

Terms & Conditions

Ownership

All goods remain the property of Moke Fine Wine Ltd until payment in full has been received for the wine and any other sums owed to Moke Fine Wine Ltd. Until title passes, the customer will hold the wine as trustees for Moke Fine Wine Ltd. The wine is to be stored securely and is to be easily identifiable as wine supplied by Moke Fine Wine Ltd.

Lien

In circumstances where Moke Fine Wine Ltd holds wine on behalf of the customer, the company shall have a right of lien on such wine for any debts, claims and liabilities whatsoever for which you may from time to time be liable to the company whether or not the same is due. The company shall exercise the right of lien at its discretion by the sale of goods and will retain the proceeds towards or to meet all debts, claims and liabilities due or to become due by the customer to the company.

Payment

Payment is due with the order by bank transfer. Cheques need to be cleared before the order can be released.

Moke Fine Wine Ltd bank details are:

Barclays Bank Plc

Sterling account: 93133184

Sort Code: 20-96-89

Prices

Bottle and case prices are inclusive of VAT unless stated otherwise. A case is 12 x 75cl bottles (or equivalent)

En Primeur Purchases

All En Primeur prices are quoted In Bond per 12 bottle case delivered to London City Bond Tilbury, excluding Duty, VAT and onward delivery charges. Please note that our En Primeur offer prices only include In Bond landing in our cellars in the UK.

Payment should be made by Bank Transfer at the time of order. Please note that payment confirms your acceptance of the Terms & Conditions for En Primeur Purchases.

At the time of purchase, it would be greatly appreciated if you could please advise us where you would like your wines to eventually be delivered or stored.

As soon as our En Primeur shipments arrive at London City Bond, we will contact you to advise you of any additional payments that are due. When withdrawing wine that has been held in bond from a bonded warehouse, Duty, VAT and Delivery charges (if applicable) will be charged at the rates in force at the time of delivery based on the original cost of your wines as we're not permitted to charge taxes in advance of wines arriving into the UK.

Please note that as soon as you have been notified that your wines have arrived in our bonded cellars in the UK, delivery must be arranged immediately. There is a 2 week grace period and thereafter storage charges will be incurred at the rate in force at the time. We do not provide a wine storage facility; however we are happy to recommend other specialists. For any unpaid storage costs, your stock may be sold to cover these charges.

Deliveries

Delivery is free of charge in England for all orders of a value of £500 or more. Separate quotes can be given for deliveries to Scotland, Wales and Northern Ireland. The minimum order is one standard case (12 x 75cl bottles, 6 magnums, 24 half bottles or a pro-rata combination thereof). Delivery on orders under £500 is charged at cost. Please enquire.

Sale or Return Orders

The 'Sale or Return' service is by prior arrangement and approval only. Please note that rare allocation and premium lines do not apply. All 'Sale or Return' Orders within the GL7 must have a minimum value of £500 inc. VAT, including Wine, Champagne and/or Fortified Wines. Only 20% of the original order quantity can be returned. All returned goods must be in whole and original unbroken cases and in resaleable condition of the current offered vintage, otherwise no credit will be provided. A minimum collection charge from £18 inc. VAT per case (12x75cl) will be applied to all 'Sale or Return' orders. For 'Sale or Return' orders outside of the GL7, different minimum order rates apply. Any approved 'Sales or Return' must occur within 7 working days of delivery; thereafter no returns are possible. Please enquire.

Claims/Risk

All wine shall be at the buyer's risk from the point of delivery to the buyer. Upon receipt, you must examine the wine delivered and sign to confirm receipt on the delivery note provided. Shortages, damage or errors must be notified on the delivery note or otherwise inform Moke Fine Wines Ltd within 24 hours of the time of delivery. You must also retain such Wine and packaging and make it available for inspection and collection by Moke Fine Wine Ltd. Please note that claims made outside of these terms and conditions cannot be guaranteed, as insurance may not cover.

If you receive the wrong wine or if any bottle is faulty, we will replace the bottle(s) at our own cost. We reserve the right to ask for the wrong or faulty wine to be returned. You must notify Moke Fine Wines Ltd immediately at the time of discovering a faulty bottle (up to 24 hours), with a full explanation of the wine's specific fault.

Following delivery, client storage areas must be within the minimum grounds of correct temperature control, humidity and hygiene. Our Producers/ Insurance will only guarantee credit assistance cover on faulty wines (TCA / Oxidisation) whilst in our own registered and data calibrated (via telemetry) temperature-controlled storage facilities at London City Bond; thereafter no other 3rd party facilities will be covered, based on unregulated cellar hygiene/ poorly stored/ non calibrated temperature-controlled facilities. You must notify Moke Fine Wines Ltd immediately at the time of discovering a faulty bottle (up to 24 hours), with a full explanation of the wine's specific fault along with the date the bottle was opened, to enable us to support your claim.

Guidelines for mature vintages: We act in good faith when purchasing wines and make every effort to ensure the proper cellaring and provenance of wines in our possession; however we will not be responsible for the state or condition of the wines, or whether they show any attributes which may be expected from its description at point of sale.

Where deemed reasonable, credit will be provided on faulty goods. Please note that there is a 6-month window on crediting faulty goods from date of delivery. Each scenario will be evaluated individually. Claims after 6 months can be credited only if we receive credit in return from the original source.

Moke Fine Wines will endeavour to ensure all confirmed orders are met, however, if in the unlikely event due to any unforeseen circumstances outside of Moke Fine Wines's control, whereby we are unable to fulfil your order (due to producer failure, shortfall in logistics or for any other reason) we will offer you similar wines, or will refund you in full at the original Invoice price without any liability to you. If any unpaid invoices are outstanding from you to Moke Fine Wines a credit will be raised for the amount(s) you owe to Moke Fine Wines, from which we will confirm this in writing.

General

Customer's details will be held confidentially.
E&OE.