

# **Return and Refund Policy – Bendbrook Wines & Meat**

*Bendbrook Wines & Meat, value and appreciate your support! We are dedicated to delivering premium-quality meats and wines while ensuring your satisfaction. Because our products are perishable, we have specific guidelines for returns and refunds to maintain quality and safety.*

## **1. Eligibility for Returns and Refunds**

*We accept returns or offer refunds as per the following conditions:*

- **Damaged or Defective Products:** *If your meat or wine arrives damaged, spoiled, or defective, please contact us within **24 hours** of receiving your order. **Photos of the damaged product(s) may be requested** to assess the issue before a refund or replacement is approved.*
- **Incorrect Order:** *If you receive the wrong item (e.g., incorrect meat cut or wine selection), notify us within **24 hours**, and we will arrange for a replacement or refund.*

## **2. Storage Requirements**

*To maintain product quality and safety, all perishable items must be stored correctly:*

- **Refrigerated Meat:** *Store at or below **4°C** immediately upon delivery.*
- **Frozen Meat:** *Store at or below **-18°C** immediately upon delivery.*
- **Wine:** *Keep at **room temperature (12-18°C)** in a cool, dark place, or **DRINK NOW!***

*Products that have not been stored at the required temperatures may not be eligible for a refund or replacement.*

## **3. Non-Refundable Items**

*Unfortunately, we **cannot** accept returns or offer refunds in the following cases:*

- *If the product has been **consumed** or is outside the **24-hour notification window**.*
- *If the item was **not stored properly** after delivery.*
- *If the **customer ordered incorrectly** (e.g., wrong selection, change of mind).*

## **4. Shipping and Delivery Issues**

- *We take great care to package and ship our products with proper temperature control. However, once the package leaves our facility, delivery times depend on third-party carriers.*
- *If your order is delayed and arrives outside the expected delivery window, please contact us. Refunds or replacements will be assessed on a **case-by-case basis** and are not guaranteed.*

## **5. How to Request a Return or Refund**

To request a return or refund, please contact our customer service team within **24 hours** of delivery via:

*Sales@bendbrookmeats.com.au*  
*(08) 8272 2141 or 0432 244 000*

Please include:

- Your **Tax Invoice number**
- A **detailed description** of the issue
- **Photos** of the affected product(s) (if applicable)

We will review your request and respond **Promptly**.

## **6. Refund Processing**

If approved, refunds will be processed to the **original payment method** and may take up to **7 business days** to appear in your account.

## **7. Consumer Safety Notice**

For the safety and enjoyment of our products, please ensure proper storage upon delivery. **Bendbrook Wines & Meat** is not responsible for issues arising from failure to store meat and wine at the required temperatures.

Thank you for choosing **Bendbrook Wines & Meat**. We truly appreciate your support and look forward to serving you again!