



BALGOWNIE

WINE · DINE · STAY · SPA

Wine Club Login Instructions

On Jan 13, 2021 we emailed all applicable customers with instructions on how to set up their new accounts and sign up to a new club via a reset password link.

The token for this link will have now expired.

If you were a member of our wine club, or a customer with us in 2020, we may have already established an account for you. To sign in -

Email wines@balgownie.com, let us know who the previous account holder was.

We will email you a new password.

OR

Go to shop.balgownie.com

In the top right-hand corner of page, click “**Login**”



When the login screen appears, click “**Forgot password**”

A screenshot of a login form. It features two input fields: "Email" and "Password". Below the fields are three buttons: "Log In", "Forgot Password", and "Create New Account". The "Forgot Password" button is highlighted.

Type in your email address and click on the “**Request Password**” button – you will only see the “**Reset Password**” button once you have entered a valid email address.

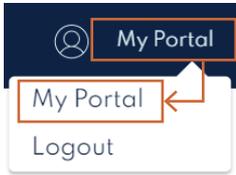
A screenshot of a "Request a new password" form. The title is "Request a new password". Below it is the instruction "Please enter your email address to request a new password." There is an input field labeled "Email Address" containing the text "wines@balgownie.com". Below the input field is a dark blue button labeled "Request Password".

Check your email (possibly your junk) for an email with a link to update your password.

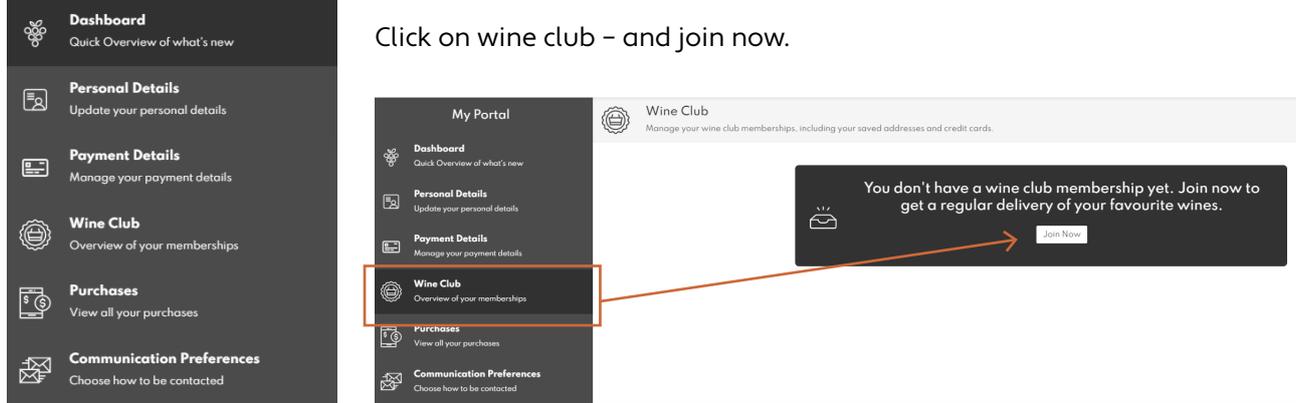
Click the link in the email to set up your new password.

EXISTING Wine Club Members

Click on “My Portal” to get started.



The Portal loads and you can see your dashboard, personal details, wine club, purchases and communication preferences.



Click on wine club – and join now.

Choose a club type, frequency, and number of bottles per frequency (you can login and change these later for future club orders).

To choose a bottle frequency – find the wine/s you are wanting to add to your order, click the “Add to Order” button and then use the + and - buttons to adjust the quantity.

Once you reach the required quantity of bottles, you will be able to complete your order.

Pick Up or Delivery – Select whether you would like to pick up your wines. If you don't select anything here, we will deliver them to the address provided.

Enter Details – Complete your address details, phone number and delivery notes (if you selected earlier to pick up your wines, please note here which Balgownie property you would like to pick up from – Yarra Valley or Bendigo).

Payment Details – Enter your payment method/credit card details.

Why wait, get one now! – Is a special option for customers who want their wine club order sent to them right away (in addition to the next planned shipping dates).

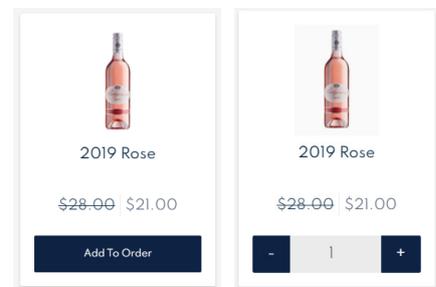
Enter your date of birth.

Check your order summary.

If you have completed all the required form fields you will see a green “Join Now” button at the bottom of your screen to complete your wine club sign up.

Once you have completed sign up to the club, you will be able to see discounted prices in your shop for when you want to buy wine outside of subscription mailout periods.

For support email wines@balgownie.com



NEW Wine Club Members

If you are a new wine club customer

Go to our website shop.balgownie.com

Click “**Shop**”, then “**Join Wine Club**”



Choose a club type, frequency, and number of bottles per frequency
(you can login and change these later for future club orders).

To choose a bottle frequency – find the wine/s you are wanting to add to your order, click the “Add to Order” button and then use the + and - buttons to adjust the quantity.

Once you reach the required quantity of bottles, you will be able to **complete your order**.

Pick Up or Delivery – Select whether you would like to pick up your wines. If you don’t select anything here, we will deliver them to the address provided.

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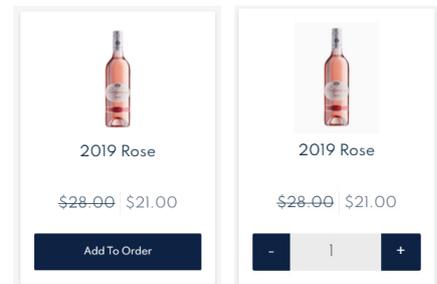
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