



FAQs

ORDERING WINE

- **What type of wines do you offer?**

We focus on wines from smaller wineries, some not so well known and others that are more renowned. We prefer to work with family wineries with an interesting story to tell. The majority of our selection is from Mainland Spain and Mallorca, but we also feature a few wines from Tenerife and France. As our business evolves, so will our collection of wines.

- **Is there a minimum order?**

Our business is based in Palma de Mallorca. If you also live in this area, or the immediate surroundings, there is no minimum order and no charge for delivery. If you are ordering from anywhere else in Mallorca, we offer a **free** delivery if you order a minimum of 6 bottles. You can order less than 6 bottles but a delivery surcharge of €5 will be added to your order.

- **Do you give a discount for large orders?**

Yes we do. We are also a distribution company so if you are ordering wines for a business or for a large event we can offer you distribution rates for our wines. Please contact us at wineindustrymallorca@gmail.com to enquire about a price list.

- **How can I pay for an order?**

1. **For deliveries within Mallorca**, you can either pay online using PayPal or you can pay on receipt of delivery of your wines, by cash or credit card (we accept Visa, Mastercard and American Express).

Please note: the wines must be paid for on delivery otherwise we cannot leave them if they haven't already been paid for.

2. **For overseas orders**, we recommend you pay for your order by PayPal online. If there is an extra delivery fee to pay, we will notify you and arrange for receipt of payment by credit card or bank transfer. If you do not have a PayPal account, please contact us as we can make arrangements to receive payment by credit card or bank transfer prior to sending your order.

- **Can I place an order for delivery to a holiday apartment or villa?**

Yes you can, as long as there is an adult at the property to receive the order. The order must be made for in advance or the person receiving the order must be willing to pay for it.

RETURNS AND REFUNDS

Our refund policy can be found on the footer of our website and also on each product page. If you are not clear about anything or you have further questions, please do not hesitate to contact us:

wineindustrymallorca@gmail.com / 0034 657 88 32 48

- **I have opened one of the wines I ordered and it is corked, what should I do?**
If you suspect your order is corked or faulty, please contact us ASAP. We are only willing to replace or refund corked or faulty wines if 80%+ of the wine is still in the bottle. If after inspecting it, we agree that there is a fault with the wine, we will offer a replacement or refund, whichever is more appropriate at the time.
- **My order has arrived damaged, what should I do?**
If order arrives damaged, please take photos of the damage immediately and contact us at wineindustrymallorca@gmail.com. If the damage is as a result of mismanagement by the delivery company we cannot be held responsible for the damage but we will endeavour to help you resolve the situation. If the damage is as a result of poor packing on our part, we will replace the damaged wines as quickly as possible.
- **I have received the wrong item(s) in my order, what should I do?**
Please contact wineindustrymallorca@gmail.com and let us know which items were incorrect. We will correct the order at no additional cost to you.

DELIVERY POLICY

Our delivery policy can be found on the footer of our website and also on each product page. If you are not clear about anything or you have further questions, please do not hesitate to contact us:

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- **How much will shipping cost for delivery overseas?**
Shipping fees are dependent on various factors and the shipping quotes on our website are simply estimates (please see more information in our delivery policy). For an accurate delivery quote, please contact wineindustrymallorca@gmail.com to let us know what you would like to order and where you would like the order to be sent. We will then source the best shipping price for you.
- **How long does delivery take?**
 - 1) If you are placing an order **for delivery within Mallorca** we can normally deliver within 24 hours, Monday to Friday (as long as all of the items you have ordered are in stock). If you place an order on Friday evening, please be aware you may not receive it until Monday.
 - 2) **For overseas shipping**, the delivery time will be dependent on the shipping company used to deliver the order. Normally you should allow a week to ten days but sometimes shipping can take longer (especially during peak times of the year). Whenever we can, we will send you a tracking number so that you can monitor the delivery.
- **Do you offer a Saturday delivery service?**
Generally no, however, there are times when we may be able to accommodate your request. It's worth asking us, just in case!
- **Can I collect my order from you to avoid any delivery fees?**
We prefer to deliver your order to you but if you happen to be in the area, we can make arrangements to meet up with you and hand the delivery over. Again, it's worth asking us.

