

## SHIPPING

All orders placed on this website are subject to product availability and will be shipped according to all policies listed below. Certain states prohibit the shipment of alcohol and/or we are not licensed to do so. We do not ship outside the United States, and do not ship to P.O. boxes. We ship orders via third party carriers including United Parcel Service and Federal Express.

Each shipment to consumers requires the signature, at the time of delivery, of a person of legal drinking age. Failure to produce age verification upon request forfeits the right to receive the shipment. In the event this circumstance occurs, the order will be shipped back to us at your expense.

You will be responsible for all shipping charges unless we agree otherwise. Shipping charges will be calculated during the on-line ordering process. Shipping and handling charges are nonrefundable unless we agree otherwise.

### **Shipping Laws**

State laws restrict or prevent shipping wine directly to consumers in certain states. We are only able to ship wine purchased over the internet to the states listed on our shopping page. Shipments can only be delivered to physical addresses. We cannot ship to Post Office boxes or APR/FPO addresses. Some states restrict the amount a consumer can have shipped from a winery, which will be approved on a case by case basis.

### **UPS Shipping Options**

We provide the following shipping options:

- Overnight shipping - Monday through Thursday
- Second day air and Ground shipping - Monday through Wednesday (subject to weather restrictions)

During special promotions, please allow up to 3 business days for your order to be charged and processed, plus the estimated shipping time frame for the shipping method you have selected. If you have any questions about your order or its delivery status, please call us at (509) 927-9463 or email us at [info@arborcrest.com](mailto:info@arborcrest.com).

### **Weather Conditions**

Arbor Crest Wine Cellars typically offers Ground, 2nd Day Air, and Expedited Next Day Delivery services. During extreme weather conditions or temperature variances, we may not be able to offer all of these shipping options in order to ensure the quality of your wine is not impacted.

### **Shipping Order Returns**

If you deem any of our products damaged, flawed, or otherwise unsatisfactory, we will work with you directly to find a satisfactory solution as allowed by law. We may request that you return the unfinished portion of the original bottle along with any shipping materials and a copy of the purchase receipt. Any effort by us to refund, replace, or remediate any issues with one of our products is in no way an admission of guilt or wrongdoing. Please contact us at (509) 927-9463 or email us at [info@arborcrest.com](mailto:info@arborcrest.com).

### **Terms of Use**

The following terms and conditions of use (“Terms of Use”) govern this website and/or mobile sites and applications (the “Site”), the websites of any of our affiliated brands; when you make a purchase from us; subscribe to any of our mailing lists, newsletters, or wine club programs; sign up for our events; register for our promotions; and when you engage with one of our brand pages on community websites like Facebook, Pinterest, Twitter, or Instagram (“Brand Pages”). We reserve the right to amend the Terms of Use from time to time by posting a new agreement on this Site. We advise you to read these Terms of Use prior to every use of or purchase from the Site. Your use of the Site or purchase of any product or service from us constitutes acceptance of these Terms of Use, our Privacy Policy, and any additional terms that govern certain products, services or offerings as well as other legal notices, terms and policies on this Site (together referred to as “Terms”), all of which are expressly incorporated herein by reference. If you do not accept these Terms and/or any amendments thereto, please do not use the Site.

Thank you for joining our Wine Club Family! We look forward to shared moments with you.

Please check your inbox for a confirmation email being delivered shortly. If you have any questions please feel free to reach us; [wineclub@arborcrest.com](mailto:wineclub@arborcrest.com) or (509) 927-9463

## **Event Policy**

### EVENT TICKET PURCHASE POLICY

All event ticket sales are final/non-refundable. If you purchase a ticket for a concert, outdoor event, wine tasting or other special occasion, please refer to the event description for additional rules and restrictions.

## ***Privacy Policy***

### *ANALYTICS*

*This website collects personal data to power our site analytics, including:*

- *Information about your browser, network, and device*
- *Web pages you visited prior to coming to this website*
- *Your IP address*

*This information may also include details about your use of this website, including:*

- *Clicks*
- *Internal links*
- *Pages visited*
- *Scrolling*
- *Searches*
- *Timestamps*

*We share this information with Squarespace, our website analytics provider, to learn about site traffic and activity.*

### *COOKIES*

*his website uses cookies and similar technologies, which are small files or pieces of text that download to a device when a visitor accesses a website or app. For information about viewing the cookies dropped on your device, visit [The cookies Squarespace uses](#).*

- *[These functional and required cookies are always used](#), which allow Squarespace, our hosting platform, to securely serve this website to you.*
- *[These analytics and performance cookies](#) are used on this website, as described below, only when you acknowledge our cookie banner. This website uses analytics and performance cookies to view site traffic, activity, and other data.*

#### *VISITOR DATA*

*When you buy something on this website, we collect personal information from you to fulfill the order. We may collect information like your:*

- *Billing and shipping address*
- *Details relating to your purchase (for example, your shirt size)*
- *Email address*
- *Name*
- *Phone number*

*We share this information with Squarespace, our online store hosting provider, so that they can provide website services to us.*

*As you go through checkout, this site may auto-complete your shipping and billing address by sharing what you type with the Google Places API and returning suggestions to you to improve your checkout experience.*

#### *FORM BLOCK SUBMISSIONS*

*When you submit information to this website via webform, we collect the data requested in the webform in order to track and respond to your submissions. We share this information with Squarespace, our online store hosting provider, so that they can provide website services to us.*

#### **WEBSITE VISITORS**

*This website is hosted by Squarespace. Squarespace collects personal data when you visit this website, including:*

- *Information about your browser, network and device*
- *Web pages you visited prior to coming to this website*
- *Web pages you view while on this website*
- *Your IP address*

*Squarespace needs the data to run this website, and to protect and improve its platform and services. Squarespace analyzes the data in a de-personalized form.*

#### **Wine Club Terms**

##### **Wine Club Cancellation Policy**

After receiving your first year of seasonal releases (unless on monthly membership), your membership may be cancelled. Please send notice to [wineclub@arborcrest.com](mailto:wineclub@arborcrest.com) 30 days prior to your next release. Cancellation fees may apply.

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