



WINE ESTATES OF MARGARET RIVER

## Cellar Club

### FAQ - Frequently Asked Questions

- ◇ *When will I receive my wines?* Cellar Club deliveries are scheduled for March, July and November, each year. At least 4 weeks prior to your next delivery, we will email to advise you. If you are going away on holidays, just let us know so we can either send your wines early or delay the shipment.
- ◇ *I have selected a custom made dozen, how will I know which wines I am scheduled to receive?* A few weeks before dispatch is due, an email detailing the wines will be sent to you.
- ◇ *I live nearby, can I pick up my wines?* Sure, let us know what date you would like to collect so we can have it ready.
- ◇ *I am not going to be home at the estimated date of dispatch?* Please advise us of a more suitable time to ship your wines.
- ◇ *My cellar is really full at the moment, can I skip this delivery?* Depends on your initial purchases, please call our Cellar Club Manager to discuss your options.
- ◇ *Are my credit card details protected in your software system?* Yes, we have a secure SSL certificate that protects all your information, including credit card details.
- ◇ *I got your email, but I deleted it, what happens if I don't respond?* If we don't hear from you, we will assume you are happy for us to ship wines.
- ◇ Have another question? Please just contact our friendly Cellar Club Manager.

### Terms & Conditions

1. To join the Clairault Streicker Cellar Club and receive the many club benefits:
2. You must be 18 years of age or older.
3. Understand and agree to these Terms & Conditions.
4. You are making an ongoing financial commitment to purchase three (3) deliveries of wine per year in accordance with the Clairault Streicker Cellar Club Offer [join form] signed by you.
5. Any wine purchase made at the time of joining will count towards your three (3) deliveries, excluding any deals or offers.
6. Wine deliveries are scheduled three times a year, March, July and November.
7. Wine deliveries will continue to be sent to your nominated delivery address unless you contact us by telephone on (08) 9755 6225 or by email at [cellarclub@clairaultstreicker.com.au](mailto:cellarclub@clairaultstreicker.com.au)
8. You may cancel your membership at any time. If you wish to cancel before the three (3) deliveries are made a cancellation/admin fee of \$50.00 applies and will be deducted from your credit card.
9. Upon joining the Clairault Streicker Cellar Club, you will be added to our Cellar Club communications database and we will contact you predominately by email, as well as by telephone and on the odd occasion by post.
10. You provide Clairault Streicker Wines the authority to debit the nominated credit card prior to despatch of each delivery. Your nominated credit card will be debited a few days prior to dispatch. You will be notified by email at least 4 weeks prior to dispatch of your wine.
11. You are responsible for updating your own contact details and delivery address prior to dispatch of wines. You will be responsible for any extra freight charges incurred with recovery and re delivery of wines sent to an old or incorrect delivery address. Any delivery errors on our behalf will be corrected at our cost of freight.
12. Stock availability, wine prices and these terms & conditions are subject to change at any time, without prior notice. Membership benefits and discounts are subject to change without notice. Members will be notified of changes where the changes may result in significant perceived disadvantage to the member.
13. Freight charges apply for shipments of less than a dozen bottles. Please contact us for the latest shipping rates to your state. International rates can also be quoted if required.
14. Our wines are shipped via Australia Post e-parcel service. We dispatch shipments three times a week from our Wilyabrup warehouse. Delivery is usually made within 3-10 business days from dispatch. Please use your consignment number on the Australia Post website to track your parcel.
15. Upon delivery, the parcel must be signed for by a member of the household, who is 18 years or older. Unless specified beforehand, wine will not be left on premises if nobody is at home. A calling card will be left and wine will need to be collected from your local post office. If specified before-hand, wine can be left unattended although Clairault Streicker Wines and Australia Post take no responsibility for the loss, damage or theft of wine left unattended.