

## **Grgich Hills Estate Shipping Policy**

We ship within the United States. We are unable to ship wine to a P.O. Box.

Order processing usually takes between 1-2 business days, excluding weekends and holidays. Please note that some orders may be delayed during peak holiday seasons. Rest assured we are working hard to get your order packed and on its way to you as quickly and safely as possible.

**Shipping Disclaimer** – Grgich Hills Estate is not liable for lost, stolen, delayed, or damaged products during transit due to unforeseen circumstances such as adverse weather conditions, natural disasters, acts of terrorism, carrier delays or negligence experienced in delivery. Our customer service team is ready to help facilitate a solution with your carrier in the event you need such assistance.

## **Grgich Hills Return Policy**

### **Shipping charges are refundable only if:**

- Products were shipped via UPS expedited shipping and were damaged in transit.
- We sent the wrong product.

## **Wine**

- During extreme temperature conditions due to weather, we encourage you to select 2-day expedited shipping to ensure the safe delivery of your wine. If you have chosen UPS Ground shipping, we cannot guarantee the safe arrival of your wine or issue a refund if it arrives damaged due to extreme temperature conditions.
- Please contact us to arrange for the replacement of corked wine. We will ship a new bottle to you at no extra cost and refund your credit card for the cost of the wine.
- I think it would be good to address the case orders that our tenured members have shipped complimentary. There will be a shipping fee for the replacement packages if they miss the delivery attempts.

## **Reroute/Address Change**

If you need to reroute your order to a different address or update an address after your order has shipped, or request a new delivery date, please contact our Customer Service team so we can assist you.

- Membership orders, please reach out to [wineclub@grgich.com](mailto:wineclub@grgich.com) : or call (707) 963-2784.

- General orders, please reach out to: [info@grgich.com](mailto:info@grgich.com) or call (707) 963-2784.
- Corporate gifting orders, please reach out to: [info@grgich.com](mailto:info@grgich.com) or call (707) 963-2784.

By law, we are unable to reroute orders containing alcohol to a different state. For orders rerouted within the same state, there will be a \$21.00 reroute/address change fee applied to your credit card to cover the carrier fees.

- Wondering if including a line that customers can use the UPS My Choice or FedEx Delivery Manager services to make those changes on their own, for a smaller fee, as an option is doable?

## **Ordering Wine**

### **Adult Signature Required**

Wine may be sold and delivered only to individuals who are at least 21 years old. You may be required to show proof of age upon delivery.

### **Shipping Restrictions by State**

Each state has different laws and restrictions for the sale and shipment of alcohol. We are unable to ship alcohol orders to IN, LA, MS, UT.

### **Weather Holds & Warm Weather Shipping**

When temperatures exceed 80°F degrees, we encourage you to select UPS 2-Day or 3-Day expedited shipping to ensure the safe delivery of your wine. When appropriate, we include ice packs in your order to keep the wine or food cool during transit. When temperatures exceed 100°F degrees, we will place your order on a Weather Hold and contact you to confirm your desired shipping method and arrival date. For orders placed by Wine Club Members, a representative from the membership team will follow up with you about your order.

### **Shipping Holidays**

Grgich Hills does not ship or deliver orders on the following holidays:

**Martin Luther King, Jr. Day**

**Presidents Day**

**Memorial Day**

**Labor Day**

**Columbus Day**

**Veterans Day**

**Thanksgiving Day**

**Friday after Thanksgiving**  
**Christmas Day**  
**New Year's Eve**

If you decide to reroute your order to a different address or have an address change after it has shipped, there will be a \$21.00 additional fee to cover carrier charges.

**Corporate Gifts**

If you need to reroute a gift to a different address or update an address after your order has shipped, please contact our Customer Support team at [info@grgich.com](mailto:info@grgich.com) or call (707) 963-2784 so we can assist you. By law, we are unable to reroute gifts containing alcohol to a different state. For gifts rerouted within the same state, there will be a \$21.00 reroute/address change fee applied to your credit card to cover the carrier fees.

If one of your gifts is returned to us, we will inspect it and make sure that nothing has been damaged during transit before reshipping it. Our Customer Service team will contact you for an updated shipping address and to schedule your shipment. Your credit card will be charged for the cost to reship your order. Corporate gifts that have been returned to us cannot be refunded as the product may have been damaged in transit and cannot be returned to our inventory.