

## **Hart of the Barossa Contact Details**

**Hart Family Wines Trust** "trading as" **Hart of the Barossa** ABN 85 821 279 548

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[www.hartofthebarossa.com.au](http://www.hartofthebarossa.com.au)

### **If you choose to access this website, you are bound by these Terms of Use.**

Please read them carefully. The Terms of Use may be changed from time to time.

Each time you access this website, you must comply with the Terms of Use as they stand at that time.

## **Introduction**

Hart of the Barossa regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Hart of the Barossa customers, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact Alisa Hart at Hart of the Barossa [alisa@hartofthebarossa.com.au](mailto:alisa@hartofthebarossa.com.au)

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<http://www.hartofthebarossa.com.au> with any published material. Access to our brand assets can be obtained by emailing [alisa@hartofthebarossa.com.au](mailto:alisa@hartofthebarossa.com.au). No other use is permitted without our prior written consent.

## **Privacy Policy**

Hart of the Barossa is bound by and complies with the National Privacy Principles ("NPP's") under the Privacy Act 1988. In accordance with the NPP's our policy for collecting and using personal information that you disclose to us while visiting this web site is explained below.

Information we collect is for marketing purposes to identify the most useful and popular sections of this site and to generally improve this site:

- your server address;
- domain name;
- the date and time of your visit to our site;
- the pages viewed and information downloaded;
- the previous site visited; and
- the type of browser used.

No attempt will be made to identify users by their browsing activities.

## **Communications**

Hart of the Barossa uses personally identifiable information for essential communications, such as Emails, accounts information, and critical service details. We may also use this information for other purposes, including some promotional Emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at

[alisa@hartofthebarossa.com.au](mailto:alisa@hartofthebarossa.com.au)

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

## **Links**

Links on the Hart of the Barossa site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of [www.hartofthebarossa.com.au](http://www.hartofthebarossa.com.au)

## **Security Policy**

Hart of the Barossa uses the eWAY Payment Gateway for its online credit card transactions.

eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet.

All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.

- Your complete credit card number cannot be viewed by Hart of the Barossa or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Hart of the Barossa.

**For more information about eWAY and online credit card payments, please visit [www.eWAY.com.au](http://www.eWAY.com.au)**

### **Pricing**

All prices (AUD) inclusive of WET & GST. You must be 18 years+ to purchase.

### **Delivery Policy**

After ordering online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering.

Wine orders will be dispatched by Fastway within 2 -3 working days from receipt of your order, however we will not dispatch wine during extreme heat waves to ensure the product gets to you in perfect condition.

### **Freight**

Free Freight Australia wide on purchases of one or more dozen. Less than one dozen as follows.

Delivery & Insurance Charges (*charges are for less than 1 dozen*)

Australia \$14

International Please enquire

### **Refund Policy**

Should you receive a product that appears to have been Damaged in Transit you can:

1. Refuse to accept delivery of the product and demand the delivery company Return the product to Sender. We will then either:
  - provide you with replacement product if available;
  - provide you with an alternate product of your choice from our range to the total value of the damaged product; or
  - provide you with a full refund.
  
2. If you have already accepted delivery and then notice the product has been damaged during transit, we will either:
  - provide you with replacement product if available;
  - provide you with an alternate product of your choice from our range to the total value of the damaged product; or
  - provide you with a refund to the value of the damaged product.

Should you receive a product that is different to the one you ordered, we will either:

  - pay for the return of the product and provide you with the correct product if available;
  - refund the difference in value if the received product is of lower value than the ordered product; or
  - pay for the return of the product and provide you with a full refund.

Should you receive product that is faulty, we will either:

- pay for the return of the faulty or corked product and provide you with replacement product if available;
- pay for the return of the faulty or corked product and provide you with alternate product of your choice from our range to the total value of the faulty or corked product; or
- pay for the return of the faulty or corked product and provide you with a full refund.