



**ROEHILL
SPRINGS**
D I S T I L L E R Y

ROEHILL SPRINGS DISTILLERY

TRADING AS J A MORRISON (A FIRM)

TERMS AND CONDITIONS

TERMS AND CONDITIONS OF SALE

Please read our terms and conditions of sale carefully as they affect your statutory rights and liabilities under the law and state the terms and conditions that Roehill Springs Distillery ("we") makes its products available to you.

All orders for our products placed by you via our online order facilities shall be deemed an offer by you (the buyer) to purchase goods pursuant to these terms and conditions. You, the buyer, will be responsible for ensuring the accuracy of details provided in your order and we will not be in any way obliged to accept any order unless all details requested have been provided correctly.

You must be at least 18 years of age to purchase alcoholic goods from Roehill Springs. In the U.K. it is illegal for anyone under the age of 18 to buy, or attempt to buy, alcohol for themselves or any other person under the age of 18.

PRICES

All prices are shown in GBP (British Pound). The total price we will charge you for products in your order will include all relevant taxes applicable in the U.K. at the time of your order. Any price change will be notified and confirmed to you before dispatch of goods so you have the option to cancel your order.

Prices shown on our site do NOT include our delivery charges. You will be advised of delivery charges on our website at the time your order is placed and accepted. If your order is over £50, please remember to select the 'free delivery' option at check out so we do not charge you delivery. Roehill Springs Distillery reserves the right to alter prices of products on offer at any time without prior notice being given.

AVAILABILITY

All products are subject to availability and we cannot guarantee availability of all products at all times.

If, for any reason, we are unable to fulfil your order we will contact you within 3 working days of you placing your order.

ACCEPTANCE

All our products are offered subject to availability and there will not be a contract between you and us until we process and dispatch any goods to you. At any point up until then we reserve the right to decline to supply any goods to you without having to give any reason.

PAYMENT POLICY

Your payment details will be held by the secure systems as operated by Worldpay. Authority for payments must be given at the time of your order. You will be automatically charged for your order only after your payment details have been accepted. Any liability by us to you will be limited to and not exceed the total price charged for relevant goods.

DELIVERY

All orders for goods will be sent by courier or Royal Mail. Deliveries can be made to your home address or work address as you have entered it on your order. Delivery to work addresses will be deemed complete if a representative at that specified address accepts and signs for said goods. We cannot accept any liability if the address given to us by you is incorrect or incomplete.

We will always do our best to dispatch and fulfil orders in a timely manner. If your order is urgent then please contact us before ordering. We may experience high order numbers at certain times of the year such as Christmas. If we become aware of possible delays we will endeavour to inform you. If goods are not delivered to you within 28 days of your order date then please contact us. We do our utmost to complete orders to you within 28 days of your order date, but we will not be held in any way liable for loss or delay in delivery that is out with our control. U.K. orders should be delivered within 3-4 days of dispatch by us.

We can only deliver orders to U.K. addresses.

We cannot deliver to P.O. Boxes.

If an order is returned to us by the courier or by Royal Mail due to non-delivery or other reason, Roehill Springs Distillery will give the buyer the option of resending the goods at the buyer's expense or refunding the goods less the cost of postage and packaging.

RETURNS AND REFUNDS

While we are confident that you will be happy with your purchase, when you receive your package, please check the contents carefully. If the goods are damaged or otherwise unsatisfactory when you receive them, please retain the products and contact us within 24 hours of receipt. We will not accept liability for any claim of damage to an order or unsatisfactory order, if you do not advise us of your complaint within this time period.

Purchasers may cancel an order by contacting Roehill Springs Distillery, giving the reason for cancellation, within 7 days of receiving their order. In order to qualify for a refund on a cancelled order, the order must be returned to us unopened, sealed and in original condition, within 7 days of the cancellation date. All postage and packaging costs incurred in the return to us, is to be paid by the customer. Please note that we are unable to refund you for postage/courier costs. Liability for loss or damage during transit of any returns is also the responsibility of the purchaser.

Roehill Springs Distillery will refund the cost of purchase of goods to the credit/debit card used to make the purchase within 30 days of you notifying us about a return.

Please note that we are unable to refund import duties, taxes or administration fees incurred in connection with delivery or return of our products.

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CONTACT US

If you have a query on your order, please contact us on either of the following:

Email us at hello@roehillsprings.com

Call us on 01542 870328 or 07770 525 054 or 07880 534 903

Write to us at:

Roehill Springs Distillery
Newtack
Crossroads
Grange
KEITH
Moray AB55 6LQ