

# Terms & Conditions

Thank you for accessing the Auld Acquaintance website, part of Gleann Mór Spirits Limited. This Website is operated for the purpose of promoting alcoholic beverages.

These Terms and Conditions apply to You (the user) whilst accessing this Gleann Mór Spirits Ltd website (the 'Website') and its related channels.

## Acceptance of Use

Users of this website are bound to the terms and conditions detailed below. By accessing this website, you should be:

- Of legal age for purchasing and consuming alcoholic beverages in accordance with the regulations of your country of residence.
- In a country which permits the promotion and consumption of alcoholic beverages.
- Aware of how to consume alcohol responsibly.
- For more information relating to responsible alcohol consumption please refer to [www.drinkaware.co.uk](http://www.drinkaware.co.uk)

If You do not wish to be bound by the terms and conditions detailed, you should not use this Gleann Mór Spirits Ltd Website.

## User Behaviour

You, the user, should make use of this website in accordance with the following conditions:

- You may not in any way, shape or form act on behalf of Gleann Mór Spirits Ltd.
- You will not copy, download, reproduce, republish, frame, broadcast, transmit in any manner whatsoever, any material on this website except as is strictly necessary for your own personal, non-commercial, home use unless otherwise agreed in writing with Gleann Mór Spirits Ltd.
- When participating in competitions or promotions from this website or related channels you will abide the rules.
- You will refrain from infringing or disrupting this website from functioning, exposing it to viruses or spams, breaching security or conducting any illegal activity which is likely to violate the rights Gleann Mór Spirits Ltd.
- You will refrain from sending content from this website to persons under the legal alcohol consumption/purchasing age.

Where relevant, we reserve the right, but not the obligation, to monitor use of this website and to remove any content which, in our sole discretion, may be offensive, illegal or otherwise questionable in any way or in breach of the terms and conditions.

## **Disclaimer**

The information contained on this website or associated channels may include views and opinions which, unless expressly states otherwise, are not those of Gleann Mór Spirits Ltd.

Users should access this Gleann Mór Spirits Ltd website at their own risk.

## **Liability/Warranty**

Whilst we aim to ensure that the content on this website is correct, Gleann Mór Spirits Ltd cannot give any warranty as to the accuracy or completeness of this website. Nor can Gleann Mór Spirits Ltd guarantee that this website will operate error-free, uninterrupted or free from any so-called computer viruses. This website and its content are provided 'as is'. Gleann Mór Spirits Ltd do not accept responsibility for any loss or damage You may encounter because of placing trust in the information found on this website. Appropriate research should be taken by the user before placing reliance upon the content found on this website. Any reliance placed on information found on this website should be done at the users own risk.

## **Third Party Website**

Gleann Mór Spirits Ltd have no control of, accept no responsibility for and do not endorse any content found within any third-party website which may be linked to this Gleann Mór Spirits Ltd website. Links to these websites are to ease access for the user. Any reliance placed on information found on a third-party website should be done at the user's own risk.

## **Privacy**

By providing personal information to Gleann Mór Spirits Ltd, you consent to this information being used for purposes detailed in the Privacy Policy of this website. Where possible, we shall comply with all applicable UK data protection legislation. If at any time your details change, or you would like us to cease from using your information for the purposes mentioned in the Privacy Policy please contact us [hello@gmspirits.com](mailto:hello@gmspirits.com).

## **Competitions**

Should Gleann Mór Spirits Ltd Limited or one of its sub-brands run a competition the following terms and conditions apply:

- By entering our competitions, you confirm that you are of legal drinking age and the UK is your country of residence.
- Employees of the Promoter, their families and anyone professionally involved with these competitions are excluded from participating.
- You may only enter once.
- The competition will terminate at midnight (GMT) on the date set unless otherwise specified.
- Any competition entry containing individuals Gleann Mór Spirits Ltd consider to be under 18 will be excluded from the competition and Gleann Mór Spirits Ltd reserves the right to hide or remove this content from any of their digital channels.
- Gleann Mór Spirits Ltd reserve the right to exclude competition entries they deem to be illegal, explicit, abusive or offensive in any way and hide or remove this content from any of their digital channel.
- Gleann Mór Spirits Ltd reserve the right to exclude competition entries that appear to encourage irresponsible drinking or behaviour and hide or remove this content from any of their digital channel.
- Gleann Mór Spirits Ltd reserve the right to hide or remove content from any of their digital channels that contains references to competitors of Gleann Mór Spirits Ltd or any third-party logos or trademarks.

#### Competitions - The Prize

There will be no cash or other alternative to the prize offered. Prizes are not transferable.

#### Competitions - Winner Selection

- Winners will be chosen at random by an Gleann Mór Spirits Ltd employee or associate.
- The winners will be notified via email after each competition has ended.
- The judges' decision is final. No correspondence will be entered.

