

# Nashoba Valley Winery Return Policy

## Returns or Exchanges

Nashoba wines & spirits and beers are stored in a temperature-controlled environment and are in excellent condition upon leaving the winery. We always invite you to taste current vintages of wines prior to purchase as there can be differences between each batch purchased.

At Nashoba we stand behind our products and we are happy to issue a replacement or refund for any bottles or wine or spirits returned WITHIN 45 DAYS of the date of purchase.

ANY bottles suspected of flaws MUST BE RETURNED to Nashoba for inspection and verification by our wine experts.

You must return the bottle with at least  $\frac{1}{2}$  of the wine or spirit remaining in the bottle. Please make sure to keep the bottle, its unused contents, and the original cork and return it to our shoppe.

Store credit only will be given for returns of open bottles provided they are accompanied by a receipt or proof of purchase within the last 45 days and are from the current wine or spirit vintage.

Monetary refunds will only be given on unopened bottles of wine or spirits for the current wine vintage that were purchased within the last 45 days.

Consumers should be aware that Massachusetts stores and other retail establishments can establish any return policy they wish, including a policy of not allowing any returns, as long as the policy is posted in a conspicuous place where the consumer is able to see it at the time of purchase.

Store credit only will be given for return of food items provided they are accompanied by a receipt or proof of purchase within the last 7 days.

Other Retail Items (Non-food, wine, spirit, beer or beverage) items can be returned for a store credit provided that:

- You return the item within 14 days of purchase;
- You produce your original Nashoba register receipt at the time you return the item
- The item is in resalable condition including that:
  - It is in its original packaging, including instruction manuals and all accessories;
  - It is unworn, unopened, unused and in its original condition;
  - Any sew-in labels are still attached;
- The product is not one on which a change of mind return is not available (see below).