

Detailed description of goods and/or services

Gravel Junction Wine and Spirits is a business in the wine industry that sells and markets a range of wine brands around the world.

Delivery policy

Subject to availability and receipt of payment, requests will be processed within 24 hours and delivery confirmed by way of courier service.

Export restriction

The offering on this website is available to South African clients only

Return and Refunds policy

The provision of goods and services by Gravel Junction Wine and Spirits is subject to availability. In cases of unavailability, Gravel Junction Wine and Spirits will refund the client in full within 30 days. Cancellation of orders by the client will attract a 10% administration fee. With regards to damaged goods Gravel Junction Wine and Spirits will replace the damaged goods free of charge provided this is noted at time of delivery.

Customer privacy policy

Gravel Junction Wine and Spirits shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded [here](#)

Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express credit cards or by bank transfer into the Gravel Junction Winer and Spirits bank account, the details of which will be provided on request

Credit card acquiring and security

Credit card transactions will be acquired for Gravel Junction Wine and Spirits via PayGate (Pty) Ltd who are the approved payment gateway for ABSA Bank of South Africa. PayGate uses the strictest form of encryption, namely Secure

Socket Layer 3 (SSL3) and no credit card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

Customer details separate from card details

Customer details will be stored by Gravel Junction Wine and Spirits separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to www.paygate.co.za

Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

Responsibility

Gravel Junction Wine and Spirits takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

Country of domicile

This website is governed by the laws of South Africa and Gravel Junction Wine and Spirits chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

Variation

Gravel Junction Wine and Spirits may, in its sole discretion, change this agreement or any part thereof at any time without notice.

Company information

This website is run by Gravel Junction Wine and Spirits (private company) based in South Africa and with registration number 2009/ 017140/ 07 and John Hooper – Director

Contact details

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