

Travel with Wines

Returns, Refunds & Glassware Care Policy

A clear guide to returns, replacements,
and the proper handling of fine
stemware.



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1. Our Approach

We want every Travel with Wines order to arrive safely, look correct, and be enjoyed with confidence.

TW Prestige glassware is fine stemware. Its shape, balance, the lightweight structure and thinness of fine stemware are intentional characteristics designed to improve balance, aroma, and drinking experience.

As with all fine stemware, long-term appearance and durability may be affected by handling, cleaning methods, water conditions, dishwasher settings, storage, impact, and temperature changes.

2. Damaged On Arrival

If your order arrives damaged, please contact us within **48 hours of delivery**.

Please include:

- Your order number
- Clear photographs of the external packaging
- Clear photographs of the internal packaging
- Clear photographs of the damaged item or items

We will review the information provided and, where damage occurred in transit, arrange a suitable replacement or resolution.

Claims for delivery damage cannot be verified where items have already been used, washed, disposed of, or where packaging evidence is unavailable. Please retain all packaging materials until the claim has been reviewed. We aim to review and respond to claims within 2 business days, although response times may vary during busy periods or where additional information is required.



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3. Incorrect Items

If you receive the wrong item, please contact us within **48 hours of delivery**.

Please include:

- Your order number
- Photographs of the item received
- Photographs of the packaging and order contents

Where we have sent an incorrect item, we will arrange the appropriate resolution.

4. Change Of Mind Returns

For online purchases, customers may notify us within **14 days of receiving the goods** if they wish to cancel and return their order. Once cancellation has been requested, the goods must be returned within a further **14 days**.

Returned items must be:

- Unused
- Unwashed
- Free from odours
- In original packaging
- Complete with all included items
- Safely and securely repackaged for return

Customers are responsible for return shipping costs unless the item arrived damaged, faulty, or incorrect.



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5. When Refunds Are Processed

Refunds are processed after returned items have been received and inspected.

We reserve the right to withhold or reduce a refund where returned goods show signs of use, washing, damage, missing packaging, missing items, or handling beyond what is reasonably necessary to inspect the product.

Refunds will be issued using the original payment method.

Where a refund is approved, it will be processed **within 14 days of receiving the returned goods** or receiving valid evidence that the goods have been returned.

6. Condition Of Returned Glassware

Returned glassware must arrive back to us in resaleable condition.

We may refuse or reduce a refund where items are returned:

- Used
- Washed
- Marked
- Chipped
- Cracked
- Broken
- Incomplete
- Without original packaging
- Poorly repackaged
- Damaged during return shipping due to insufficient packaging



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6. Condition Of Returned Glassware Cont'd

Customers are responsible for ensuring returned items are packaged securely.

7. Fine Stemware Handling

TW Prestige glassware should be handled with care during use, cleaning, drying, and storage.

Damage caused by handling conditions is not considered a manufacturing fault. This includes damage occurring during unboxing, opening of protective packaging, or removal from transit materials.

This includes, but is not limited to:

- Accidental breakage
- Dropping
- Impact with taps, sinks, worktops, shelves, or other glassware
- Pressure applied to the bowl
- Pressure applied inside the bowl during cleaning
- Gripping or squeezing the bowl while wet
- Twisting the stem, base, or bowl during washing or drying
- Sudden temperature changes
- Improper storage
- Overcrowded cupboards, racks, or dishwashers



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8. Dishwasher Use

Many customers find that a properly spaced, low-temperature glass cycle helps preserve clarity while reducing unnecessary handling.

Results may vary depending on individual machine settings, detergents, loading methods, and usage conditions.

However, dishwasher results depend on the machine, cycle, spacing, detergent, water hardness, rinse aid, and loading method.

