



Terms and Conditions - Shipping & Returns

Shipping

Barney Creek Vineyard Cottages uses Australia Post to ship all goods unless otherwise requested by the customer. A delivery charge of \$15 per order applies for orders less than \$100. Free delivery on orders over \$100.

All orders placed through the Barney Creek Vineyard Cottages website will be dispatched within three working days. Please allow 7 – 10 working days for delivery.

Note: Due to COVID-19 delivery times might differ. Check the Australia Post website for more information. We use the Australia Post system, which can track goods online, once registered within the Australia Post tracking system. You will be emailed the tracking reference, or contact info@barneycreekcottages.com to track your delivery.

Returns

We want to make sure you're happy! So, all of our wines are covered by our 100% Quality and Value Guarantee.

Barney Creek Vineyard Cottages accepts returns from our Customers provided the following guidelines are met:

- The Customer must contact our Customer Service department within 14 days of the delivery. The goods must be in good order and have the membership/customer details on the outside of the carton. For contact information please click [here](#) (hyperlink to contact info).
- All items must be returned via registered post to the following address: Barney Creek Vineyard Cottages, PO Box 6, Rathdowney, QLD 4287
- Upon the receipt and validation of returned goods to Barney Creek Vineyards, the customer's account will be credited.

If you have any further enquiries regarding our returns policy, please email us at info@barneycreekcottages.com