

## **J. Rickards Winery Shipping Information & Policies**

Thank you for choosing J. Rickards wines! We are a small, family-owned winery and do all of the packing and shipping ourselves, here on site. Our goal is to get all shipments sent as soon as possible, while still being mindful of outside factors, including weather and high shipping volumes.

Your patience is appreciated. Cheers!

- Delivery of alcohol legally requires the signature of an adult, 21 years or older.
- Delivery of package will be attempted 3 times before being returned to J. Rickards Winery.
- Purchaser is responsible for all fees incurred from re-routed or returned packages. The card on file or the one used for the purchase will be charged.
- Returned shipments are reshipped at regular shipping costs plus the return fee. No flat-rate shipping, discounts or promotions may be used.
- Packages lost or returned due to damage or shipper/carrier error will be reshipped at no cost to customer/recipient.
- Abandoned shipments – if a shipment is returned and we are unable to contact the purchaser, the package will be held for 6 months. After that the wines will be returned to inventory. If and when contact with the purchaser is made, we will fulfill the original order with the latest vintages and/or comparable wines.
- Preferred shipping method is Fed Ex Ground. Please contact us to request a different carrier or method.

### ***TAKE CONTROL OF YOUR DELIVERY!***

- Find the “manage my delivery” button in your tracking email from Fed Ex and have your wine held for pick-up at a local Fed Ex location. You might also be able to request a future delivery. (Note: Held packages must be picked up from the location within 5 business days or it will be returned to the winery – return fees and shipping will apply)
- Business addresses are encouraged if possible.
- If sending a gift, it is a good idea to let the recipient know there is a package coming that requires an adult signature. An email and phone number is required (and helpful!) for sending tracking info.

### ***UPDATE YOUR ACCOUNT!***

- If you have an account with us (online, wine club, etc.), please make sure your information is up to date. That includes shipping addresses, emails, phone numbers, and any other info needed for processing and shipping orders.
- Log in online with the correct email and password, call the winery (707-758-3441) or send an email ([info@jrwinery.com](mailto:info@jrwinery.com) or [wineclub@jrwinery.com](mailto:wineclub@jrwinery.com)) to update any information.