

NOTIFICATIONS | HOLDS

We will send email notification three weeks in advance of all club shipments. It is the member's responsibility to notify us of any changes to an address, credit card number, or expiration date. We reserve the right to update changes to your credit card as needed. Changes must be made a minimum of 30 days in advance of next shipment. We aim to keep our records current, so not to disrupt your shipments.

Your membership may be placed on hold if you provide two weeks notice, and let us know which future date to ship your wine. We can hold memberships for up to six months and once the holding period has concluded, your membership will automatically be re-instated and normal shipments will resume.

CANCELATIONS

You may cancel your membership at any time, without penalties. Should you cancel your membership after wines have shipped (but not yet delivered), return-shipping fees may be incurred. Wines that have been delivered and accepted may not be returned.

BILLING PROCEDURES

We will automatically bill the card on file for your wine club shipment two weeks prior the shipment goes out. Invoices are not enclosed within the packages, but can be made available via email upon request.

SHIPPING | RETURNS

Adult signatures are required for all wine deliveries. Alcoholic beverages may only be sold and delivered to persons who are at least 21 years old. We recommend shipping to a business address to guarantee prompt delivery. Undeliverable shipments may be reshipped for an additional fee or the wine will be returned for a refund. All shipments will go out on Mondays and ship via UPS 2 Day or Golden State Overnight (CA and NV) to avoid transit over weekends.