

# PARADISE SPRINGS WINERY

## **FREQUENTLY ASKED QUESTIONS:**

### **Why is my gift recipient required to update their billing information?**

In order to utilize their benefits as a member, the gift recipient is required to have a card on file in our system for any additional purchases they would like to make. Additionally, for shipping excluded memberships, we must have the recipient's billing information on file in the event that the quarterly installment is not picked up in person and the order defaults to shipping.

### **How does my gift recipient update their billing information?**

The recipient will be provided with the Billing Information Update form and Membership Contract upon fulfillment of the first installment of the gift membership.

### **What is included in a 'shipping included' membership option?**

The shipping included membership covers shipping fees for four installments, including the first order if you choose to have the gift shipped. The price for a shipping included membership is \$499 plus the \$20 signup fee and tax.

### **What is included in a 'shipping excluded' membership option?**

Choose this option if you do not wish to pay for the gift recipient's shipping fees. The price for a shipping excluded membership is \$399 plus the \$20 signup fee and tax. If you wish to have the first installment shipped, an additional shipping fee will apply.

### **What if I pay for the shipping included membership but the recipient picks up their wine in person?**

The price of the shipping included membership covers shipping charges for the four gift installments, even if the wine is picked up in person. This fee is non-refundable.

### **What happens if my gift recipient does not update their billing information?**

If the gift recipient does not update their billing information, they will not receive their quarterly wine installments and there will not be a refund issued for the gift wine club membership.

**What happens when the gift membership ends?**

The membership does not end automatically. Instead, the gift membership will default to a regular membership and the recipient will be charged to their card on file for their quarterly selections until the membership is cancelled. Cancellation requests must be made in writing (via email or post) and received by Paradise Springs Winery at least two weeks prior to the wine club quarterly billing date.

**When is the next wine club pickup weekend?**

November 26 | Last day to make changes to your billing/shipping information or make additions to your shipment

November 27 | Credit cards will be charged

November 29 | Pick ups begin

November 30 | Member only pick up event 7:00pm-9:00pm

December 1 | Member only pick up event 7:30pm-9:30pm

December 3 | Last day to pick up

December 4 | Shipping will be charged and tendered to UPS

**Are the wines preselected for my gift recipient, or can I choose my own?**

We select the wines. Wine Club is our opportunity to share with you the vast array of wines we produce here at the winery. In addition to showcasing the best we have to offer, selections may include wine specifically produced for members only. You may, however, choose whether you would like to receive a combination of reds and whites, red wines only, or white wines only.

**What is included in each installment?**

Mixed Wine - Three different wines. A mix of reds, whites, sparkling, or dessert.

Red Wine Only - Two different red wines, with two bottles of one of the selections.

White Wine Only - Two different white wines, with two bottles of one of the selections.