

WINE CLUB INFORMATION

WINE CLUB CONTRACT

I authorize Paradise Springs Winery to charge my credit card each quarter accordingly for the membership options I have chosen (3 bottle \$70-\$120, 6 bottle \$140-\$240, 12 bottle \$280-\$480) in addition to Virginia state sales tax.

I agree to a minimum commitment of one year or four quarters and understand that this agreement renews each quarter after the minimum commitment is met, until the membership is cancelled. I understand that my membership does not cancel automatically, and that Paradise Springs winery does not accept verbal cancellations. Requests must be made in writing and received by PSW at least two weeks prior to the wine club quarterly billing date.

I understand that if I wish to cancel my membership prior to meeting the minimum commitment of membership, I must purchase the total number of bottles required to meet the commitment. For example, if I am a three bottle member and have only received two of the four shipments then I must purchase six bottles to fulfill the membership commitment. I understand that I can choose any bottles I like and that my discount will apply.

I understand that quarterly wine selections are chosen by Paradise Springs Winery and substitutions are not allowed.

I authorize Paradise Springs Winery to charge the credit card on file for any shipping and packaging costs incurred if I do not pick up my wine selections within the five day window each quarter.

I understand that my order may be delayed due to bad weather in order to preserve quality.

I understand that federal law requires an adult signature from someone 21 years or older for all wine deliveries and I accept any additional shipping charges for misdirected, returned, or reshipped wine.

I agree to inform Paradise Springs Winery of any changes to my address and/or payment information prior to the quarterly billing dates (late February, late May, early September, late November).

WINE CLUB BENEFITS

Complimentary standard tastings for you and up to three guests (total of 4 people) on a once per month basis. Half price for you and up to three guests (total of 4 people) for our Experience Tour & Tasting. Limit one redemption per visit.

Progressive discounts on quarterly selections - note: these discounts ONLY apply to quarterly wine club shipments

- 15% off 3 Bottle Memberships
- 20% off 6 Bottle Memberships
- 25% off 12 Bottle Memberships

15% discount on all wine purchases and Paradise Springs branded merchandise

Enjoy an additional 5% discount (for a total of 20%) on all case purchases.

Quarterly Pickup events during the Friday and Saturday of pickup weekend from 7:00pm to 9:00pm and 7:30pm to 9:30pm, respectively. Taste the current selections before (and if) they are released to the public, spend some one-on-one time with our winemaker, and meet other wine club members.

Priority reservations for wine dinners and in-house events.

For the first 30 days of the quarter, receive special members-only discounts for current wine selections: 20% discount for all current selections, or 25% for a case purchase of current selections.

Host your private event with Paradise Springs and apply your membership discounts to your wine purchases.

Winemaker-selected wines each quarter, including occasional selections crafted exclusively for Wine Club Members.

WINE CLUB COMMITMENTS

Purchase and receive quarterly shipments of 3, 6, or 12 bottles of Paradise Springs' wines. Wines will be hand selected and/or specially produced by our winemaker. All wines selected will be progressively discounted according to membership type.

Upon signup you must purchase and commit to the current quarter's selections that day.

Customize your wine preferences: Choose from our Mixed Option (includes reds and whites), Red Wines Only, or White Wines Only.

Ship your wines directly to your door, or choose to pick them up at the winery during our pickup weekend or at our quarterly members-only pickup events. Members who do not pickup their wine during the pickup weekend or event will automatically have their orders shipped on the following Tuesday.

A one-time initial sign-up fee of \$20 per membership, which includes your introductory packet, Paradise Springs Black Card, administrative fees, and welcome gift. As long as your membership stays valid, you will never pay this fee again. Upon signing up, members may begin using benefits immediately.

With sign-up, 1-year membership commitment (4 selections) is required.

Manage any changes in credit card or contact information with your online account, so that your membership remains current and active.

HOW YOU ARE IDENTIFIED

At signup you will receive your Paradise Springs Black Card. When you arrive at the winery, simply present your card, and we will access your information in our database. If you forget your card, please present a valid identification. Cards and memberships are non-transferrable outside of households. If a spouse is using your household membership card, the address on their ID must match that in our system.

MANAGE YOUR ACCOUNT ONLINE

At signup you created an online account which you can access on our website. Your account enables you to:

- Edit your personal information
- Change your password
- Update your credit card information
- Edit your club membership preference • View your order history

HOW WE HANDLE SHIPPING

The process is simple. We store your credit card and contact information in our encrypted, PCI compliant secured database. If you pick up your selections during the pickup weekend or attend one of the pickup events, there are no shipping costs. If you are unable to pick up your selections, or choose to have your wine shipped, your order will default to automatic shipping for that one quarter and we will bill your credit card a second time for shipping and handling the following Tuesday. Your order will ship out that following week pending any inclement weather.

Shipping: We will charge your account for the appropriate UPS shipping and handling charges. Expedited shipping may be required during times of the year where weather can be extremely hot or cold. We can ship the wines to either your home or office, and will send you a reminder email about your wine pickup or shipment. Remember, there **MUST** be an adult (21 years of age or older) to sign for your wine shipment. It is illegal to leave alcohol without an adult signature.

