



# de la terre

## TERMS & CONDITIONS

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### Service Promise

Protecting your privacy and providing you with the best customer care is of paramount importance to de la terre. We ask for your personal contact details so that we can provide you with convenient access to our wine, keep you up to date with our products, news on the vineyard and from the cellar, and other information we think you'd like to hear about.

### Normal Delivery Times

Online ordering is only available within New Zealand. Delivery times depend on how and when you order. Normally, orders are dispatched within two working days of receiving the order. For North Island customers, this means you should receive your order within 3-5 working days. For South Island customers, this means you should receive your order within 4-6 working days. If you have not received your delivery within these time frames please phone us on 06 874 3224 or [email](#).

### Delivery Charges

The charges quoted on our website are subject to change from time to time and relate to New Zealand only. Online ordering is only available within New Zealand.

### Returns

If your wine is found to be damaged or incorrect on delivery, please let us know. We will be happy to arrange collection and send a new consignment to you.

### Your Privacy

We do not rent, sell or give away our mailing list, so rest assured that your details will remain confidential to de la terre. If you wish at any time to have your details removed from our records [email](#) or phone (06 874 3224) or write to us at de la terre Winery, 1426 Taihape Road, Hastings.

### If You Move

Please remember to update your contact details! Just [email](#) or write to us as above.

### Site Content

All information provided on our website is presented in good faith. We have included links to other websites for your convenience and interest. We cannot guarantee the completeness or accuracy of websites linked to or from this site.

### Security

Our site is secured to a reasonable standard and all payments will be processed on the encrypted site "paypal.com" The only information we store is your order and shipping details.

We have taken all reasonable steps to ensure that your personal information is secure. We do not however accept responsibility for any interference or damage to you or your computer system arising out of or relating to your use of this site or any linked site.

### Site Access

This site is controlled and operated from New Zealand and is subject to the laws of New Zealand. You are responsible for ensuring that your access to this site is not illegal or prohibited and for compliance with applicable local laws. You may not use or export the materials in this site in violation of New Zealand laws and regulations. If you are purchasing wine from this website, New Zealand law states that you must be 18 years of age or over.

### Intellectual Property

All intellectual property rights in this site are owned by Terrata Estate Limited (trading as de la terre Winery). If you would like to copy or reproduce any of the site content, please [email](#) or write to us (address as above) for permission.

**Jurisdiction**

These terms shall be governed by and construed in accordance with the laws of New Zealand and shall be subject to the exclusive jurisdiction of the New Zealand courts.