

FAMILY PLAN FAQ'S

GETTING MY WINE CLUB

• *I'm a planner, what time of the year are the wine clubs released?*

February, April, September, & November

PICKING UP

• *Can someone else pick up my wine selection?*

Absolutely! While we would love to see you in person at the winery, we understand that life happens! Feel free to notify us if someone other than you will be picking up your wine club. They must be at least 21 years of age.

• *Can I pick up my wine club on any day, even if it's not on a Pick-Up Party day?*

YES! All clubs are available for pick up anytime during our normal business hours after the club is officially released. If your club has not been picked up, and other arrangements have not been made with us within 30 days, we will ship your club selection to you. Additional shipping charges will apply.

• *What is a Pick-Up Party?*

As a Family Plan member, you and a guest are invited to an exclusive complimentary event featuring unique wine and food pairings. This is a great opportunity to pick up your club selections, take advantage of the complimentary wine tastings, and to cash in on other Club Perks!

• *Can I bring more people to the Pick-Up Party?*

The more the merrier! Additional guests are welcome to attend for \$10 each.

SHIPPING

• *If I opted for my club to be shipped, when can I expect it?*

We start shipping out your selection 5-6 days, weather dependent, after we have charged your credit card. You will be provided with a UPS tracking number, through email, when your wine shipment is created. Transit time will depend on your destination. Please contact us for estimates.

• *Why is there a delay with my wine club shipment?*

There are a few reasons why your club may be delayed: weather (your destination is too hot or too cold), adult signature required (UPS will not deliver your package unless someone 21 or older is present to sign for it), or the form of payment on file was declined (keeping your credit card information up to date will help us get you your wine asap!).

• *Since I'm paying for shipping anyways, can I add extra wines to my Wine Club shipment?*

Of course! Please contact us at least 2 weeks prior to the club shipment date to place your order. You can also better utilize your Family Plan discounts by adding more wine!

CREDIT CARD PROCESSING

• *When will I see a charge on my credit card?*

All wine clubs are processed together 3-4 days prior to the release date, regardless of whether you are picking up shipping. If we are having trouble charging your card, you will receive an email to contact us to update your information. Clubs will not be available unless payments are made in full.

GENERAL

• *How much will it cost me?*

There is no sign up or monthly fee. Since each club is different, the cost will vary depending on the products included. Below are the average costs, excluding sales tax and shipping.

- Wine & Cheese: average \$60 per club
- Sweets: average \$60 per club
- Reds Only: average \$70 per club

• *Can I switch Wine Clubs?*

Sure! Please contact your wine concierge for more information: concierge@vonstiehl.com.

• *What is the cancellation policy?*

We'd be sad to see you go but, again, life happens! To take full advantage of the discounts associated with the Family Plan membership, a consecutive four club purchase is required. If a cancellation happens before the fourth purchased club, all discounts that you have been given will be charged back. After you have purchased four wine clubs, you are free to cancel at any time without penalty.

• *What if I have other questions?*

We're here for you! Feel free to email us at concierge@vonstiehl.com and we will do our best to assist you in any way we can.