

Refund policy

We are confident that you will love our products. However, if you have any issues with your purchase, please contact us and provide details of the problem. We will do our best to rectify the situation to ensure your satisfaction.

We take fraudulent activity seriously and do not tolerate scammers. If we suspect that a customer is misusing our refund policy, we reserve the right to refuse a refund and refer the matter to relevant authorities.

We understand that ordering liquor can be a subjective decision. We do not offer refunds on a 'change-of-minds' basis, nor do we offer refunds should the product taste not be to the customers' desire.

We may refund based on damage to the product and/or packaging. This refund policy will be in effect for 30 calendar days from the date of sale. For a refund to be provided, we reserve our right to inspect the packaging either by returning the product or via digital means, as at the discretion of our company. A refund will only be provided should the liquor products included within the packaging remain fully intact and have not been reduced in any quantity.

We reserve the right to refuse a refund should it be considered the cause of the damage was due to a third-party entity, including, but not limited to, Australia Post or a private courier service. In such instances, we may require the customers to lodge a complaint with the party responsible for the delivery.

In the event that you do experience an issue, please initially provide a photo of the problem to info@bourbonunique.com.au so that we can assess the situation and determine the best course of action to rectify it.

We may request the item to be sent back to us for inspection. If this is the case, you will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Finally, by making a purchase from us, you agree to these terms and conditions.