

General Terms and Conditions

1. General

The following conditions apply to all deliveries/supplies.

All clients' data and information will be treated with high confidentiality.

Our offers are without obligation, the latest offer supersedes all previous ones. Due to the limited quantities of the single vintages it might be possible that a shortage could appear during the process of your order.

Availability not binding.

We reserve the right to cut orders without giving reasons in order to enable all our customers to purchase our wine.

For deliveries our current delivery and payment terms shall be of use. Differing agreements are only valid if these arrangements have been confirmed by us in writing.

2. Prices

The prices are in Euro and per bottle/box and include all legal impositions and taxes (Value added tax) but are exclusive transport costs and any fees for "cash on delivery" payments. These costs will be charged separately.

Changes of prices and errors excepted.

3. Orders

In order to avoid false supplies we kindly ask you to completely fill out the order form and forward it to us by e-mail or fax.

The order will be valid as soon as you get the order confirmation (via email or mail) from us. In case of writing, printing and calculation mistakes on the website, bright grapes is entitled to withdraw from the legal transaction.

The exchange of delivered goods is not possible.

In case that only a part of the order can be delivered the customer will be informed immediately and possible part deliveries, reduction of ordered quantities, changed transport terms etc. shall be agreed.

4. Delivery

The supply with dispatch takes place at risk and costs of the customer. The customer bears the costs for transportation and possible packing. Please announce differences in quantity within one week after the delivery.

The minimum order volume shall be 6 bottles.

For deliveries to other EU countries we charge for the boxes containing 6 bottles € 11,55.- and for the box containing 12 bottles € 13,86.-.

Orders from other countries will be treated separately.

For "cash on delivery" supplies we will charge for each sent box additional € 4,--

5. Warranty

In accordance to international business practices no replacement will be done in case a wine corks.

The customer has the right of return for a period of 3 months provided that the wine has not been opened. The costs for sending the goods back have to be born by the customer.

The sales of alcoholic liquors will only be made to persons above 18 years of age.

Possible ineffectiveness of certain conditions shall have no effect on the effectiveness of the other conditions.

6. Reservation of title

The commodity remains our property up to the complete payment. During asserting of the reservation of title the customer (agreed upon purchase price) has to bear all expenses and expenditures including legal costs.

7. Terms of payment

Supplies in Austria: cash on delivery, payment in advance, credit card

Supplies abroad: payment in advance.

Cash sale: net cash.

Special offers or deliveries with dealer's discounts can not be paid by credit card.

8. Place of performance and legal venue

Place of performance and legal venue is Vienna.

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