



## SWEET CHEEKS WINERY

# Wine Club Policy

All wine clubs are now customizable. Club members - remember that your wine club allocations are customizable online prior to the club charge or in person if you are a pick-up member. You will receive an email two weeks before the release date with a link to curate your release to your palate preferences with wines that fit your current club membership.

**Benefits** - Member benefits begin upon signing up either online or by visiting our winery & tasting room. An active membership indicates the most recent club release has been paid for. Should a release decline, if payment is not updated within 30 days, your membership will automatically be on hold for an additional 30 days or until the release has been successfully processed. If after 60 days, payment has not been resolved, your membership will be canceled and all benefits will stop. Specifics on membership benefits can be found on our website under the "Club Member Resource" page.

**Discounts** - Members receive a 20% discount on wine purchases (excluding donation wines), and to special winery events. An additional 5% discount is applied to orders with 12+ bottles (excludes library and donation wines). Tastings are complimentary for up to four people, per visit. Discounts on food, beer, merchandise, and non-alcoholic beverages do not apply. Non-members do not have access to membership discounts or club exclusive wines.

**Billing** - A member-provided credit card or debit card will be automatically charged to the primary card on file for wine club releases. Release charges vary. The member provided credit card or debit card will be on file and can be used for purchases while visiting the winery and tasting room. Members can update their card on file by logging into your account on our website.

**Gift Cards** – Gift Cards to Sweet Cheeks Winery are valid to use for a purchase on our website or to pay for a wine experience by visiting our tasting room. Gift cards cannot be used towards a wine club release for billing purposes.

**Exchanges** – If you would like to make any changes to your release wines, the new wines selected must be of equal or greater value to the release. Trades cannot be facilitated after wine has left our facility. All wine sales once taken home or shipped are final.

**Notification of Club Releases** – Any emails on file will receive notification of an upcoming club release two weeks prior to the charge date. A reminder email will be sent one week before. Club release emails will contain important information regarding the newly released wines, charge date, last day to customize, and when your order will be shipped or ready for pick-up. The “primary” email on file will receive the release charge confirmation. Unsubscribing to our emails will result in no communication on upcoming releases.

**Customizing Club Releases** – Customizations on club releases can be made until the Sunday before the club charge. This date will also be noted in the release emails. Pick-up members have the option to make customizations upon picking up their order. Ship-to members do not have access to customizing their club order once the release has been charged and shipped. If no changes are made to your release prior to the charge date, the standard release selection will be processed to the card on file and will be sent to your primary shipping address.

**Shipping Information** – Club releases will be shipped to the primary shipping address on your membership account. Addresses can be updated by logging into your account on our website or by contacting our Wine Club department until the Sunday before the shipment. An adult 21 years or older must be present and have a valid ID to sign for any wine shipments. Shipments must be sent to a residential or business address. PO Boxes are not an acceptable shipping method. Our primary shipping carrier is FedEx however, we can ship via UPS upon request.

**Shipping Fees** – Club Releases are shipped for a \$15 flat-rate via FedEx Ground (continental US only). The shipping fee can be waived by adding 2+ bottles to your order. Additional shipping perks on webstore orders are as follows: 4-5 bottles, \$15 Flat-rate (ground) | 6+ bottles, complimentary (ground). Members in Alaska & Hawaii receive a 10% discount on FedEx Express 2-Day. If your state has an alcohol sales tax, this fee will be automatically added to your order and charges will vary depending on the state.

*If there is a change of address after an order has already been shipped out, a \$20 fee will be charged to the card on file to reroute the package – as per FedEx shipping fees apply. Flat-rate shipping specials for club releases only apply to active club memberships.*

**Alternative Shipping Options** – As we are shipping alcohol, a physical adult signature from someone 21+ is required upon delivery. If shipping to a residence isn't the most convenient option, you can update your shipping address to a Walgreens or FedEx Location where you would have 5 business days to pick up the order by showing a government issued ID.

Flat-rate shipping specials for club releases only apply to active club memberships. If you wish to cancel your membership and have an allocation that's already set to be picked up but would rather have it shipped, fees will vary but typically range anywhere from \$20-35 via FedEx Ground.

**Picking Up Releases** – Allocations are held for a 90-day period to guarantee inventory on the newly released club wines. After 90 days, if a newly released wine has become out of stock you will be able to select a different wine in lieu of what was in your allocation. Trades are subject to price variations depending on the wine you choose to replace it with. Custom release allocations may contain an already released low-stock wine that may become out of stock before the 90-day period.

**Hold Request** – Members can skip one release per calendar year. This request can be made by reaching out to our Wine Club department ahead of a club charge. While a membership account is on hold, all membership benefits such as complimentary tastings and discounts on wine will also be on hold. Your membership will be automatically resumed on the 1st of the month before a release to ensure you receive email notifications regarding the next allocation. (ex: if you skip the September release, your membership will be on hold until November 1st before the following release in December)

**Cancellation Request**– Our Wine Club membership is continuous unless a cancellation has been made prior to the release charge date. Club releases are non-refundable. Cancellation prior to the purchase of at least two (2) consecutive releases will incur a \$50 early cancellation fee, charged to the card on file. Sweet Cheeks Winery will hold any releases that are paid for 30 days, after which time any outstanding wine orders will no longer be available and will be returned back into inventory.

**Administrative Cancellation** – Wine Club memberships are subject to administrative cancellation if there are more than three declined releases in a row and/or if there are four or more club releases that have not been picked up. Administrative cancellations will result in membership being automatically canceled, and any outstanding wine will need to be picked up within 30 days. Club releases that have not been picked up within 90 days of the release may be subject to wines that have since gone out of stock.