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- We reveal only the last five digits of your credit card numbers when confirming an order. Of course, we transmit the entire credit card number to the appropriate credit card company during order processing.
- It is important for you to protect against unauthorized access to your password and to your computer. Be sure to sign off when finished using a shared computer.

SHIPPING AND DELIVERY

INTRODUCTION

ARCave gladly accepts orders from all around the globe. Available product lines, shipping rates and fees may vary depending on the delivery address for your order. To see the shipping rate information specific to your order's destination, send us an email at info@arcave.de .

Your packages may be subject to the customs fees and import duties of the country to which you have your order shipped. These charges are always the recipient's responsibility.

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LIMITATIONS

For products shipped internationally, please note that any manufacturer warranty may not be valid; manufacturer service options may not be available; product manuals, instructions and safety warnings may not be in destination country languages; the products (and accompanying materials) may not be designed in accordance with destination country standards, specifications, and labeling requirements; and the products may not conform to destination country voltage and other electrical standards (requiring use of an adapter or converter if appropriate). You are responsible for assuring that the product can be lawfully imported to the destination country. When ordering from www.aroundwine.com, the recipient is the importer of record and must comply with all laws and regulations of the destination country.

The above terms also apply to the shipment of any replacement product that might be shipped if there is a problem with the original shipment. If you return a product to us, you will be the exporter from the destination country. Title and risk of loss transfer to us upon receipt at our corporate headquarter.

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Orders that are shipped to countries outside of Germany may be subject to import taxes, customs duties and fees levied by the destination country ("Import Fees"). The recipient of an international shipment may be subject to such Import Fees, which are levied once a shipment reaches your country. Additional charges for customs clearance must be borne by the recipient; we have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country; you should contact your local customs office for further information. When customs clearance procedures are required, it can cause delays beyond our original delivery estimates.

SHIPPING RATES AND TIMES BY GEOGRAPHICAL REGION

When orders shipped internationally reach the destination country, they may be subject to customs clearance procedures which can cause delays beyond original delivery estimates. Click the links below for rates and estimated delivery times for your region.

CALCULATING SHIPPING COSTS

We charge a single flat fee for each shipment, plus additional, smaller fees for each item in that shipment. The total shipping charge will be displayed on the last page of the order form, before you submit your order. Note: Per-Item Costs for some products are a flat rate per unit while for others the Per-Item Cost is based on the product's weight. Shipping and handling charges are based on the delivery option you choose and the weight, size and dimensions of your items. You'll see the shipping cost listed on the "Place Order" page during checkout.

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GENERAL RETURNS POLICY

You may return new, unopened items sold and fulfilled by www.aroundwine.com within 30 days of delivery for a full refund. Items should be returned in their original product packaging. We'll also pay the return shipping costs if the return is a result of our error. Just send us an email at info@arcave.de and we will guide you through the process and even supply you with a return mailing label you can print out.

You should expect to receive your refund within four weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days). We'll notify you via e-mail of your refund once we've received and processed the returned item.

This page outlines the details of our returns policy rules and exceptions:

- items that are not returnable
- exchanges
- large items shipped by speciality carriers

Be sure to read our terms and conditions for more information on returns for the various product lines.

ITEMS THAT ARE NOT RETURNABLE

www.aroundwine.com does not accept returns of the following items:

- ARCAve prefabricated vaulted cellars

EXCHANGES

If you received a faulty item and need to exchange it for the same item, send us an email to info@arcave.de to request a replacement. If you would like to exchange an item for a different one, please return the original item through our corporate headquarter (you will be refunded your original purchase price once we receive the item) and place another order for the item you wish to purchase. You do not have to wait for us to receive the original item before placing the new order.

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LARGE ITEMS SHIPPED BY SPECIALTY CARRIERS

We are happy to accept returns for large items that are shipped via our specialty shippers. These items do require a special type of return and cannot be returned with a pre-paid return mailing label like standard shipments. If you need to return an item shipped via a specialty shipper, you send us an email to info@arcave.de and request the return. We will follow up with instructions for returning the item. **Note:** Returns that are not the result of our error will be subject to a return shipping fee which will be deducted from the refund.

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