

FREQUENTLY ASKED QUESTIONS

Is there a fee to join the wine club?

Nope. The wine club is a one year/three allotment commitment with no cost to join.

When are wine club allotments billed?

We process our wine club orders on the first of March, June and November. A confirmation receipt is sent automatically when orders are processed.

Can I customize the wines?

Yes! Family and Passion club members are invited to make any changes they would like to their orders one week prior to processing. Friends club members receive the winemaker selections.

When are the wines shipped?

Wines are shipped the week after the orders are processed -the second week of March, June, and November. Tracking information is emailed when the orders are ready for shipping. Alternative shipping dates can be arranged by contacting the wine club manager directly.

When can I pick up the wines?

Wines are available for pick up the day after orders are processed- March, June, and November 2nd.

I'm not home to sign for the package, what options do I have?

Some folks ship the wines to their offices. UPS has Access Points throughout the country so that you can ship your wines to a local business and pick them up at your convenience. Simply use the Access Point address as your shipping address. To find your nearest Access Point, visit www.UPS.com. If your wines are already in transit, you can access [UPS MyChoice](#) to arrange alternative delivery options. Federal law requires an adult (21+) signature for all alcohol shipments.

Can I skip an allotment?

We are happy to hold your wines and work with you to find the best ship date but if you still need to skip an allotment we can do that too. Three allotments are required to fulfill the membership requirement but you are welcome to skip an allotment if needed- simply contact the wine club manager directly.

Can I ship or pick up my wines early?

Yes! Simply let us know before the orders are processed (March, June and November 1st) when you would like the wines and we will do our best to honor your request. Sometimes, the wines for the allotments are still being bottled or are otherwise unavailable but for the most part we can fulfill the orders early upon request.

Do my benefits apply on other orders?

Absolutely! Members receive 15% off wines and 20% off cases along with \$15 flat rate shipping (Friends club members receive standard shipping rates) on all of their orders. Some exceptions apply on rare wines but generally speaking, member benefits apply on all wine orders.

How do I cancel my membership?

Once you have received your three allotments, you are welcome to cancel your membership with no cancellation fees. Simply contact the wine club manager via email or call the winery. Looking to cancel prior to the one year/three allotment commitment? Simply contact the wine club manager. A \$30.00 early termination fee will be processed with the card on file.

We are always looking to improve our member experience and welcome any feedback you care to share.

Other questions?

Contact us at 315-536-2182 or send an email to Natalee@anthonyroadwine.com