic information about your browser. Examples are things like what type of browser and operating system are you using; how long did you stay on our site; what pages did you look at. This helps us understand how visitors browse our site, so that we can make their shopping experience better.

We also collect personal information about you when you check out of our store such as your name, address, postal code, phone number, etc. We need this information to process payment and ship merchandise to you.



DEFIANCE VINEYARD

PROTECTING YOUR INFORMATION

All the payment information we collect is done so under SSL – a standard internet security measure. Any data that we store about you is kept behind a secure firewall in our database and is not accessible to the public in any way.

WE DO NOT SHARE PERSONAL INFORMATION

Under no circumstances will we share any personal information that we collect with any third parties or web sites. All the information you give us is completely private and used solely for order processing and shipping. If you give us permission to send you marketing emails then we use your email for that purpose, but never does that email get sold or distributed to any other web site or list.

CONSUMER INQUIRIES AND PRIVACY.

If you have any questions about your privacy, or want to make changes to your profile, or get off our marketing list, simply send us an email.

RETURNS AND CANCELLATIONS

We will replace or refund you for any bottle of wine that is damaged, flawed or that the customer finds unsatisfactory. We ask the customer to return the unfinished portion of the original bottle for replacement. By law, we cannot accept returns of alcoholic beverages unless the product is corked or flawed. We are also unable to accept return of wine that was damaged due to adverse weather conditions during shipment, or wine that is ordered in error. Please send an email to INFO@DEFIANCEVINEYARD.COM to arrange for the return of corked or flawed product.

Once the wine is received, we will refund your credit card account for the cost of the wine less shipping and handling. If the original shipment was damaged or flawed you will receive a full refund, including shipping and handling charges. Please contact the tasting room for return instruction.