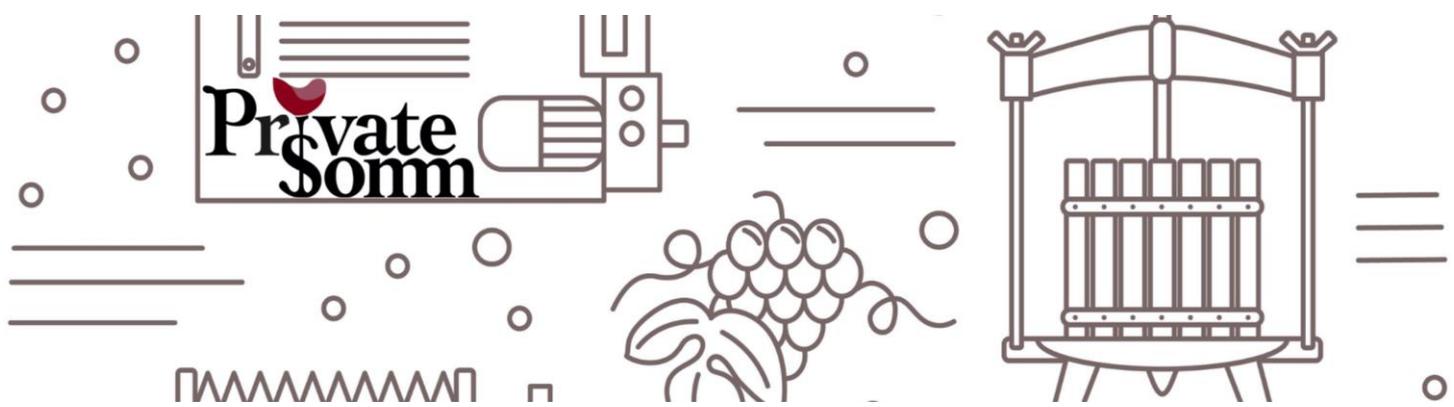


Private Somm Terms and Conditions

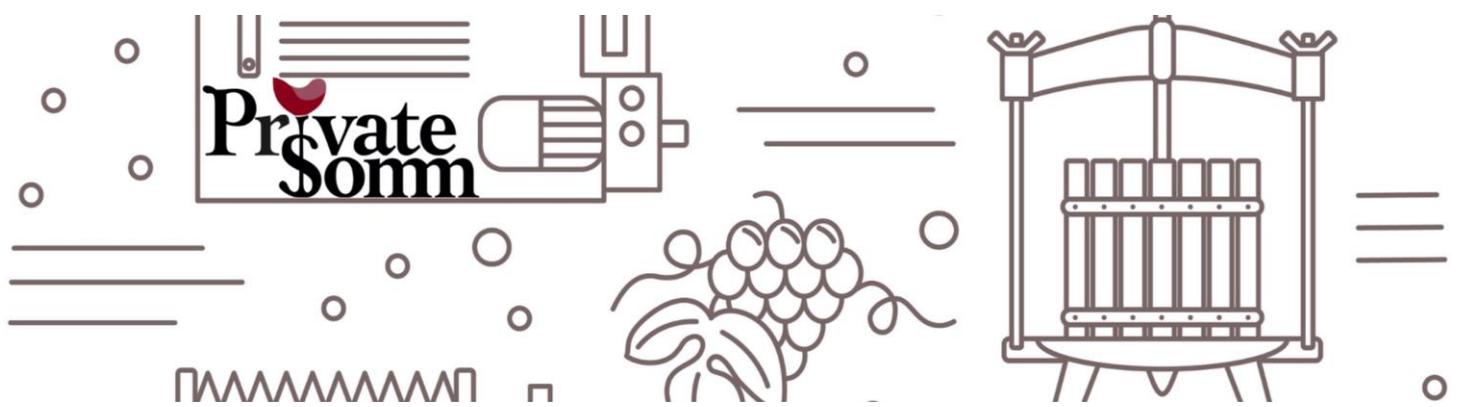
Age Restriction

You must be aged 18 or older to buy alcohol. By placing an order or starting a subscription with us you confirm you are aged 18 or older. It is an offence to sell alcohol to anyone under the age of 18 in the UK. If you are buying alcohol for someone else the recipient must also be aged 18 or older. Deliveries must be received for by a person aged 18 or older. Couriers may request some form of ID on delivery. We reserve the right to cancel any orders or subscriptions if the age and identity of the recipient is in doubt.

