



## Wine Club FAQ's

### **Which wine club package did I sign up for?**

Sign in with your email address and password and click on 'My Account and select 'My Portal'. Then select 'My WineClub' from the left-hand side to view your membership details.

### **Can I change which pack I am subscribed to?**

Yes, it's very easy to change to another pack. Sign into your portal at [crawfordriverwines.com](http://crawfordriverwines.com) and go to 'My Wine Club' section. On the right hand side you will see the pack you are signed up for. Click on 'View' to expand your options. Click on 'Update Details' and then 'Change Order'. Simply select the pack you would like and press save. You can also make this request via email: [orders@crawfordriverwines.com](mailto:orders@crawfordriverwines.com) or phone: 0407 332 652

### **When will my credit card be charged?**

Credit cards will be processed 1 day prior to shipping, (February, May, August, November). We will notify you by email 3 weeks before we begin processing credit cards.

### **When will the next package be shipped?**

All shipping will commence from the second week of the month that the shipments occur (February, May, August, November).

### **Can the courier leave my wine on my porch?**

Please include any special instructions in the shipping section of the checkout process. All wines will be delivered to your home or office via Australia Post or courier during normal business hours. Please allow 5 - 10 days for delivery. For more information, please contact us on: 0407 332 652 or via email: [orders@crawfordriverwines.com](mailto:orders@crawfordriverwines.com)

### **What if the weather is hot?**

Please note we will halt all shipping if there is an extremely hot period of weather and it exceeds 30 degrees. We will of course let you know and advise when the shipment is back underway.

### **What wines will be in my shipment?**

We will notify you by email 3 weeks before shipment a brief overview of what your pack will include. Please note that the exact wines are chosen by our winemaker just prior to each shipment.

### **I will be away during my next shipment, what can I do?**

If you will be away during the time of shipping, you can suspend or skip your Wine Club membership at any time. Simply log in to your account and go to 'My WineClub' and you will see on the right-hand side the wine club you have signed up for. Click on 'View' and select 'Suspend' or 'Skip'. Once you are home and ready to receive wine, select 'Resume'.

### **What does suspend mean?**

You can suspend your membership for an unknown time (due to ongoing circumstances). You will still be a member of our Wine Club, however you won't be receiving the packs of wine. After a year, our Wine Club manager will contact you to determine if you would like to re- commence receiving your packs or if you would like to cease your membership with us.

**What does skip mean?**

You can now manage your shipments better with the 'skip' functionality. This is ideal for holiday makers who won't be at home to receive their packs. You simply identify how many packs you will be away for and write this in the skipped section.

**Can I change the address my wine is shipped to?**

If you would like to change your shipping address, you can do this by logging in to your account and updating the shipping address associated with your Wine Club subscription under 'My WineClub'. Please note that we will lock your account 2 days before shipment.

**Can I cancel my membership?**

Yes, you can cancel your membership at any time, but please note that we process payments 1 day prior to the shipment which will be in the second week of the month. Log in to your account and select "cancel" under 'My WineClub' details. You can also make this request via email: [orders@crawfordriverwines.com](mailto:orders@crawfordriverwines.com) or phone: 0407 332 652

**Don't forget to check your spam/junk folder for wine club updates**

Unfortunately, some of our correspondence is automatically sent to your spam/junk folder (often because it refers to the words 'credit card'). Please check this folder around shipment time, as we may be trying to contact you to update your credit card details. Failure to respond to our requests may result in your membership being cancelled.

**How secure is my credit card information?**

We do not keep a record of your credit card details. All your information is stored online, and to make your information more secure, your credit card details are not displayed in full.

**Will you contact me if there are issues with processing my credit card**

In most instances, our team try to contact you by phone, email and/or text message advising we are having issues processing your card. We kindly ask that you respond to these messages, as we will automatically cancel your membership should you fail to resolve your payment issue within two shipment periods.