



## Terms and Conditions

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## Age Restriction

You are not permitted to view this site unless you are 18 years of age or older. If you are younger than 18 years old, please do not visit this site.

## Ordering

It is an offence to buy liquor if the buyer is younger than 18. A breach of regulation 11 of the Liquor Control (Supply and Consumption) (Liquor Licensing) Regulations 2015 is an offence, punishable with a fine not exceeding \$10,000. By making this purchase, you confirm that you are 18 years and older.

You may order our champagnes or other goods, or tickets to champagne tasting events, or other services by the following methods:

Ordering can be made via:

- our website at [maisoncollery.com](http://maisoncollery.com)
- telephone on +65 8733 9733
- post indicating your champagne selection, quantities, preferred delivery and contact details.

## Accepted forms of payment

We accept payment via all major credit cards through Stripe, , Pay Now and interbank transfer. Payment will be taken in full at the time of ordering.

Maison Collery details are as follows:

Bank name: DBS Bank Ltd

SGD account number: 072-817495-1

Pay Now UEN: 53451839K

Account holder name: Maison Collery

Account holder address: 12 Marina Boulevard, Marina Bay Financial Centre Tower 3, DBS Asia Central, Singapore 018982

## Order Confirmation and Invoice

Once you've successfully placed your order with Maison Collery, you will receive an invoice via email, providing a breakdown of your purchase, including product details, quantities, and pricing. This document serves as a record of your transaction, ensuring clarity and ease in tracking your order.

## Order processing

In general, orders are delivered within 48 hours of order placement, unless explicitly advised otherwise.. In cases of delayed shipment, Maison Collery will advise the customer of a new delivery date.

## Delivery Information

At Maison Collery, we are dedicated to ensuring a seamless and enjoyable shopping experience, extending our commitment to exceptional service through our delivery options.

1. Free Delivery on Qualifying Orders:: Experience the convenience of free delivery when you place orders totalling more than SGD 300 (per delivery address) throughout Singapore. This offer applies to both standard and specified date deliveries, making it easier for you to enjoy our products at your convenience.

2. Swift and Reliable Delivery Schedule: Our standard delivery window is between 10 am and 6 pm, Monday to Friday. Rest assured, we strive to deliver within 2 working days from the receipt of your order, ensuring that your products reach you promptly.

3. Flat Rate for Orders Below SGD 300: For orders below SGD 300 per delivery address within Singapore, we offer a flat rate of SGD 30 for our delivery service. This transparent pricing structure ensures affordability and clarity in your shopping experience.

4. Couriers and Delivery Times: While we work with trusted courier services, delivery times may vary based on the courier selected for your order. You will receive our WhatsApp text within 12 hours to confirm the delivery date and time.

5. Age Verification Requirement: To comply with legal regulations, please ensure that there is someone of legal age (18 years old and above) available to receive deliveries containing champagnes and wines.

#### Urgent orders

Please WhatsApp us and we will do what we can to help. There will likely be additional charges if we can do so.

#### Discount codes

Any discount code can only be used once per delivery address.

#### How to Obtain Discount Codes:

Discount codes may be distributed through various channels, including our newsletters, social media platforms, or exclusive promotions. Stay connected with us to be among the first to know about these special offers.

#### Applying Discount Codes:

When you find a discount code, applying it to your order during the checkout process, you will find a designated field where you can enter your code. Simply type in the code provided, and your discount will be applied to the applicable items in your cart.

#### Terms and Conditions:

Discount codes come with specific terms and conditions, which may include expiration dates, minimum purchase requirements, or restrictions on certain products. Be sure to review the details associated with each code to ensure a seamless and successful application.

#### Stay Connected for Future Discounts:

To make the most of our discount code offerings, we encourage you to stay connected with us on our website and across our social media platforms. Follow us or sign up as members for updates on promotions and discounts, ensuring you never miss out on an opportunity to save.

## International Shipments

At this time we only deliver within Singapore. If you would like to explore shipping some of our great wines to other countries, please contact [sales@maisoncollery.com](mailto:sales@maisoncollery.com)

## Damage and Shortage Policy

### Inspection and Reporting:

Customers are strongly advised to inspect all goods upon delivery. In the event of any irregularities, damages, or shortages, it is imperative to report them immediately. Specifically, if you receive faulty bottles, kindly report the issue promptly, and return the faulty bottle(s) to us for thorough inspection.

### Reporting Procedure:

Please contact us without delay via WhatsApp at +65 8733 9733 within 24 hours of the delivery. To facilitate a swift resolution, provide photographic proof of any damage or discrepancy along with your report.

### Resolution Timeframe:

Upon receipt of your report and supporting evidence, please allow us a maximum of 2 working days to thoroughly investigate and respond with a resolution, including the replacement of damaged items.

### Non-Refundable Products:

Please be aware that we do not accept returns or issue refunds for Champagnes or wines. This policy extends to opened bottles of wine, as we are unable to facilitate exchanges for damaged wines that have been opened.

### Post-Delivery Responsibility:

It is important to note that we cannot be held accountable for any damage or theft that occurs after the delivery has taken place. This exclusion applies particularly in situations where customers have explicitly requested items to be left on their doorstep or in any other specified location.

We appreciate your understanding and cooperation in adhering to these guidelines. Our commitment is to ensure a positive and satisfactory experience for every customer. If you have any further questions or concerns, please do not hesitate to reach out to us through the provided contact information.

If you have any questions or concerns regarding this refund policy, we encourage you to contact us at [sales@maisoncollery.com](mailto:sales@maisoncollery.com)

## Usage of personal data

Maison Collery is committed to protecting your privacy and ensuring the security of your personal data. We collect and use your personal data solely for the purpose of fulfilling your inquiries and processing your purchase orders. Rest assured, we do not share or sell your personal data with third parties for marketing purposes. It's important to note that we do not have access to the details of your selected payment method. All payment-related data is processed and stored exclusively by our trusted external online payment providers. By using our services, you consent to the collection and use of your personal data in accordance with our privacy policy.

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