To help protect your glassware:

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- Use a low-temperature glass cycle, max 55°C
- Ensure glasses are secure before starting a cycle
- Do not overcrowd the dishwasher
- Ensure glasses do not touch each other or other items
- Avoid high-temperature or intensive cycles
- Use quality, non-aggressive detergents
- Use suitable rinse aids where required
- Ensure water hardness settings are correct

Damage caused by overcrowding, contact during washing, unsuitable dishwasher settings, high temperatures, aggressive detergents, or incorrect loading is not considered a manufacturing fault.

Dishwasher use is undertaken at the customer's discretion and results may vary between machines and household conditions.



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9. Hand Washing

If washing by hand, clean gently using warm water, mild detergent, and minimal pressure during handling.

To help protect the glassware:

- Support the bowl lightly
- Avoid gripping, squeezing, or applying pressure during cleaning
- Avoid pressure inside the bowl when using cloths or sponges
- Do not twist the stem or bowl while washing or drying
- Use soft cloths or sponges only
- Avoid abrasive materials
- Dry promptly using a lint-free cloth
- Avoid sudden temperature changes between hot and cold water

Damage caused by pressure, twisting, impact, sudden temperature change, or unsuitable cleaning methods is not considered a manufacturing fault.



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10. Water Marks, Clouding & Appearance Over Time

Fine stemware may develop marks, clouding, or changes in appearance over time depending on water conditions, detergent choice, dishwasher settings, drying method, storage environment, and frequency of use.

These changes are not automatically considered manufacturing faults.

- To help preserve clarity:
- Use suitable rinse aid where required
- Check dishwasher water hardness settings
- Avoid aggressive detergents
- Dry promptly where possible
- Store only once fully dry
- Keep away from strong odours and abrasive surfaces



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11. Manufacturing Faults

If you believe your item has a manufacturing fault, please contact us with:

- Your order number
- A clear explanation of the issue
- Photographs of the item
- Photographs of packaging where relevant

We will review each case individually. Assessment may require photographs, return inspection, or additional information before a decision is made.

A manufacturing fault does not include accidental damage, wear from use, cleaning damage, pressure damage, impact damage, dishwasher loading damage, or damage caused by unsuitable handling or storage conditions.

Minor variations consistent with fine glassware manufacturing, including slight variations in thickness, alignment, finish, or small visual characteristics not affecting functional use, are not automatically considered manufacturing faults.

12. Replacement Requests

Replacement requests are reviewed individually.

Where damage is not considered a manufacturing fault, any replacement, discount, or goodwill gesture is offered entirely at our discretion and does not create an ongoing obligation to replace future items.



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13. Return Shipping Responsibility

For change of mind returns, customers are responsible for return shipping costs.

For damaged on arrival, faulty, or incorrect items, we will advise the appropriate next step once the issue has been reviewed.

We recommend using a tracked and insured return service, as customers are responsible for returned goods until they arrive safely back with us.

We are not responsible for items damaged during return transit due to insufficient packaging or unsuitable return methods.

14. Statutory Rights

Nothing in this policy affects, limits, or excludes any rights you may have under applicable consumer protection legislation, including the Consumer Rights Act 2015 and other applicable UK consumer laws.

Where goods are faulty, not as described, or fail to meet the standards required by law, customers may be entitled to remedies in accordance with their statutory rights.



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15. Returns Contact Information

For all return requests, damage claims, replacement enquiries, or customer service matters, please contact us before returning any items.

Email: contact@stogiespot.co.uk

Please include your order number and a brief description of the issue when contacting us.

Where a return is approved, we will provide the appropriate return instructions and return address.

16. Policy Updates

We reserve the right to update this policy from time to time to reflect changes in our products, services, business operations, or legal requirements.

The latest version of this policy will always be available on our website.



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17. Final Notes

Our glassware is designed to be used, shared, and enjoyed.

Appropriate handling, spacing, storage, and cleaning practices will help preserve long-term clarity and structure.

As with all fine stemware, care methods and handling conditions may affect long-term appearance and durability.