



## – SHIPMENT FREQUENTLY ASKED QUESTIONS –

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

If you would like a shipment to be redirected to a different address once it is en route, please call or text us at 707-266-5128 or email at [wineclub@domainecarneros.com](mailto:wineclub@domainecarneros.com). A redirect 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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### *Can the shipper deliver at a specified time or day of the week?*

Unfortunately, we are unable to accommodate requests for specific delivery windows. If you're shipping with UPS, we strongly recommend signing up for "UPS My Choice" which will give you options for custom delivery requests. Note, this feature is not available for FedEx.

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### *Can you leave my club 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?*

We are unable to accommodate weekend deliveries for club shipments.

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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 and prepared to be shipped back to Domaine Carneros. Call us for most updated status to ensure the location of your package en route.

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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. Call or text us at 707-266-5128 or email at [wineclub@domainecarneros.com](mailto:wineclub@domainecarneros.com). The original shipping fees are non-refundable and an additional 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 before the next upcoming shipment. Shipper preference cannot be changed once the package is en route.



## – RETURN POLICY –

We stand behind the quality of our wines. If you receive a bottle that is corked, flawed, or damaged, we are happy to replace it or issue a refund. If the original vintage is no longer available, the bottle will be replaced with the current vintage release of the same wine or a comparable wine of equal value.

Refunds approved within 90 days of purchase will be credited to the original form of payment. Refunds approved after 90 days will be issued as a winery gift card. All refund requests must be accompanied with proof of purchase.

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## – SHIPPING FEES AND RETURNED SHIPMENTS –

### *Returned Shipment Policy*

If wine has been shipped to you and is subsequently returned to the winery, we cannot refund the original shipping fees. The gift card value will reflect only the wine purchase price and tax, not shipping costs. Shipping fees are non-refundable as they represent services already rendered by our shipping carriers.

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### *Re-Shipping Charges*

If you wish to have returned wine re-shipped to you or to an alternate address, you will be charged the applicable shipping fee for the new shipment. Standard shipping rates apply based on your destination and selected shipping method. Please ensure your shipping address is correct before confirming your order to avoid additional charges.

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### *Shipment Redirects*

Address changes or shipment redirects requested after an order has shipped are subject to the carrier's redirect fee, which will be billed to your card on file. To avoid redirect fees, please update your shipping address in your member account before your shipment processes, or contact the wine club team at least 7 business days prior to your scheduled ship date.