

MERMAID WINERY WEBSITE POLICY

PRIVACY POLICY:

We respect and are committed to protecting your privacy. We may collect personally identifiable information when you visit our site. We also automatically receive and record information on our server logs from your browser including your IP address, cookie information and the page(s) you visited. We will not sell your personally identifiable information to anyone.

SECURITY POLICY

Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

REFUND POLICY

All refunds will be provided as a credit to the credit card used at the time of purchase within five (5) business days upon receipt of the returned merchandise.

SHIPPING POLICY

Please be assured that your items will ship out within two days of purchase. The carrier that we use is the United Parcel Service (UPS). Sorry but we cannot ship to P.O. Boxes.

If you're trying to estimate when a package will be delivered, please note the following:

Credit card authorization and verification must be received prior to processing.

UPS deliveries occur Monday through Friday, excluding holidays.

If you require express or 2 day shipping, please call us at 757-233-4155 for charges.