

The French Wine Shop

Shipping Policy

Shipping Regions

We currently ship to addresses within Marbella, Fuengirola and Malaga. For delivery outside these regions, please contact us to discuss options.

Delivery Timeframes

Orders are processed within 1–2 business days. Estimated delivery times:

- **Standard Shipping:** 3–5 business days
- **Express Shipping** (where available): 1–2 business days

Please note: Delivery times may be affected by peak periods or unforeseen delays.

Shipping Costs

Shipping charges are calculated at checkout based on your delivery address and order size.

Age Verification

As we sell alcohol, you must be of legal drinking age in your country to place an order. Age verification may be required upon delivery.

Delivery Issues

If your order is delayed, lost, or arrives damaged, please contact us with your order number, and we'll resolve it quickly.

Pickup Option (Click & Collect)

We offer a convenient **pickup service** from our shop at:

The French Wine Shop

Cafe on The Port, Local 4, Puerto Deportivo, Fuengirola, 29640

How it works:

- Select **“Pick Up”** at checkout.
- We'll notify you by email when your order is ready (usually within 24 hours).
- Please bring your order confirmation and valid ID (for age verification).

Pickup Hours:

Tuesday – Saturday: 10am–5pm

Sunday: 11am–5pm

Closed Sundays Monday

If you need to reschedule or send someone else to collect on your behalf, please contact us in advance.

Returns Policy

Unopened & Undamaged Products

If you're not completely satisfied, you may return unopened, undamaged items within **14 days** of collection or delivery for a full refund or exchange.

Faulty or Damaged Items

If a product is faulty or damaged upon arrival or pickup, contact us within **48 hours**. We may request photos or return of the item before issuing a refund, replacement, or credit.

Return Shipping

- We cover return shipping for faulty or damaged goods.

Non-Returnable Items

Opened bottles or used products cannot be returned unless there is a quality issue.

Return Instructions

Email us at with your order number and reason for return. We'll guide you through the next steps.

Contact Us

Questions? Reach out to our customer support team:



frenchwinefuengirola@gmail.com



Or visit us in-store during business hours.