



HVBC REFUND POLICY – JULY 2021

We Want You To Be Happy

While we are not required to provide a refund or replacement if you change your mind, the Hunter Valley Barrel Craft team, want you to be happy. So please let us know and we will work with you to find an appropriate resolution.

Should the product you purchase be faulty or has a major problem, we will happily arrange an exchange.

A faulty product or product with a major problem is defined as:

- having a problem that would have stopped someone from buying the item if they had known about it
- is unsafe
- being significantly different from the sample or description
- not doing what we said it would, or what you asked for and cannot be easily fixed.

If a product is faulty, rather than replacement, you may choose, where practical, for us to repair the item.

All returns, refunds and repairs have a time limit and will require the presentation of your proof of purchase.