



Frequently Asked Questions- Tschärke Wine Clubs

General

Why should I sign up for a Wine Club?

Our Wine Clubs are a convenient way to enjoy Tschärke wine on a regular basis. You simply choose your desired wine club at the beginning, have each shipment automatically processed, and we deliver it to your door with complimentary shipping.

Is there a sign-up or cancellation fee?

Absolutely not! The only amount we charge for your Wine Club is for the wines themselves.

Do you accept AMEX?

We do not accept Amex; just Visa and Mastercard.

What is my 'My Portal' on Tschärke.com.au?

'My Portal' is a feature of our Tschärke.com.au website in which you can see an overview of your account with Tschärke Wines. To access 'My Portal', navigate to the person icon in the top right-hand corner of the Tschärke website. After logging in with your email and password, you can see and update personal details, Wine Club details, stored payment details, communication preferences, purchase history and more.

Am I locked into my Wine Club selection for a set period?

Nope! You're welcome to skip, suspend, or cancel your Wine Club at any point. We understand things change and wine can stack up, so we've designed the Wine Clubs to be as flexible as possible.

How do I suspend or skip my Wine Club shipment?

You can suspend or skip your Wine Club either by logging into the 'My Portal' on Tscharke.com.au and updating your Wine Club subscription, or by emailing/phoning the team here at Tscharke (info@tscharke.com.au or (08) 8562 4922). To update your details online, please follow the below steps:

STEP 1 – Log into tscharke.com.au

STEP 2 - Click 'My Portal' via the person icon in the top right-hand corner.

STEP 3 - Click 'Wine Club' in the left panel.

STEP 4 - Click (Change Skips / Suspend Order/ Cancel Order/ Edit Club Details).

How do I cancel my Wine Club shipment?

When it comes to cancelling your Wine Club subscription entirely, you need to get in contact with the Tscharke team directly. You cannot do this online. Please either email us on info@tscharke.com.au or phone us on (08) 8562 4922.

Can I switch Wine Club selections?

You sure can! To switch Wine Club selections, eg from Damien's Pick to the Lifestyle Selection, simply log into your 'My Portal' on the Tscharke website, navigate to the 'Wine Club' section in the left panel, and click (Change Skips/Suspend Order/Cancel Order/Edit Club Details). You're also welcome to contact us directly at the winery on info@tscharke.com.au or (08) 8562 4922.

How can I see when my next Wine Club shipment is due?

You can see the scheduled processing date for your next Wine Club by logging into 'My Portal' on the top right-hand corner of the Tscharke website. Once logged in, navigate to the 'Wine Club' section on the left panel and you will see the date of your next shipment.

When will my credit card be charged?

Your credit card will be charged automatically in the first week of the month of your next scheduled Wine Club shipment. For example, if you are signed up to a quarterly Wine Club, your card will be charged in the first week of March, June, September, and December.

Are my stored credit card details secure?

Yes, your stored credit card details are secure. They are encrypted using a third-party software and hidden from view once stored.

My credit card details have changed; how do I update them?

You can update your credit card details either by logging into the 'My Portal' on Tscharke.com.au and going into the 'Wine Club' section on the left panel, or by emailing/phoning the team here at Tscharke. Please note if updating your credit card details online, there is a section called 'Payment Details' on the left panel which *only applies to your non-Wine Club orders*. To update your credit card for your Wine Club, you need to go into the 'Wine Club' section on the left panel.



Damien's Pick Wine Club

What is included in the Damien's Pick Wine Club?

The Damien's Pick Wine Club is different each time, as each pack is personally curated by Damien himself. It will always be predominantly reds, with a selection of museum wines, current vintages, and potentially yet-to-be released wines if Damien is feeling inspired.

Lifestyle Selection

What is included in the Lifestyle Selection?

The Lifestyle Selection is a seasonally curated mixed dozen, helping ensure you always have the perfect Tscharke accompaniment to any occasion. These are wines for everyday enjoyment that help bring a little taste of the Barossa to your home.

Can I customise the selection at all?

The Lifestyle Selection cannot be customised, as each shipment is chosen by our team. If you'd like a customisable option, please investigate our Build Your Own Wine Club.

Build Your Own Wine Club

How do I update my selection?

The Build Your Own Wine Club is easily updated either online through your 'My Portal' on [Tscharke.com.au](https://tscharke.com.au) or by contacting our team here at Tscharke via email or phone.



What happens when there is a change of vintage, or a particular wine sells out?

If there is a change of vintage, we will automatically swap your old vintage to the new one. If a wine in your selection sells out before the new vintage is released, we will endeavour to use a back-vintage in the meantime. If no back-vintage is available, we will be in contact with you to arrange a substitute wine.

I can't see the wine I wanted in the selection; can I still choose it somehow?

If you wanted a specific wine in your Build Your Own Wine Club but can't find it, you're welcome to reach out to our Tscharke team either by phone (08 8562 4922) or by email (info@tscharke.com.au). We will do our best to assist you in finding the ideal wines for your Build Your Own selection.

New Release Pack

How often is the New Release Pack sent out?

We do a new release three times per year here at Tscharke. We have an Easter release, an August release called 'Romance with Grenache', and a November release. Your New Release Pack will thus be sent out to coincide with these three releases.

What wines are included in the New Release Pack?

The Tscharke team will hand-select a combined dozen of the wines of that particular release (eg Easter, August and November) to a set price of \$220. It will vary depending on the number of wines for that release and the pricing of each wine. For example, the New Release Pack in August will not include our Gnadenfrei Collection wines as they are priced outside of the \$220 set price.