- **How do I know when you will deliver my order?**

We will normally contact you by email or phone to arrange a suitable date / time for delivery of your order. If for any reason, we cannot reach you, we will attempt to deliver your order. If no one is home, we will leave a message to let you know we tried to deliver and we will ask you to contact us.

GIFT PURCHASES

- **Can I include a gift message with my order?**

Yes you can. When you place your order, include a note to say your order is a gift and we will contact you to find out what your message request is.

- **Do you offer a gift wrap service?**

Yes we do. At the moment our gift wrap service is free. When you place an order online, let us know the order is a gift and we will contact you to find out more.

EXPERIENCES & EVENTS

- **What are your typical group sizes for your wine tasting experiences?**

We recommend a minimum of 4 adults (over the age of 18yrs) for all of our wine tasting experiences. A couple of our experiences also have a maximum limit but all of this information can be found on each experience page.

- **Can you arrange an experience for a special occasion?**

Yes we can. We can create bespoke experiences or events, with or without food options. Simply contact us at wineindustrymallorca@gmail.com and let us know what kind of experience or event you would like.

- **We're not staying in a holiday villa; can we book an experience in another venue instead?**

Yes you can. We work with other bars and venues in Palma so we can plan a wine tasting experience in a bar or venue that can accommodate your group and the tasting experience requested. Contact us at wineindustrymallorca@gmail.com to find out more!

- **Do you arrange large wine tasting events?**

Yes we do. We have organised wine tasting events for groups such as PechaKucha, for art groups and for businesses. If you already have a venue in mind for an experience, we can bring the experience to your group.

- **I want to book the wine initiation course but I am just one person, not a group of four, what should I do?**

Contact us at wineindustrymallorca@gmail.com. We can either form a group with other people in the same position or we can make a plan to organise an online wine initiation course with more than one person. There are plenty of ways we can make it work for you.

VISITING A VINEYARD

- **What is the minimum number of adults required for a visit to a vineyard?**
Each vineyard we work with has individual requirements so it is best to view the individual vineyard pages for more information: <https://www.wineindustry.es/visit-a-vineyard>
- **What happens if we need to cancel a booking?**
Please view our cancellation policy here: https://3375df72-e927-4d3b-8fbee823c0c4f476.filesusr.com/ugd/039599_a1af0f56aba14f8ebe2f80c0f039d814.pdf
Our full terms and conditions can also be found on the footer of our website.
- **Is the visit to a vineyard weather dependent?**
Not necessarily however, you may be given a tour of the vineyards, so please dress according to weather conditions and wear sensible footwear.
At the moment, there may still be COVID-19 restrictions that the vineyards must abide by (such as a maximum number of people, outside only).
- **Can you arrange transport to and from the vineyard for us?**
Yes we can. Simply let us know where you would like to be picked up from and we will obtain the best transport quote for your group. The price will be dependent on the location of pick up and drop off, the length of time taken at the drop off point and whether you will require one or more drop offs (for instance, if you are planning to visit more than one vineyard).
- **Can we book a visit to a vineyard on a Saturday or a Sunday?**
Unfortunately this is not likely. The vineyards are closed on a Sunday and only a few are open to the public on a Saturday (or, if they are open, you have to pay a surcharge). The best thing to do is contact us at wineindustrymallorca@gmail.com and we can advise.
- **How long does a visit to a vineyard normally take?**
This all depends on who you are visiting and which vineyard visit option you have chosen. In general, vineyard visits can last anything from an hour to three hours.
- **Do any of the vineyard visits include food options?**
Yes they do. This information is clearly stated on each of the vineyard pages as the food options differ and the prices differ between vineyards. This is also why a vineyard visit could take three hours.