



**With the increase in shipments this season, carriers are anticipating delays.**

To ensure your gifts are received on time we encourage you to begin your holiday shopping earlier than usual to allow for longer transit time.

As ever, our team will fulfill your order rapidly but carrier delivery times cannot be guaranteed. The below are final order-by dates and we encourage you to complete your shopping before these dates to allow for potentially longer carrier transit times than typical.

<b>Thanksgiving</b>	<b>California</b>	<b>Most Other States</b>	<b>AK &amp; HI</b>	<b>NJ</b>
Ground Shipping	11/21/21	11/14/21	N/A	10/31
2 Day Express	11/21/21	11/21/21	11/21/21	N/A
Overnight	11/22/21	11/22/21	N/A	N/A
<b>Christmas</b>	<b>California</b>	<b>Most Other States</b>	<b>AK &amp; HI</b>	<b>NJ</b>
Ground Shipping	12/19/21	12/12/21	N/A	11/28
2 Day Express	12/19/21	12/19/21	12/19/21	N/A
Overnight	12/20/21	12/20/21	N/A	N/A
<b>New Year's Eve</b>	<b>California</b>	<b>Most Other States</b>	<b>AK &amp; HI</b>	<b>NJ</b>
Ground Shipping	12/26/21	12/19/21	N/A	12/5
2 Day Express	12/26/21	12/26/21	12/26/21	N/A
Overnight	12/27/21	12/27/21	N/A	N/A

We are grateful to be a part of your holiday season this year. Our team can be reached at 1-800-716-2788 x 128 and [orders@domainecarneros.com](mailto:orders@domainecarneros.com) or by using the chat functionality on our website. We will do our best to help deliver joy on time this busy holiday season.

We recommend contacting UPS directly for questions regarding your shipment and sign up for UPS My Choice for real-time updates! UPS can be reached at 1-888-742-5877.



## ORDER BY DATES

*Please order by midnight on these dates to ensure prompt delivery.*

### *Thanksgiving*

**For standard delivery by Wednesday, November 24:** Order by 11/14 for most states or 11/21 for shipments within California. New Jersey: Order by 10/31.

### *Christmas*

**For standard delivery by Friday, December 24:** Order by 12/12 for most states or 12/19 for shipments within California. New Jersey: Order by 11/28.

### *New Year's Eve*

**For standard delivery by Thursday, December 30:** Order by 12/19 for most states or 12/26 for shipments within California. New Jersey: Order by 12/5.

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### *Can you leave my shipment without a signature?*

Alcohol deliveries must be signed for by an adult 21 or older.

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### *Can I have my shipment delivered on a weekend day or a specified time?*

We are unable to accommodate weekend deliveries or requests for specific delivery windows regardless of service level chosen.

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### *I need to have my shipment sent to a different address, can you redirect it?*

If you would like a shipment to be re-directed to a different address once it is en route, please contact us at 1-800-716-2788 ext 128 or [wineclub@domainecarneros.com](mailto:wineclub@domainecarneros.com). A fee will be applied for this service. This service is only available as long as both addresses are in the same state.

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### *How many times will the carrier try to deliver my shipment?*

Three delivery attempts will be made. After the third unsuccessful attempt the wine will be taken to the local carrier facility. The carrier will hold your package for up to five days for you to pick up upon proof of ID before returning the package to Domaine Carneros. Call us for most updated status to ensure the package is at the facility for you to pick up.

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### *I missed my shipment and it was sent back to Domaine Carneros, what now?*

Please contact us to re-send your shipment. The original shipping fees are non-refundable and a re-shipping fee will apply.

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### *Can I select to have my shipment sent via FedEx rather than UPS?*

Yes, please contact us within the account update window for that shipment. Shipper preference cannot be changed once the package is en route.

### *Contact Us!*

1240 Duhig Rd., Napa, CA 94559    800.716.2788 ext 128    [orders@domainecarneros.com](mailto:orders@domainecarneros.com)