



SWEET CHEEKS WINERY

Shipping FAQ

Where can I ship Sweet Cheeks wines?

Sweet Cheeks Winery ships to the following states: Alaska, Arizona, California, Colorado, Florida, Georgia, Hawaii, Idaho, Illinois, Iowa, Kansas, Kentucky, Louisiana, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Montana, Nevada, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, South Carolina, South Dakota, Tennessee, Texas, Virginia, Washington, Washington DC, Virginia, Wisconsin, and Washington.

What if the state I want to ship to is not listed?

Due to individual state restrictions, we are not able to ship to a few states. If you are curious about the status of your state if we are unable to ship there currently, please contact jessica@sweetcheekswinery.com

How do I ship wine to myself?

Sweet Cheeks Winery is thrilled to ship your favorite wines to the majority of the United States. When ordering wines from our webstore, you are able to select your preferred shipping method. All shipments will be shipped out within 1-3 business days upon purchase unless otherwise specified by you. Please note that Saturday and Sunday do not count as business days.

Sweet Cheeks Winery uses both UPS and FedEx for wine shipments. You will receive a tracking number once your shipping label is printed by Sweet Cheeks Winery. If you do not receive your tracking number within 3 business days of placing your order, please contact us at info@sweetcheekswinery.com.

Can I send wine as a gift?

Absolutely! Here are the main components to be aware of when sending Sweet Cheeks wines as a gift :

- Sweet Cheeks Winery only sells and ships wines to those 21 years of age and older. To place an order, you must provide both your date of birth and the recipient's date of birth. The recipient's date of birth will be automatically checked by an age verification system, so it is important that the accurate date of birth is provided. By placing an order with Sweet Cheeks Winery, you certify under penalty of perjury that you are or the recipient of the shipment is at least 21 years of age.

- By law, wine cannot be delivered without a signature. To prevent harm to your wine, or delays, we encourage you to be confident in your delivery date. If your recipient is unable to sign for the package, after three attempts, the wine will be returned to Sweet Cheeks Winery.
- We encourage you to leave a note! The packing slip will not list your name. Use the note field and we will hand-write the note on a Sweet Cheeks Winery card.
- Don't worry : the packing slip will not list the price(s) of the wine(s)

What are the main facts about shipping wine I should be aware of?

- Sweet Cheeks Winery only sells and ships wines to those 21 years of age and older. To place an order, you must provide your date of birth (and the recipient's date of birth if sending a gift). By placing an order with Sweet Cheeks Winery, you certify under the penalty of perjury that you are or the recipient of this shipment is at least 21 years of age.
- By law, wine cannot be delivered without a signature of a person 21 years or older. Notes to the carrier to leave your package on a porch or garage will not be accepted. Due to the signature requirement, P.O. Boxes will also not be accepted by FedEx or UPS.
- Once FedEx or UPS has picked up your order, Sweet Cheeks Winery is no longer responsible for managing shipping or delivery changes. The purchaser must manage all orders through FedEx Delivery Manager or UPS My Choice. Please note there is a \$20 change fee if any changes to your shipping address cannot be done through FedEx Delivery Manager or UPS My Choice. This is the standard fee that FedEx and UPS charge us for making this change.
- Wine is a perishable commodity and does not like hot, humid summer temperatures or freezing cold winter temperatures. Sweet Cheeks Winery is not responsible for and will not replace wine that is damaged by extreme weather conditions during shipment. Once UPS or FedEx picks up your wine, responsibility for the wine becomes the purchaser's responsibility.
- Both FedEx and UPS will attempt your delivery three times. After the third failed attempt, your wines will be returned to Sweet Cheeks Winery. If you request the wines to be sent out again, applicable shipping or sales tax will be charged.
- We cannot guarantee the condition of your wine if delivery is not successful on the first attempt by FedEx or UPS.
- We are unable to ship wines outside of the United States

What if I am hardly home and I don't want to ship to my work place?

We suggest taking advantage of FedEx's partnership with Walgreens. You can ship through FedEx to your local Walgreens and pick up at your convenience! You can also ship to your neighborhood FedEx or UPS store.

Is there anything specific I need to know if I am shipping outside of Oregon?