## Deliveries

We use Royal Mail service for all orders where the customer has opted for free delivery within Mainland UK; this is an un-tracked/ non signature service and Royal Mail terms and conditions apply. We will provide a certificate of posting for the item(s) on request. Standard Delivery usually takes 3 - 5 working days.

If courier delivery is selected, this service is fully tracked, and you will receive an email or SMS text when the item(s) are shipped and delivered. The cut-off for next day delivery is 12 noon. If you order next day delivery after 12 noon Friday, it will be delivered on Monday. If you are not in when delivery is made a card will be left with contact details for you to arrange another delivery. Should these delivery attempts fail, the goods will be returned to us and a full credit for the product will be

issued to your account, minus the delivery charge. The courier company's terms, and conditions of carriage apply to all shipments and Gleann Mor Spirits Co Ltd cannot be held liable for any losses or failure to deliver on time by the courier company.

All goods require a signature from an adult who is over the age of 18. We will not deliver alcohol to anyone under the age of 18.

Please note, due to strict regulations only delivery to UK and EU addresses.

#### VAT and Customs charges

As these orders are paid for in the UK, VAT is payable on all online shop orders regardless of the destination country. We keep all international surcharges to a minimum where possible, but this charge is not something we can waive.

Orders (including gifts) may be subject to unexpected local taxes / customs charges. Customers are responsible for these costs and should ensure they are happy to pay them prior to ordering. If you later decide to reject the goods, when a customs charge is applicable, we reserve the right to deduct shipping and any other costs incurred prior to processing any refund.

#### Returns, Refunds & Cancellations

If goods are to be returned to Gleann Mor Spirits Co Ltd, they must be returned in their original packaging, within 14 days of purchase. You will be refunded for the goods once received back into our warehouse, minus applicable shipping costs, unless the return concerns faulty or damaged goods. Contact us at [hello@gmspirits.com](mailto:hello@gmspirits.com) if you would like to return your goods back to us and we will help you to do this.

If there is a problem with your order or items are faulty, you must inform Gleann Mor Spirits Co Ltd within 30 days of receipt of the order to obtain a refund. To report a problem please contact the help desk at [hello@gmspirits.com](mailto:hello@gmspirits.com). We are unfortunately unable to offer refunds after this time period has elapsed, but we will do everything in our power to try to work something out.

If an attempted delivery is obviously damaged, you are within your rights to refuse the order, at which point it will be returned to us. If you choose to do this, please contact our helpdesk at [hello@gmspirits.com](mailto:hello@gmspirits.com) and we will issue either a resend of the order, or a full refund, whichever is preferable.

We cannot accept responsibility for delivery failure if you provide an incorrect address and postal code or incorrect contact telephone number. Please check this information when placing your order.

As our online gift vouchers are issued as a code (sent automatically when placing the order) we are unable to offer a refund on these purchases.

## Replacements

If you have ordered an incorrect size for an item of clothing, we are happy to offer a replacement item (if available) if we are notified within 14 days of the purchase, provided the incorrect item is returned to us in an unworn, saleable condition with all tags still attached. If no replacement is available, please see our returns policy below.

These terms and conditions do not affect your statutory rights.

## Data Collected/Usage

Data and/or files submitted on Gleann Mór Spirits Ltd.com will be retained for the purposes of administering competition winners.

Competition entrant's consent to the Promoter's use and processing of the entrant's personal data/files in connection with the competition.

The Promoter may use such details to let the entrant know about other products, services and promotions which they think may be of interest to the entrant.

Participants consent to their submitted data/files being used for Marketing purposes by the Promoter but may opt out at any time by emailing [hello@gmspirits.com](mailto:hello@gmspirits.com).

If submitting a story, photo or video as part of a competition, the participant agrees to Gleann Mór Spirits Ltd (or one of their brands) making use of this content within online promotional channels such as website and social media pages.

Participants may opt out of receiving further emails from Gleann Mór Spirits Ltd, any of their brands or from 3rd parties and may request their details be removed from the database by emailing [hello@gmspirits.com](mailto:hello@gmspirits.com).

## Special Offer Codes

Customers may only redeem offer codes for one transaction.

Offer codes may not be used in conjunction with any other offer.

All offers are inclusive of VAT and exclusive of shipping charges unless specified otherwise.

The Promoter reserves the right to withdraw, amend or temporarily suspend the competitions at its absolute discretion, if it shall not exercise this right unreasonably. In all matters regarding these competitions, the decision of the Promoter will be final and binding. By entering competitions run by Gleann Mór Spirits Ltd Limited, the entrant hereby agrees to be bound by these terms and conditions.

## **Copyright**

Unless otherwise stated, all contents of this website are copyright to Gleann Mór Spirits Ltd Limited.

## **Governing Law**

These terms shall be governed by and interpreted in accordance with the laws of Scotland.