

Frequently Asked Questions

Can someone else pick up my wine selection?

Absolutely! While we would love to see you in person at the winery, we understand that sometimes it is more convenient to have a family member or friend stop in and collect your wine. Though not required, we would appreciate you giving us a heads up (email or phone call will do!) if someone else will be picking up your wine.

Can I pick up my wine on a day other than the Pick Up Party?

Yes! For those who request to pick up, we will hold their selections for up to a month after they are processed. We will also always send a general reminder about two weeks after the party reminding you about your wine if you have not picked up and offer you the ability to contact us and request it be shipped or held here.

Why do I see a charge on my credit card account before the Pick-Up Party?

Club selections, both pick-up and shipping orders, are pre-charged in large group orders to help streamline our operations.

Am I able to switch between clubs?

When you sign up for the Family Plan, you are committing to either one or multiple clubs for at least a year (4 selections). While we want you to be able to enjoy the array of wines von Stiehl has to offer, we ask that you **do not** switch clubs more than once per year.

Can I skip a shipment or place my account on hold for a period of time (i.e. moving, pregnant, medical)?

You can! Club members are allowed to skip one selection a year. If you are in need of skipping or placing your account on hold for a brief period of time, please contact our club concierge at concierge@vonstiehl.com. Family Plan discounts **may not** be used during the period in which your membership is inactive.

Is shipping my wine automatic or just an option?

When originally enrolling in our Family Plan, you either select to ship your wine by filling in your shipping address, **or** you have the option to check “Pick Up” on your form. By checking ‘Pick Up’, this will automatically mark you as picking up your wine for each selection. We will only then ship your wine if you RSVP that you’d like it shipped, or if you do not pick up your wine within 30 days of the party. If you need to change or check your account, please contact our club concierge at concierge@vonstiehl.com.

Can I bring guests with me to the Pick Up Party?

Most definitely! Each individual club member is allowed to bring one guest for no charge and up to two additional guests at \$10 each. So that means you and up to three others can attend each party.

Why don't I receive notice of when my wine is going to be shipped?

All Family Plan members are sent an email two weeks prior to processing of clubs. This email will notify you that a selection is coming up, as well as contain the date of the party and date which wine is shipped. You will be asked to RSVP one of three options: 1) *Count me in! I'll attend the Party*, 2) *Can't make it, but I'll pick up my wine*, or 3) *Ship my wine*. This email is generally re-sent two or three times.

What happens if I cancel before my 4th club selection?

We ask that you commit to being a part of the club for a year, or receive 4 selections. If you cancel your membership anytime before that point, you will be asked to pay back any Family Plan discounts received during your membership.

How much will it cost me?

We have set approximate price points for each of our clubs excluding the price for shipping and tax. The price ranges are the following:

- Wine & Cheese: \$35- \$50 per selection
- Reds: \$40-\$75 per selection
- Sweets: \$35- \$50 per selection

Shipping prices depend on a number of variables, such as where you live, weight of the package, and size of the box.

How do I maximize shipping costs?

Fill your box! When we notify you that a selection is being made ready, contact us and let us know if you want to add to your wine club order, as we have various box sizes which would hold a few additional bottles in each of your shipments.

Is there a concierge service available for me to ask questions, learn about offsite tastings, or to have a point of contact at the winery?

We have an email address dedicated solely to our Family Plan members, concierge@vonstiehl.com. You are encouraged to email our Club Concierge whenever you have requests, questions, or concerns about your club membership. Also, keep an eye on our events tab of our website, as well as like and follow us on Facebook and Instagram to be updated on upcoming events and tastings, both at the winery and around the state.

How do I specifically know when my package will be delivered to my home?

We ship all wine packages UPS Ground. Watch your email for the UPS tracking details, and please remember someone 21 or older must be present to sign. If you require special shipping accommodations, please contact our Shipping Manager at shipping@vonstiehl.com

What are the selection months so we can plan ahead?

January, April, September, and November are the months we will release Family Plan selections.

How can I optimize my Family Plan membership?

We encourage you to take advantage of your additional perks outside of wine discounts, such as:

- Lounge Party and Winery Tour: Up to a total of 8 people, you will be provided a pairing in our lounge in the style of your wine club. Lounge parties will last for one hour. We ask that you utilize your concierge service and call ahead to book, as if you would like to take advantage of the tour, our offered times do vary depending on the time of year.
- Complimentary Select Tastings: Each quarter, you will be sent an email containing a Family Plan Complimentary Tasting certificate, granting two free Select Tastings.
- Pick Up Parties: Each time a new selection is released, we will host a private party for members. At these parties you will have the chance to explore the winery, enjoy 50% off wine by the glass, and food pairings in our cellar.