

Terms and Conditions for the Frankland Estate Wine Club

1. The Frankland Estate Wine Club is operated by Frankland Estate Wines, Frankland Road, Frankland River, Western Australia, 6396 Australia.
2. To join the Frankland Estate Wine Club you must be 18 years of age or over.
3. Frankland Estate reserves the right to request verification of age, identity, residential address of Members and any other information relevant to Membership or participation in the Wine Club. Verification is at the discretion of Frankland Estate, whose decision is final.
4. Delivery address must be in Australia
5. By joining the Frankland Estate Wine Club you agree to receive the selected package, two times a year, after your first two packs you have the option of skipping or cancelling your membership
6. You can upgrade your Wine Club pack selection at anytime by logging into your online account, by calling or sending an email directly to Frankland Estate.
7. Your Wine Club selection will be dispatched in February and June each calendar year.
8. No other offer or discount can be used in conjunction with your Wine Club subscription, unless specifically identified in the terms and conditions of a particular offer.
9. Your subscription will be forfeited if you cancel three or more orders after your initial first two deliveries have been made.
10. It is the customer's responsibility to ensure all contact details remain up to date. Any changes must be notified by the month before your Wine Club delivery. Any items returned to Frankland Estate due to incorrect contact details will incur a \$25 re-delivery fee which will be charged to your provided credit card.
11. All purchases of wines or other goods and services from Frankland Estate are subject to Frankland Estate's standard terms of sale in addition to any terms stated on our website. Please refer to the standard Terms and Conditions for further details.
12. Frankland Estate reserves the right to disqualify any individual who in any way interfere or tamper with the operations of the Wine Club.

13. You agree to provide your personal details for the sole purpose of Frankland Estate's effective administration of your Wine Club subscription and to receive direct communications from Frankland Estate. By joining the Frankland Estate Wine Club you agree to receive news, promotional offers and other updates in relation to the Wine Club and Frankland Estate. Method of contact may be by mail, email, phone call or text message.
14. An up-to-date credit card is required to maintain your Wine Club subscription. You can update this yourself as required via your online account, or Frankland Estate will endeavour to contact you should your subscription payment fail.
15. Frankland Estate will keep all personal details and credit card information securely encrypted via our securely coded customer relationship system, however Frankland Estate does not take responsibility for any unforeseen corruption of this data. Providing your personal and credit card details to the Frankland Estate Wine Club is made at your own risk.
16. Your Wine Club subscription will include one payment per dispatch. This payment will be made within approximately two weeks prior to you receiving your Wine Club pack.
17. Frankland Estate will send you an electronic newsletter every 6 to 8 weeks and specific Wine Club communications as required. You will also receive a printed newsletter 'Entwined', once yearly.
18. Frankland Estate reserves the right to alter the pricing on each Wine Club pack at any time. However, Frankland Estate will provide you with ample notice about this price change and provide you with the option to opt-out and unsubscribe from the Frankland Estate Wine Club should you choose to.
19. All wines are offered subject to availability and remain the property of Frankland Estate until payment is received in full. The required 10% GST payable on shipments within Australia is included in the prices.
20. Shipment of your Wine Club pack will be direct from the Winery in Frankland, Western Australia. Australia Post will provide this service and we advise to allow up to two weeks from the day of dispatch to the day of receipt.
21. Free shipping is included in your Wine Club subscription price.
22. In the event that your subscription pack does not arrive, it is damaged or faulty; Frankland Estate will make every effort to replace the goods in question. It is your responsibility to inform Frankland Estate as soon as possible about the problem.

23. For items damaged during transit, we ask that you send back the capsules for each product broken to:
24. Frankland Estate Wines, Frankland Road,
Frankland River, Western Australia, 6396 Australia.

Frankland Estate will reimburse you for this expense.
25. If a wine is found to be faulty we will be happy to offer a replacement or refund. Notification must be given to us within 14 working days of delivery.
26. Upon delivery of the your Wine Club pack, all risk and title shall pass to you and the you shall bear the risk of any loss, damage or deterioration of or to the goods from such time.
27. Frankland Estate is grateful for your custom and support and will attempt to provide you with the best service and experience of your wine within reason and in ways that maintain our brand position and integrity.