

SHIPPING POLICIES:

- Shipments are shipped via UPS. We can ship via FedEx upon request.
- An adult signature is required upon delivery of all wine shipments. We recommend shipping to a business address if no one 21 years or older will be home to sign for the package during the day.
- Members are responsible for all shipping charges including those incurred due to misdirected and/or returned shipments.
- Due to current shipping restrictions imposed by some states, wine may not be shipped to Kentucky & Utah. Extra shipping charges incurs to HI & AK (only Anchorage, Juneau and Fairbanks).
- You will be emailed tracking information once the carrier scans your package. The tracking info will be sent to the email you provided in the shipping address field. Check to be sure that it didn't get caught in a spam filter or sent to another inbox. Please check directly with the carrier for the most accurate delivery estimate so you can ensure someone is present to sign for your wine.
- The carrier will make three delivery attempts before returning the package to us. If you know you will not be able to sign at the time of delivery, or if you receive a notice the package missed its attempted delivery, please reach out directly to the carrier service or TastingRoom@TerraVinaWines.com.
- You may be able to arrange to pick the package up at a local facility or have the package sent to an alternate address.
- If your wine is not successfully delivered and is returned back to us, we will contact you to arrange re-shipment. Please note that if your wine is returned to us, you will be charged the return fee and the shipping cost required to re-send the package.

WEATHER RESTRICTIONS:

- We do not ship wines via ground in extreme temperatures, either hot or cold. We evaluate safe shipping methods depending on: local departing temperatures, time and temperature in transit, and arrival temperatures.
- Customers may elect to ship their wine via expedited air methods (such as 3-day, 2-day, or Overnight), or to have the order held until weather permits safe ground shipping. While we cannot guarantee the weather will not change, we will make every effort to ensure that your package is not subjected to weather extremes. If you feel you have received a damaged bottle, please contact us immediately.
- You may choose to override our shipping recommendations, but we will not accept returns for spoiled wine that was not shipped according to our recommendations.