SWEET CHEEKS
WINERY

Wine Club Policies & Benefits

Wine Club Benefits

Your benefits begin the moment you join—online or in our tasting room. To remain active, membership requires payment of the most recent club release.

As a member, you'll enjoy:

- Complimentary tastings during winery visits (for up to four guests per visit)
- 20% savings on all wine purchases (excluding donation wines)
- 30% savings when you add 3+ bottles to a club release
- Complimentary ground shipping on 6+ bottles (contiguous U.S.)
- Exclusive access to club-only and limited-release wines
- Invitations to member-only events and release celebrations
- Seasonal club selections with the flexibility to customize
- Convenient online portal to update your account and curate releases
- Loyalty points earned on purchases, which can be redeemed online or in the tasting room
- A warm, welcoming community of fellow wine enthusiasts

Exclusions: Discounts do not apply to food, beer, merchandise, non-alcoholic beverages, library wines, or donation wines.

Billing

- The credit/debit card provided by the member will be automatically charged for club releases.
- Release totals vary based on selections, taxes, and shipping.
- The card on file may also be used by the member for purchases in the tasting room or online.
- Members can update their payment information at any time through their online account.

Declines:

If a club release payment is declined, the release remains due and payment must be successfully resolved within 30 days of the original charge date. The winery may automatically retry the card on file during this 30-day period. Members may update their payment information at any time through their online account.

If payment is not successfully resolved within 30 days, the winery may place the membership on hold and temporarily suspend club benefits until the outstanding release is paid. Two or more consecutive declined releases may result in administrative cancellation of the membership.

Club Release Notifications

Members will receive:

- An email notification two weeks prior to the charge date
- A text reminder one week prior to the charge date

Release emails include:

- Wine details
- Charge date
- Customization deadline
- Shipping or pick-up dates

Unsubscribing from emails and/or texts will result in no release communications.

Customizing Club Releases

- Customizations may be made until the Sunday before the scheduled charge date.
- Ship-to members who have made no customizations prior to the charge date will receive the standard release.
- Members may choose either winery pickup or shipment for each release. This preference will remain on file for future releases and may be changed at any time prior to the charge date.

All trades must be completed before the wine departs the winery property. Once wine has shipped or left the premises, all sales are final.

Shipping

- Releases ship to the primary address on the membership account.
- Address changes must be completed by the Sunday before shipment.
- An adult (21+) with valid ID must sign for delivery.
- Residential or business addresses only—no PO boxes.
- Primary carrier is FedEx; UPS available upon request.

Members are responsible for ensuring their shipping address is accurate and up to date prior to shipment. Once a package has shipped, the winery is not responsible for delays, misdeliveries, or losses resulting from an incorrect or outdated address.

We will make every reasonable effort to request a carrier reroute when possible; however, a $20 rerouting fee will apply to cover carrier charges. Reroutes cannot be made to a different state, and are not possible once a package has been delivered.

Shipping Discounts

- Club releases: $15 flat-rate Ground (contiguous U.S.)
- 6+ bottles: complimentary Ground (contiguous U.S.)
- Alaska & Hawaii: 20% discount on FedEx 2-Day Express

Alternative Shipping Options

Members may ship to:

- FedEx Hold locations (FedEx packages only)
- UPS Hold locations (UPS packages only)
- Walgreens pickup sites

A government-issued ID of an adult 21 or older is required to collect. Packages must be picked up within five business days.

Picking Up Club Releases

- Allocations are guaranteed for 60 days.
- If a release wine sells out after 60 days, the sold-out wine will be refunded to the original payment card, less a 20% restocking fee.

Hold Requests

- Members may skip one release per calendar year while maintaining full benefits.
- Skipping two releases places the membership on hold until the month prior to the next release.
- While on hold, benefits are temporarily suspended.

Membership automatically resumes the month before the next scheduled release.

Gift Cards

Gift cards may be used:

- For tasting room purchases
- For online orders
- For paid winery experiences

Gift cards may not be used to pay for club release charges.

Refund Requests

- Club releases are non-refundable.
- To be eligible for consideration, refund requests related to extenuating circumstances must be submitted within 30 days of the charge date. Approved refunds will be issued less a 20% restocking fee.

Cancellation

Membership continues until canceled prior to the charge date.

- Club releases are non-refundable after billing.
- Cancellation before purchasing two consecutive releases will incur a $50 early cancellation fee charged to the member’s card on file.
- Paid releases will be held for 14 days. After 14 days, wine will be returned to inventory and refunded less a 20% restocking fee.

Administrative Cancellation

Membership may be canceled administratively if:

- Two or more consecutive releases are declined, or
- Three or more releases remain uncollected

Outstanding wine must be picked up or shipped within 14 days. If not, a refund minus a 20% restocking fee will be issued. Availability is not guaranteed after 60 days.