- Sweet Cheeks Winery abides by all set rules and regulations by the states we ship to. This includes volume restrictions or shipping limitations. If you are unsure about limitations to volume or shipping in your area, we are happy to coordinate a shipment with you over the phone : 541-349-9463 ext 4
- Sweet Cheeks Winery is required to charge applicable taxes that are required by the state or area you are shipping to.

How long will it take to receive my shipment?

Ground delivery can take 2 - 3 business days for the West Coast and up to 7 business days to the East Coast. We encourage you to select an Express shipping method for both UPS and FedEx if you need a specific delivery date. If you need us to hold your wine, or are concerned about your shipping time : please contact us to help you with your order 541-349-9463 ext 4.

What if I need my wine order tomorrow?

If you place your order prior to 9am PST (Monday - Thursday) and select Overnight shipping, your order will be processed immediately. If you have missed the 9am PST cut off, please call us to see if we can get your wine to you in time : 541-349-9463 ext 1. These requests can only be accommodated Monday - Friday 9am - 5pm PST.

What should I do if I accidentally entered an incorrect shipping address, or I am no longer able to accept the wine?

Please contact us as soon as possible with incorrect shipping addresses or holding your wine for an alternative shipping date. If your wine has not been picked up by UPS or FedEx, we will be able to make the necessary arrangements or changes. Unfortunately, once your package has been picked up with FedEx or UPS, there are only two options :

1. Call FedEx or UPS and ask to hold the wine at your local FedEx or UPS pickup location
2. If FedEx or UPS are unable to hold your wine, they may require Sweet Cheeks Winery to call and coordinate an address change. A \$20 fee will be charged for these situations; this is the standard fee charged to Sweet Cheeks Winery by both FedEx and UPS.

I'm worried about the temperatures in my area or where I'm shipping the wine. What should I do?

Wine is a perishable product – it doesn't love to travel through or sit in very hot and humid temperatures, or freezing cold winter temperatures. The only guarantee of your delivery time is through FedEx Express. This will not be a guarantee of your product, but will greatly eliminate the wine's exposure to extreme temperatures. If you are concerned about the temperatures, we suggest shipping through FedEx Express or holding your shipment until the temperatures return to a more comfortable environment.

What happens if my wine is shipped back to Sweet Cheeks Winery?

FedEx and UPS will make three attempts to deliver your wines. After the third attempt, the wine is brought back to Sweet Cheeks Winery. Upon return, we will contact you. We highly recommend shipping to an address where someone 21 years of age or older is always available to sign for your package, or ship to a Walgreens (FedEx), UPS or FedEx store. Please note that if your wine is returned to us, you will be charged to re-send the package.

I received my wine and it doesn't taste right. Can I return it?

In general, all sales are final. It's important when you receive your wines that you store them properly. Wines need to be kept in a cool and dark place if you are not going to enjoy them within a few weeks of receiving them. Wines also need to be stored in a position that will keep the cork moist (either on its side or upside down).

By law, we cannot accept returns of alcoholic beverages unless the wine is corked or flawed. We are also unable to accept the return of wine that was damaged due to adverse weather conditions during shipment or wine that is ordered in error.

If you have handled and stored your wines correctly, and truly believe your wine is corked or flawed, please be aware that you will not be refunded unless the following conditions are met :

1. You must contact Sweet Cheeks Winery within one week of receiving your shipment. Any requests made past one week of receiving the wine will not be accommodated.
2. You must be able to work with us to get the unfinished portion of the original bottle to our winery for inspection within 1 – 3 business days. Upon receiving the wine, you will receive a refund for the wine only, not your shipping or applicable taxes.
3. Our winemaker will inspect the product and reserves the right to grant a refund if he does find the wine is faulted.
4. If our winemaker finds your wine to be faulted, we will issue a refund for the wine, shipping, and applicable taxes.

How do I receive shipping offers and other promotions?

Please join our mailing list for news, updates, shipping offers, events, and promotions. Our emails are sent about once per month. We promise to never share your information and you can unsubscribe anytime by using the link in your email. If you prefer to update your email preferences, you can work with us on editing down your mailing list preferences. Email info@sweetcheekswinery.com for more information.