

TERMS AND CONDITIONS

Please read these terms and conditions carefully - by using our site, you indicate that you accept these terms of use and agree to abide by them. We reserve the right to make changes to the website or to this disclaimer at any time. This does not affect your statutory rights as a consumer.

CONTACT

Prestwich Craft Gin is a trading name of PCG Co Ltd, we are a limited company registered in England and Wales under company number 12387287, VAT registration number 346 3788 65 and Alcohol Wholesaler Registration Scheme (AWRS) URN XKAW00000114394.

You can contact us by emailing info@prestwichgin.co.uk

PRIVACY POLICIES AND COOKIES

By registering your details on our website, you consent to PCG Co Ltd maintaining, recording, holding and using personal data we collect about you. We promise to never share or disclose your personal information with anyone else unless legally obliged to by the Government agencies. We are fully committed to the Data Protection Act 2018 and GDPR and are dedicated to the privacy of your information. Please view our Privacy Policy below.

When you register as a customer, you opt in to receive regular email newsletters and offers. However if you would prefer not to receive emails from us, please contact us by emailing info@prestwichgin.co.uk. We will never pass on your details to a third party for marketing purposes.

This website uses 'cookies', short pieces of data that are sent to your computer when you visit a website. This helps us recognise you automatically whenever you visit our site so that we can personalise your experience and provide you with better service. We also use cookies for fraud prevention and other purposes. If your web browser is set to refuse cookies from our website, you will not be able to complete a purchase or take advantage of certain features of our website, such as storing items in your cart.

BILLING INFORMATION

We accept all major credit and debit cards, including Mastercard, Visa and American Express and Paypal. For online card transactions, payments are securely processed using SSL protocol.

RETURN, CANCELLATIONS AND NON-DELIVERY

If you're unhappy with your delivery then please contact us via email within seven working days after receipt. The items must be returned in their original condition and packaging within 14 days from the date of delivery of your order. We will refund the value of your order minus any discounts. Ensuring the safe return of the package and postage cost will be the responsibility of the customer.

Despite our best efforts, breakages do occasionally happen - if this occurs, please photograph the breakages and let us know straight away, and we'll refund you for the broken items.

Title is retained with PCG Co Ltd until payment in full is received, and until the customer takes final delivery of the goods.

We make every effort to supply goods as shown on our website, if there is a need to supply a valid substitute, we will attempt to contact you first for approval to continue with the order.

All prices are in £ sterling and are inclusive of VAT. We aim to ensure the prices and information shown are correct. If an error does occur, we will try to contact you to confirm if you would like to go ahead with the order at the correct price.

AGE RESTRICTION

It is against the law to sell or supply alcohol to persons under 18 years of age in the UK. By placing an order you confirm that you are at least 18 years old.

All free local deliveries will only be made subject to the Challenge 25 protocol. If requested proof of age from one of the following will be required; Passport, UK Driving Licence or PASS approved proof of age card. Deliveries must be made to the address and post code recorded with order and due to the age sensitive nature cannot be unattended in bins, porches etc.

Postal Orders (normally Royal Mail) are tracked hence, or our courier will request proof of age if they are in any doubt of the age of the recipient of an order. They may also request photographic ID. In the event that this is not satisfied they are not permitted to leave the delivery.

PLEASE NOTE: You are NOT able to collect goods from any premises owned or rented by Prestwich Craft Gin (PCG Co Ltd) to store goods.

PRIVACY POLICY

At Prestwich Craft Gin we are 100% committed to maintaining the trust and confidence of you, our customer. To ensure you know exactly how we look after your data, we've created this Privacy Policy to let you know in clear and simple terms when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to other parties and how we keep it secure.

Access to your personal information; You are entitled to view, amend or delete entirely the personal information that we hold. Please email your request to info@prestwichgin.co.uk and we will action ASAP.

Mailing lists; As part of the online order process, we securely store some of your details. We use that information for a few reasons: to let you know about offers; to tell you about new product launches and order significant upcoming events for which we feel you may be interested. Also to contact you if we need to obtain or provide additional information; and to check in occasionally to make sure you're happy and satisfied. Importantly, we never ever sell, rent or trade email lists with any other companies for marketing purposes, so you can take that off your worry list.

Any mailings are carried out by Prestwich Craft Gin, we do not use third-party providers to deliver our news updates. If you receive this mailout, it's because you've either opted to receive our newsletter on our website or ticked the "yes I want to receive marketing" box when making a purchase on our online shop. We don't do any data harvesting via any other method, and we never have. You can unsubscribe to this mailing list or update your information at any time by clicking the link at the bottom of any of our newsletters or by emailing us at info@prestwichgin.co.uk.

Website cookies

Like most websites, our site uses cookies to collect information. Cookies are short pieces of data that are sent to your computer when you visit a website. This helps us recognise you automatically whenever you visit our site so that we can personalise your experience and provide you with better service. We also use cookies for fraud prevention and other purposes. If your web browser is set to

refuse cookies from our website, you will not be able to complete a purchase or take advantage of certain features of our website, such as storing items in your cart. We do not use cookies to collect or record information on your name, address or other contact details.

This Privacy Notice was updated in Sept 2023 and will be regularly reviewed in line with GDPR regulations. Please read these terms and conditions carefully - by using our site, you indicate that you accept these terms of use and agree to abide by them. We reserve the right to make changes to the website or to this disclaimer at any time. This does not affect your statutory rights as a consumer.