

# BEST WINE CLUB POLICIES & FAQ

## **How much does it cost to join?**

There is no cost to join.

## **How do the benefits work, when do they begin?**

You will receive the following:

- 4 artisan hand-crafted wines selected by the winemaker to arrive quarterly.
- 1 wine each quarter to be a seasonal specialty wine carefully selected by the winemaker.
- 1 event per quarter where the winemaker will be hosting a bottle signing for (wine club members only).
- 10% discount on wine club shipments (this is the same as what a case discount normally is!).
- Special wine made exclusively for wine club members and only available to wine club members.
- Priority access to new releases (first access to new releases).
- Wine club member only events, special discounts on additional purchases along with guaranteed allotments on limited inventory wines.
- Wine club release parties.
- Seasonal vineyard walks hosted by the winemaker or industry experts.
- First 100 members to join the wine club receive a pair of wineglasses signed by the winemaker himself!

Your benefits begin as soon as you join.

## **How often will I be billed?**

You will be billed four times per year. (Unless you purchase additional wine at our winery, online or by phone)

## **How long does my membership last?**

Your membership lasts as long as you would like it to. We do require a minimum of two Best Wine Club (BWC) releases, or members will be subjected to a \$50 cancellation fee. Terms and conditions apply. See [www.bestvineyardswinery.com](http://www.bestvineyardswinery.com) for details.

### **How will I know when I have been charged?**

You will receive an email notification 1 week prior to the billing of your release, letting you know the selection, cost and add-on options. Releases will ship or become available for pickup 1 week after billing.

### **Can my Best Wine Club (BWC) benefits be extended to someone else?**

No. The BWC membership benefits are non-transferable.

### **How can I make changes to my Best Wine Club (BWC) account?**

Members are able to update their account information.

### **What happens if my Best Wine Club (BWC) shipment is sent back to the winery?**

The shipping service we use will make three delivery attempts before returning the wine to us. If the wine is returned to the winery, we can reship the order for a \$15 fee. We suggest that you provide an address that will assure you receive the delivery, such as a place of business, with someone over the age of 21 present to sign for your order. An adult signature is required for delivery.

### **What if I end up with a corked or damaged bottle?**

In the unlikely event that a bottle arrives damaged or corked (we inspect the wines incredibly closely before shipment), notify us as soon as possible and we will replace the damaged merchandise.

### **If I choose to be a “pick-up member,” how will I know that my wines are available to pick up?**

All pick-up members will receive an email notifying them of the release. The pick up party is an opportunity for you to sample the wines, pick up your shipment, and enjoy the benefits of being part of the Best Wine Club (BWC). If you are unable to pick up your release after 21 days, we will conveniently ship the wine to you.

Shipping charges and an additional \$10 handling fee will be applied to the credit card we have on file.

### **Can I have someone else pick up my release?**

Yes, you can have a friend or family member pick up your release. Just be sure to send us an email or give us a call with the name of the person so we can make a note on your account to club@bestvineyardswinery.com.

### **Can I skip releases?**

Yes! Members can skip a maximum of two consecutive releases. Longer durations require cancellation, which may be subjected to the \$50 cancellation fee if the member cancels before receiving two releases.

### **What is the cancellation policy?**

We hate to see you go, but if you wish to cancel your membership we ask that you give notice two weeks before the release of the next club release. If we do not receive timely notice, you will be required to accept the current release. We require members receive two releases before cancellation, or they will be charged a \$50 cancellation fee.

### **What address should I use for shipping?**

We suggest that you provide an address that will guarantee you receive a delivery, such as a place of business, with someone over the age of 21 present to sign for your order.

### **How do I find out what is included in the upcoming release?**

You will receive a notification email 1 week before billing, letting you know the wine selection.

### **What is the delivery process?**

Our default shipping method is via UPS ground. (1-7 business days) An adult 21 or older must be present to sign for the package upon delivery. For more information about shipping please see our shipping page. If you would like to make adjustments to your shipping method contact us at club@bestvineyardswinery.com