



DTASIA – BALLANDE GROUP
International Wine Producer and Shipper
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Shanghai, China
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GENERAL CONDITIONS OF SALE

1- Preamble

All our customers are invited to read carefully the following terms of use before purchasing, to avoid misunderstanding and to clarify some important points.

2- Legal information

Selling alcoholic beverages to minors is forbidden. All our customers should be over 18 years of age to order our products. All the information provided during the registration to order on-line should be accurate and up to date.

3- Purchase orders

You can order our products on-line. After purchasing, we will send you an e-mail to confirm your order. One of our representatives will contact you within 24h following your request (on business days) to arrange delivery date and time.

4- Prices

Our prices are displayed in RMB, all charges included. Some of our products are subject to price modification. Thanks to some promotional offers, some products will have even better prices. We keep the right to modify our prices any time, without previous notification.

5- Delivering

Check your wine as soon as it is delivered to you. If any damage happens during the delivery it has to be notified on your receipt. No complaints will be accepted without any notifications mentioned on your receipt.

For Shanghai and Beijing: delivery is free for any order superior at RMB 200. For other orders inferior at RMB 200 you will be charged of RMB 40.

For other cities, delivery fee will depend on the city and quantity you want to order. Please contact us to get a personal quotation.

If for any reason you cannot be present at the delivery, we will arrange a second meeting without extra fees.

However, if any third meeting you will be charged of an extra RMB 40.

If our deliverer is late, please contact us at: 62494300-814. We will give you the process to follow and schedule another delivery time if needed without extra fee.

6- Complaints

If you face any problem with your products, you should notified it within 36hours following the delivery to let us know the nature of your problem. Once this period over, we will consider that you have approved your order and will not accept any complaints.

If your product has to be replaced or reimbursed make sure that: your item is unopened or unused, defective item that is damaged by careless handling will not be accepted.

7- Cancellation

You may cancel your order up until the moment the wine is packed and dispatched to you from our warehouses. As soon as our company has arranged a delivery date and time with you, you will not be able to cancel your order any more.

8- Guarantee for wine cellars

Cavasia wine cellars have a one year warranty, effective from the buying date. This warranty does not cover the damages resulting from accident, misuse, abuse, attempt or repair or the use of unauthorized attachments. If the product purchased fails to operate properly under normal use within 1 year from purchase because of defect, please call our hotline (Shanghai: 021-53524666, Beijing: 010-67022114). One of our technicians will come within 48 hours. Once the 1 year warranty expires, your product can also be repaired or replaced. This service will be charged according to the problem. Our service can provide you quotations anytime you need one.

9- Payment

The only payment method accepted is cash on delivery. When you receive your order, you will be asked to pay the total amount of the transaction in cash to the deliverer. This allows you to check your products before paying.

10- DTASIA Wine Club

Registration to DTASIA Wine Club is free and everyone who is legally in age and capable to join it may become a member. To become a member, you need to create an account with a "login" and a "password". Your personal information are kept private and can be modified any time by yourself.

DTASIA keeps the right to refuse or cancel of persons who do not respect the terms of use, access restrictions, or in extreme cases.

If you want to cancel your DTASIA Wine Club membership, you can call us or send us an e-mail with your request.