



## **Glen Carlou Wine Club Terms and Conditions**

### **Membership**

By joining the Glen Carlou Wine Club you have committed yourself to receive two shipments of 12 bottles twice a year (in May and November) of your preferred option. On signing of this agreement you are entitled to the 'Prestige' benefits. Should you not continue with this arrangement your benefits will retreat to the 'Classic' benefits.

### **Payment**

Payment can be made via, AMEX, Diners, Mastercard, Visa or Debit Order.

### **Pricing**

All prices quoted include VAT. Prices quoted are per bottle or case as indicated. Glen Carlou reserves the right to change prices at any time, without notice.

### **Cancellation**

'Prestige' Memberships can only be cancelled in writing to [georgie@glencarlou.co.za](mailto:georgie@glencarlou.co.za) prior to the scheduled shipment. Once your shipment has been cancelled, all benefits relating to your membership will be demoted to 'Classic'. Cancellations are only possible if the wine has not yet left Glen Carlou.

### **Credit Card Details**

We understand your right to privacy and security. We, Glen Carlou, treat personal information obtained as private and confidential and are committed to and guarantee you that it will only be used for the purpose of processing your order along with any further orders you may place with us. We take all necessary measures to ensure your information is kept secure.

### **Discounts**

Your percentage discount will depend on your status as either a 'prestige' or 'Classic' member. Your discount will be reflected accordingly when your sale is processed. Please note that there are no further discounts on specials.

### **Delivery**

The Glen Carlou Wine Club is for orders delivered only in South Africa. It is your responsibility to ensure you provide us with your correct delivery address.