

ARTIGIANO IMPORTS - HOST RESPONSIBILITY POLICY

Remote Sales – Off Licence

As an Off-Licence remote seller it is our policy to promote end user health and safety practicably. As such we SUPPLY OUR CUSTOMERS IN A FRIENDLY, RESPONSIBLE AND PROFESSIONAL MANNER, within the requirements of the Sale and Supply of Alcohol Act 2012 (the Act).

The following steps will be taken to minimise the harm from alcohol and promote a safe environment...

We DO NOT HAVE PREMISES where our customers can purchase alcohol, as such they must order through our website, via mail order or phone order.

We only use trusted third party companies to deliver orders direct to our customers. They will only deliver Monday to Friday, during business hours. We do not deliver on Public Holidays.

If no-one is home at the time of delivery, a calling card will be left with instructions to arrange a new delivery time, or to collect the order from the depot. If our customer is not at home, we will not leave the order at the time of delivery, in any circumstance.

We aim to deliver orders within 1-3 business days in the major North Island city centres, 2-4 for rural or South Island customers.

WE WILL PREVENT THE SALE OF ALCOHOL TO MINORS

It is illegal for us, Artigiano Imports, to sell liquor to anyone under the age of 18. It is illegal to buy liquor when under the age of 18. It is also illegal to make a false declaration of age in order to purchase liquor.

To order wine from us our customers must be 18 years of age or older. Our website has 2 stages of age verification. Once before entering the website and again at checkout.

In the terms and conditions, which must be read and accepted prior to completing any purchase it will read: Age Restriction: You must be 18+ years old to purchase alcohol under New Zealand law. By purchasing through Artigiano Imports, you warrant that you are 18+ years old. Should your purchase be a gift, you warrant that the recipient is 18+ years old.

If we suspect a customer is under age, we may request they video contact us. This enables photo identification to be checked.

MINIMUM AGE TO RECEIVE WINE.

Persons actually receiving the wine must be aged 18 or over. A signature from a person 18+ years old is required upon delivery

Couriers or ourselves will not deliver liquor without appropriate photo identification, if there is any uncertainty about the age of the person receiving the wine at the delivery address. ID will be checked if the receiver looks under 25 years old.



Photo identification is the only acceptable form of identification when delivering.

Three forms of acceptable ID are:

- New Zealand photo drivers licence.
- Passport NZ or International, it must be valid and original
- HANZ 18+ Card (Hospitality Association of New Zealand)

We will only use couriers with signature required service and a written liquor delivery policy that ensures the above age verification is undertaken.

PREVENTING INTOXICATION

We encourage the responsible enjoyment of fine wine – we encourage our customers to enjoy our wines in moderation and serve with food.

We recommend to our customers that when they are providing alcohol to always serve substantial food that stays in the body longer - eg. meats, cheeses, breads, pasta, potatoes, veges.

We encourage that alcohol is consumed alongside water and low alcohol drinks

Serving responsibly and avoiding intoxication;

Take it easy - aim for no more than one standard drink per hour. Have a glass of water between alcoholic drinks. Only refill empty glasses. Do not serve intoxicated persons. It is helpful to appoint a bartender who can moderate the pours and keep an eye on consumption.

Pregnancy;

Avoid alcohol during pregnancy. Stop drinking alcohol if there is any chance you may be pregnant.

Safe transportation;

Don't drink and drive! Use a bus, train or cab or choose a designated driver when going out. Do provide alternative transport solutions, make taxi contact details and dial a driver contacts prominent when you're the host. Uber is another solution.

WE WILL PROMOTE OUR PRODUCTS RESPONSIBLY.

We will not encourage or promote the rapid consumption of alcohol or consumption of an excessive volume of alcohol.

We will display our off licence details (including a link to the image of the licence) and host responsibility policy prominently on our website.

