

ORDERING & SHIPPING INFO

WHEN CAN I EXPECT MY ORDER?

Orders received by 8am Pacific will be shipped that day or on the next business day if placed over the weekend. Most orders are delivered via UPS ground delivery unless otherwise specified. Allow a total of 3-7 business days from order date to delivery, except in CA, where orders deliver the next business day when shipped UPS Ground. Tracking information is provided to the email address entered at the time of order processing.

WINE SHIPPING RATES

BOTTLES	GROUND	GSO	2-DAY AIR	OVERNIGHT	TEMPERATURE CONTROLLED*
	(5-7 BUSINESS DAYS)	(CA & NV ONLY)		(ALL OPERABLE STATES)	
1-3	\$18	\$23	\$43	\$68	\$18
4-5	\$25	\$30	\$50	\$75	\$25
6 Half Case Special	\$15	\$20	\$40	\$65	\$15
7-11	\$35	\$40	\$60	\$85	\$35
12 Full Case Special	\$25	\$30	\$50	\$75	\$25
13-15	\$43	\$48	\$68	\$93	\$43
16-17	\$50	\$55	\$75	\$100	\$50
18 1 ½ Case Special	\$40	\$45	\$65	\$90	\$40
19-23	\$60	\$65	\$85	\$110	\$60
24 Two Case Special	\$50	\$55	\$75	\$100	\$50

**Free shipping on all orders over \$1,000. Temperature Controlled Shipping available in the Midwest and East Coast only (FL, MA, ME, NH, NY, MD, VA, NC, SC, TN, TX, MI, WI, IL, MN, IA, ND, NE, KS). Shipping rates subject to change. Wine Club and merchandise shipments may vary.*

TASTING FLIGHTS

Tasting Flights: Flights ship at a rate of \$15 for one (1) flight, and \$25 for two (2) flights and we recommend a minimum processing time of 7 business days to assure on-time delivery. For quicker delivery, hosts may upgrade to 2-day shipping for an additional \$25 or overnight for an additional \$50.

ADULT SIGNATURE

Wine deliveries require an adult signature of someone over the age of 21. If you are not home to receive shipments please use a work address or other alternative address. After three delivery attempts the carrier may return the package for non-delivery. You may contact customer service at 1-855-233-5155 to schedule a re-shipment or request a refund. Additional charges may apply for orders that have to be reshipped.

MERCHANDISE SHIPPING RATES

Shipping rates are based on weight and destination and will appear in your shopping cart upon checkout.

TEMPERATURE CONTROLLED SHIPPING

Ship orders year round via UPS temperature controlled transit to select UPS hubs. Please allow up to 2 weeks for delivery.

- Orders submitted by midnight on Monday will ship on Friday and typically deliver the following Tuesday (TX and IL) and Thursday (FL and NY).
- From the hub, the package is delivered via UPS Ground. Average delivery time from hubs is 1.2 days.
- Hubs:
 - Chicago, IL
 - Mesquite, TX
 - Colonie, NY
 - Jacksonville, FL

SUBSTITUTIONS

Boisset reserves the right to substitute wines of similar varietal, quality and value for wines that have sold out. Each bottle of wine is unique and may carry individual characteristics.

RETURNS & EXCHANGES

BREAKAGE, SPOILAGE

If your wine is damaged, you may contact your Boisset Wine Ambassador for a replacement within 30 days of shipping. You may also contact Boisset Customer Care at customercare@boisset.com or call 1-855-233-5155 x 2. Sediment or crystals in the wine is naturally occurring and not an indication of spoilage.

30 DAY RETURNS FOR NON-WINE MERCHANDISE

You may return unopened or unused merchandise for exchange or a refund, less the cost of shipping, when requested within 30 days of shipment. To return an item, contact your Boisset Wine Ambassador or Customer Care at customercare@boisset.com or call 1-855-233-5155 x 2.