Picking up your wines: As an alternative to shipping your wines, we encourage you pick up your wines during pickup weekend and/or attend our quarterly pickup events. Pickup weekends include the days Thursday, Friday, Saturday, Sunday and Monday, generally take place the first weekend of each quarter in March, June, September, and December. Pickup events will take place after hours on the Friday and Saturday of pickup weekend. We will send you an email reminder to confirm the date and times of the event and to notify you that your wines are ready for pick up. These events provide a great opportunity to sample your new wine selections, interact with our winemaker, and meet your fellow club members.

Please note that all shipping orders are subject to state and local laws. The following states do not allow any incoming direct wine shipments: UT, AK, MS, AL, KY, DE, RI

FREQUENTLY ASKED QUESTIONS:

Q:When is the next wine club pickup weekend?

A:

February 25 | Last day to make changes to your billing/shipping information or make additions to your shipment

February 26 | Credit cards will be charged

February 28 | Pick ups begin

March 1 | Member only pick up event 7:00pm-9:00pm

March 2 | Member only pick up event 7:30pm-9:30pm

March 4 | Last day to pick up

March 5 | Shipping will be charged and tendered to UPS

Q: How much does the wine club cost?

A: There is a one-time signup fee of \$20. The price of the selection will vary each quarter based upon the cost of each wine. Members receive 15% off 3 Bottle Memberships, 20% off 6 Bottle Memberships and 25% off 12 Bottle Memberships. The average cost is estimated to be around \$70-\$120 each quarter, not including VA state sales tax (6%) and shipping & handling (if not attending the pick-up event).

Q: Do you select the wines, or can I choose my own?

A: 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.

Q: What is included in my shipment?

A: Below we have listed the options that we offer when you sign up for the club. Each option has a description on what you can expect each quarter.

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

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

6 Bottles - Equal number bottles of each selection of wine *Example: If 3 bottles for Reds only= 2 Cabernet Franc and 1 Melange, 6 bottles = 3 Cabernet Franc and 3 Melange

12 Bottles - Twice the six bottle selection *Example: If 3 bottles = Chardonnay, Viognier, and Cabernet Franc, 6 bottles = 2 Chardonnay, 2 Viognier, and 2 Cabernet Franc, 12 Bottles = 4 Chardonnay, 4 Viognier, and 4 Cabernet Franc.

Q: Can I bring a guest to the pick-up events? Can I bring multiple guests?

A: Yes, you may bring up to one guest for a total of two people per membership. For example, if you are the primary account holder, you may bring your spouse. Any additional guests must pay \$15 at the door. Events are for members only and we want to keep these events as exclusive and intimate as possible.

Q: If I choose one of the club levels now, can I change my option later?

A: Yes. For example, if you choose to receive three bottles per quarter upon signup, but wish to increase to six later, you can easily do that. Just notify us in writing at least two weeks before the next selection will be released. You can also edit your selection preference with your online account on our website.

Q: May I exchange a wine from the current selection?

A: The benefit of being in a wine club is expanding your palate and experiencing wines that you may not normally gravitate towards. We offer the "Red Wines Only" and "White Wines Only" options for those who prefer certain types of wines. Beyond these options, our winemaker will make the selections each quarter. Exchanges on any of the selections are not permitted.

Q: Which date is my credit card charged?

A: Credit cards will be charged for the wine selections on the Tuesday prior to the pickup weekend. If you choose to pick up your wine that weekend, there will be no other charges. If you do not pick up your wine, your selections will automatically default to shipping for that one quarter. Shipping and handling charges will be run as a second charge on the Tuesday following pickup weekend at which time your wine will be boxed up and shipped via UPS.

Q: When can I pick up my wines (selections)? When is pickup weekend?

A: Current selections will first be available starting on the pickup weekend of each quarter. Pickup weekend is generally the weekend with the first Saturday and Sunday of each quarter (March, June, September, December). Pickup weekend will start on a Thursday and end on Monday (total of 5 days). During the weekend, you may pick up your selections anytime during business hours or at one of the pick-up events.

Q: When are your pickup events held? If I am unable to attend, may I pick up my wine at another time?

A: Pickup events are generally held the first Friday and Saturday of each quarter (March, June, September, December). Events will generally be after hours from 7:00pm to 9:00pm and 7:30-9:30 pm respectively. Wine selections will be available for pick up anytime during the pickup weekend but the current releases will not be available for sampling until the actual event times. Due to storage limitations and logistics, we are unable to hold selections for pick up at a later time nor are we able to release selections prior to the start of the pickup weekend. Any selections not picked up during the weekend will default to automatic shipping for that one quarter. Shipping and handling will be charged as a second transaction on the Tuesday following the pickup weekend and your order will ship out that week pending any inclement weather.

Q: I plan to pick up my wine. Do you still need my shipping address?

A: Yes. To enter you into our system, we need to have your shipping address. Although you plan to pick up your wine, we understand that sometimes things come up and you are unable to make it every time. In this case, we will automatically ship your selections directly to the address you provided. Please note that the Tuesday morning after the pickup weekend, shipping charges will have already been processed, and we will not be able to provide the option for pick up.