1. Private Somm is a wine subscription service. By signing up to the subscription service, placing a one off order, registering your email for updates, or using our website you agree to our terms and conditions as detailed below.
2. By joining Private Somm you understand that you are joining an ongoing monthly subscription service.
3. Private Somm is a monthly subscription service for which a sommelier or wine trade professional selects wines each month. These wines are sent to our subscribers (hereby known as members) monthly.
 - a. The sommelier or wine trade professional of the month will film videos with Private Somm to share information about the wines they have chosen. These videos remain the property of Private Somm.
 - b. Sommeliers or wine trade professionals will change each month. Private Somm reserve the right to bring back a sommelier or wine trade professional for an encore.
4. If you wish to make any changes to your account or your personal details, please do so by logging in to our website. Alternatively, please contact Customer Services via email at info@privatesomm.wine or by calling 020 4518 4241.
5. Because we order our wines to fulfil the subscription requirements we have, we can only guarantee changes to a delivery if requested by 12pm on the 19th of the month before.
 - a. Any cancellations must be made over the phone with our Customer Services before this date.



- b. Any holiday freezes can be made by phone, email or in your account, but they must be made before this date.
6. Payment will be taken on the 20th of each month for the following month's delivery.
 - a. Any new subscribers who join before the 20th of the month will have a choice whether to start their subscription immediately or wait until the next month.
 - i. Eg. A new subscriber joins on the 15th August. They may start immediately with the August box, in which case payment will be taken immediately and the wine will be sent out within a few days, or they may wait until the following month and start with the September box, in which case the first payment will be taken on the 20th of August.
 - ii. If a particular wine is not available for mid-month deliveries we reserve the right to offer an alternative.
7. Our 3 bottle subscription box is £75, including postage, and our 6 bottle subscription box is £140, including postage. Members do not pay for postage. We reserve the right to change the pricing of boxes or the associated postage costs. Any changes to pricing will be communicated to subscribers before they take effect.
 - a. For members a "party box" is available as a single purchase (not within the subscription service). This box contains 12 wines, 2 bottles each of 6 different wines. This box is priced at £250, including postage.
8. For non-members, a 3 bottle box of wines is priced at £80 + postage at £5.99. For non-members a 6 bottle box of wines is priced at £150 + postage at £5.99.
 - a. Non-members may purchase a 12 bottle party box, this is priced at £280 + postage at cost.
9. Deliveries will be made either by Private Somm or by our third party courier partners. We are unable to guarantee delivery times, however our courier partners will notify you when your delivery is due. If your delivery is due via courier, any changes to delivery, eg. date, safe place location, address must be made asap with the courier directly.
 - a. If you wish to permanently change your delivery address, please do so on the website.
10. If you ever have a problem, please get in touch via email at info@privatesomm.wine or by calling 020 3868 2846. We will get back to you as soon as we can.
11. If a wine is faulty (TCA/"cork taint", premature oxidation etc) please let us know ASAP either by phone or email. If you can include a photo of the wine, the date you opened it and a description of the fault that is very helpful. We may occasionally ask you to send a faulty bottle back to us so we can



investigate the issue. We will always try and send a replacement bottle or credit your account, however we reserve the right not to do this if we believe that the wine is not faulty.

12. All of the sommeliers we work with have different tastes, and we hope you enjoy exploring every wine with them. If you do not like a wine in a particular box (but it is not faulty) we welcome your feedback. If you are consistently unhappy with the quality of the wines you receive please let us know asap. We may, at our discretion, offer you a discount on your next delivery, or send an extra bottle in your next box. This is always done at our discretion.
13. The sommelier and their wine selection will be announced on our website either on or around the 24th of the month prior. We hope you are excited to try them and will enjoy them all, however please note we cannot be held responsive if you receive wines that are not to your taste.
14. Members can collect reward points by buying boxes, engaging with our social media, and referring us to their friends and colleagues. Reward points can be used against future purchases, or exchanged for perks with our partner companies.
 - a. We reserve the right to change member rewards. Any changes will be communicated to members.
 - b. We reserve the right to change the perks available and change which companies we partner with.
 - c. Referral reward bonuses are only for new customers. They can only be used once per household/customer/address. If we believe a member to be breaking these rules, or using referral bonuses to endlessly receive free boxes, we reserve the right to close their account.
15. By using our website you agree to not misuse it, and will never introduce viruses or harmful code.
16. By using our website you agree to not republish, edit or modify any material on the website or social media content.
17. We will protect your personal data in accordance with data protection rules.