

## **Shipping & Returns**

The Rarefind Whisky™ website, part of Gleann Mòr Spirits Limited.

### **Shipping**

We currently ship to the UK and some European countries. UK orders will be shipped by a Royal Mail. European orders will be shipped by Parcel Force and their courier network. Shipping costs will apply to UK and European shipping.

### **Delivery**

Most orders will be dispatched within 48 hours of order being placed. We only dispatch and deliver Monday-Friday. We use Royal Mail Tracked 48 hour service for all orders where the customer has opted for Standard free delivery within Mainland UK; this is an tracked/ non signature service and Royal Mail terms and conditions apply.

We use Royal Mail Tracked 24 hour service for all orders where the customer has opted for Royal Mail Tracked 24 delivery within Mainland UK; this is an tracked/ non signature service and Royal Mail terms and conditions apply.

If a Royal Mail delivery is selected, this service is fully tracked, and you will receive an email or SMS text when the item(s) are shipped and delivered. The cut-off for next day delivery is 12 noon.

If you order next day delivery after 12 noon Friday, it will be delivered on Monday. If you are not in when delivery is made a card will be left with contact details for you to arrange another delivery. We do not ship on bank holidays.

It is important to inspect the items for damage before you accept delivery. Please allow up to 7 working days for delivery. The courier will attempt 2 deliveries - after this, the package(s) will be returned to your local post office or courier depot and will be held for you to collect for two weeks. Packages uncollected after this period will be returned to our warehouse where you will be credited for the cost of the goods but NOT the shipping charges.

Gleann Mors Spirits LTD does not accept liability for failed or delayed deliveries resulting from inaccurate information supplied within orders.

Orders are shipped by a national courier network. It is important to inspect the items for damage before you sign for delivery.

### **Delivery to Europe**

Gleann Mor Spirits LTD will not be held liable for any additional charges regarding duty, tax or additional delivery fees by European Customs, Swedish Customs or Swiss Customs.

### **Returns Policy**

If you have any customer enquiries, please contact [hello@theglasgowgin.com](mailto:hello@theglasgowgin.com).

For logistical reasons, Gleann Mor Spirits LTD does not accept returns unless exceptional circumstances apply. In the event of exceptional circumstances, you are responsible for return shipping costs. If there is a problem with your order or items are faulty, you must inform Gleann Mor Spirits Co Ltd within 30 days of receipt of the order to obtain a refund.

If an item is damaged upon delivery we will send an replacement (if in stock). If we have collected any item which proves not to be faulty, then the customer shall be liable to pay for the uplift and delivery charge.

If we have arranged an uplift for any reason from a customer, and the customer is not at home at the agreed time, or the goods are not able to be collected due to a lack of packing then we will either charge a shipping fee, or ask that the item be returned by the customer directly.

All returns must be authorised by email by Gleann Mor Spirits before being returned.

Please ensure that the returned items are boxed and securely packaged for the journey back to us. Failure to do so may result in damage to the item which we will not be held responsible for.

You will be refunded for the goods once received back into our warehouse, minus applicable shipping costs, unless the return concerns faulty or damaged goods.

We cannot accept responsibility for delivery failure if you provide an incorrect address and postal code or incorrect contact telephone number