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Buy wine

- 1- What are my payment options? :

The only payment method allowed is cash on delivery. The deliverer will collect the money while delivering your order. This allows you to see your products before you pay.

- 2- How do I know that my order has been received?

First, we will confirm your order by sending you an e-mail following your purchase. Then, we will contact you within 24 hours (except during week-end) to confirm the delivery and payment information.

You can also join the wine club for free, and all your orders will be saved under your account. You will have easy and quick access to your current order statue, as well as your previous orders.

3- Can I return my goods if I am not satisfied?

If you face a problem with the quality of the wine, you should notified us any problem within 36hours following the delivery.

However returned items will be accepted within those following conditions:

- returned items should remain unopened or unused
- defective items that are damage by careless handling will not be accepted
- in case of exchange, the same item would be delivered to you. If the original item is out of stock, you can ask for refund or exchange for other items of equal amount.

4- How can I benefit from special offers?

You can enjoy special offers and promotion through our “promotion” section. You will benefit from all the “good deal” and special offer available at the time of your current research. A simple click on the promotion quick search will allow you to have access to all of them. You will also have the possibility to receive special offers if you decide to become a DTASIA wine club member. Indeed, if you join the club you will have access to exclusive promotions.

5- How can I cancel my order?

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.

6- What about fake wine?

DTASIA can guaranty the authenticity of its wines. Indeed, all the wines sold by our company are imported wines. Strict regulations are imposed in the countries from where we import, which makes the production of fake wine impossible. Moreover, DTASIA makes parts of the Ballande Group which owns all the important wine negotiators in France such as Sovex, Ballande Meneret and Corton André. This means that our company imports this wine directly from those negotiators, preventing all fake wines to enter the circuit.

7- How can I get my invoice?

When delivering your wines, the deliverer will provide you a receipt to acknowledge of your payment. However if you need any invoice this should be asked during the order process. Indeed, while ordering your wine you will be asked if you need any invoice, if yes you have to select the appropriate answer. The invoice will be send to you about 2 weeks after the delivery.

8- How should I use my discount vouchers?

Any discount vouchers that you get are applicable to your on-line orders. You should notify during the order process if you have got any vouchers. If yes, DTASIA will contact you to know

the amount and deduce it from your total order. You will have to return your voucher to the deliverer.

In case of multiple discount vouchers, only one is applicable per order. Indeed, you cannot cumulate them on the same order.

Delivery information

9- How can I benefit from free delivery service?

DTASIA will deliver for free in Shanghai and Beijing for any order superior at RMB200. If you want to place an order inferior to this amount you will be charged of RMB40 for delivery fee. As far as other cities are concerned, contact us for a quotation according to the quantity you want to order.

10- What happen if I am not here during delivery time?

Our company will contact you in order to arrange a delivery date and time. However, if you miss your first appointment DTASIA allows you to plan a second appointment for free. After the second appointment the delivery will be at your charge (RMB 40)

11- What should I do if the deliverer is late?

The delivery date and time will be arranged with you by our company. If at the requested day, the deliverer is late, please contact us at 62494300-814, and someone will let you know where is the deliverer, and the process to follow.

Wine Club

12- Who can become a Member?

Everybody is susceptible to join our wine club. The wine club is dedicated to people who want to learn more about wine. However, wine amateurs or connoisseurs who want to register should meet those following requirements:

- You are over 18 years of age.
- You are in full legal capacity to contract
- Information provided in the registration form is true and accurate.

13- What are the benefits of Wine Club members?

Join the wine club, it's free!

Wine club member's benefits:

- Receive special promotions

- Meet other wine lovers at special events organized by DTASIA. Invitation, to dinners and tasting of exceptional wines introduced by experts.
- Received advice from our wine expert.
- Check your current order and keep track of your old items.
- Access to advanced wine knowledge.

14- How can I cancel my membership?

You can cancel your membership to DTASIA wine club anytime. Send us an e-mail mentioning your user name on your request. Then an e-mail to confirm your demand will be send to you.