



Is the extended daily weather forecast for your location above 85°F? Long exposure to high heat can damage your wine during transit from our front door to yours.

We suggest using *Next Day Air Service* or *UPS 2-day*. If you choose not to use one of these recommended options and select UPS Ground, your order will be held until weather permits us to ship your wine order safely, which could be a delay of up to 3 months depending on location.

We are offering *Temperature Controlled* shipping as a way for you to stay stocked without incurring the expense of overnight shipping. This option is available on a limited number of products listed on our Summer Shipping Temperature Controlled web page. Note: if you wish to purchase items outside of those listed, they will be shipped in a separate order and may be held for cooler temperatures.

Temperature Controlled Shipping:

Orders are consolidated and shipped once per week, traveling through a FedEx hub near the destination. The length of time from order to delivery depends on the day the order is placed. Orders placed by Wednesday at midnight (to most States, refer to chart below) will fall at the lowest end and orders placed on a Thursday will fall in the highest.

Orders shipping to Western States (refer to chart below) placed by midnight Monday, will deliver that same week.

<i>Order by midnight Wednesday</i>	<i>Delivery Timeframe to most States</i>
AZ, OH, MI, & PA:	4-10 business days, Tuesday delivery.
CT, DC, IA, IL, KS, LA (North), MA, MD, ME, MN, MO, NC, ND, NE, NH, NY, SC, SD, TN, TX, VA, VT, WI, & WV:	5-11 business days, Wednesday delivery.
LA (South):	6-12 business days, Thursday delivery.
FL & GA:	7-13 business days, Friday or Saturday delivery.

<i>Order by midnight Monday</i>	<i>Delivery to Western States</i>
CA, CO, ID, MT, NM, NV, OR, & WA:	2-3 business days, Wednesday or Thursday delivery that same week.

It's important to remember that an *Adult Signature will be required* and quick delivery will be important for the wine integrity. A business address is recommended but not required.

Please contact us at 800.716.2788 ext 128, or orders@domainecarneros.com if you have any questions.



– SHIPMENT FREQUENTLY ASKED QUESTIONS –

Can I have my shipment delivered on a weekend day?

We are unable to accommodate weekend deliveries for club shipments.

Can the shipper deliver at a specified time?

Unfortunately, we are unable to accommodate requests for specific delivery windows.

Can the driver call me upon delivery?

No, drivers are not required to carry a phone on their person.

I need to have my shipment sent to a different address, can you redirect it?

If you would like a shipment to be re-directed to a different address once it is en route, please contact us at 1-800-716-2788 ext 128 or wineclub@domainecarneros.com. A fee will be applied for this service. This service is only available as long as both addresses are in the same state.

Can you leave my club shipment without a signature?

Alcohol deliveries must be signed for by an adult 21 or older.

How many times will the carrier try to deliver my shipment?

Three delivery attempts will be made. After the third unsuccessful attempt the wine will be taken to the local carrier facility. The carrier will hold your package for up to five days for you to pick up upon proof of ID before returning the package to Domaine Carneros. Call us for most updated status to ensure the package is at the facility for you to pick up.

I missed my shipment and it was sent back to Domaine Carneros, what now?

Please contact us to re-send your shipment. 1-800-716-2788 ext 128 or wineclub@domainecarneros.com. The original shipping fees are non-refundable and a re-shipping fee will apply.

Can I select to have my shipment sent via FedEx rather than UPS?

Yes, please contact us within the account update window for that shipment. Shipper preference cannot be changed once the package is en route.