

# WINE CLUB INFORMATION

## WINE CLUB CONTRACT

I authorize Paradise Springs Winery to charge my credit card each quarter accordingly for the membership options I have chosen (3 bottle \$100-\$150, 6 bottle \$180-\$240, 12 bottle \$300-\$480) in addition to California state sales tax.

I agree to a minimum commitment of one year or four quarters and understand that this agreement renews each quarter after the minimum commitment is met, until the membership is cancelled. I understand that my membership does not cancel automatically, and that Paradise Springs winery does not accept verbal cancellations. Requests must be made in writing and received by PSW at least two weeks prior to the wine club quarterly billing date.

I understand that if I wish to cancel my membership prior to meeting the minimum commitment of membership, I must purchase the total number of bottles required to meet the commitment. For example, if I am a three bottle member and have only received two of the four shipments then I must purchase six bottles to fulfill the membership commitment. I understand that I can choose any bottles I like and that my discount will apply.

I agree to adhere to the complimentary standard tastings policy, which stipulates that I have complimentary standard tastings for myself and up to two guests (total of 3 people) on a once per month basis.

I understand that quarterly wine selections are chosen by Paradise Springs Winery and substitutions are not allowed.

I authorize Paradise Springs Winery to charge the credit card on file for any shipping and packaging costs incurred if I do not pick up my wine selections within the window each period.

I understand that my order may be delayed due to bad weather in order to preserve quality.

I understand that federal law requires an adult signature from someone 21 years or older for all wine deliveries and accept any additional shipping charges for misdirected, returned, or re-shipped wine.

I agree to inform Paradise Springs Winery of any changes to my address and/or payment information prior to the billing dates (late January, late May, and late October).

## WINE CLUB COMMITMENTS

Purchase and receive four shipments of 3, 6, or 12 bottles of Paradise Springs' wines. Wines will be hand selected and/or specially produced by our winemaker. All wines selected will be progressively discounted according to membership level.

Upon signup, you must purchase and commit to the current quarter's selections that day.

Customize your wine preferences. Choose from our Standard Option (includes reds and whites), Red Wines Only, or White Wines Only.

Ship your wines directly to your door, or choose to pick them up at the winery during our pickup window. Members who do not pick up their wine during the pickup window, or who prefer to have their wines shipped, will have their orders shipped during the following week after the end of the window.

With sign-up, 1-year membership commitment (4 selections) is required.

Manage any changes in credit card or contact information with your online account, so that your membership remains current and active.

## WINE CLUB BENEFITS

Complimentary standard tastings for you and up to three guests (total of 4 people) on a once per month basis.

Progressive discounts on all wine purchases and Paradise Springs branded merchandise – valid anytime you visit the winery or place an order:

15% OFF 3 BOTTLE MEMBERSHIPS

20% OFF 6 BOTTLE MEMBERSHIPS

25% OFF 12 BOTTLE MEMBERSHIPS

25% off glasses of wine and 15% off branded merchandise

One member-only pick-up event each pickup period. Taste the current selections before (and if) they are released to the public, spend some one-on-one time with our general manager, and meet other wine club members.

Host your private event with Paradise Springs and apply your membership discounts to your wine purchases.

Reciprocal benefits at our Virginia location

## HOW YOU ARE IDENTIFIED

At signup you will receive your Paradise Springs Black Card. When you arrive at the winery, simply present your card, and we will access your information in our database. If you forget your card, please present a valid identification. Cards and memberships are non-transferrable outside of households. If a spouse is using your household membership card, the address on their ID must match that in our system.

## MANAGE YOUR ACCOUNT ONLINE

At signup you created an online account which you can access on our website. Your account enables you to:

- Edit your personal information
- Change your password
- Update your credit card information

- Edit your club membership preference
- View your order history

## HOW WE HANDLE SHIPPING

- The process is simple. We store your credit card and contact information in our encrypted, PCI compliant secured database. Club selections will be charged the Monday prior to the start of the pickup window. If you pick up your selections during the pickup window there are no shipping costs. If you are unable to pick up your selections, or choose to have your wine shipped, your order will default to automatic shipping for that one period and we will bill your credit card a second time for shipping and handling. Your order will ship out that following week pending any inclement weather.
- Shipping: We will charge your account for the appropriate shipping and handling charges. Expedited shipping may be required during times of the year where weather can be extremely hot or cold. We can ship the wines to either your home or office, and will send you a reminder email about your wine pickup or shipment. Remember, there MUST be an adult (21 years of age or older) to sign for your wine shipment. It is illegal to leave alcohol without an adult signature.
- Picking up your wines: As an alternative to shipping your wines, we encourage you pick up your wines during pickup window and/or attend our pickup events. The pickup windows generally begin the first weekend of each period in February, June, and November, and are typically one month long. Pickup events will take place one Sunday during each pickup period. We will send you an email reminder to confirm the date and times of the event and to notify you that your wines are ready for pick up. These events provide a great opportunity to sample your new wine selections, interact with our general manager, and meet your fellow club members. The winery will be closed to the public for these events and will be open to club members only.
- Please note that all shipping orders are subject to state and local laws. The following states do not allow any incoming direct wine shipments: UT, AK, MS, AL, KY, DE, RI

## FREQUENTLY ASKED QUESTIONS

Q: When is the next wine club pickup window?

A:

January 28 | Last day to make changes to billing/shipping information or make additions to shipments

January 29 | Credit cards will be charged

January 31 | Pick ups begin

TBD | Member only pick up event 7:00pm-9:00pm

February 25 | Last day to pick up

February 26 | Shipping will be charged and tendered

Q: How much does the wine club cost?

A: The price of the selection will vary each quarter based upon the cost of each wine. Members receive progressive discounts depending on membership level from the retail price on all selections. The average cost of the 3 Bottle Membership is estimated to be around \$100-\$150 each quarter, not including CA sales tax (8.75%), and shipping & handling (if wines are shipped).

Q: Do you select the wines, or can I choose my own?

A: We select the wines. Wine Club is our opportunity to share with you the vast array of wines we produce here at the winery. In addition to showcasing the best we have to offer, selections may include pre-released wines, library selections, or wine specifically produced for members only. You may, however, choose whether you would like to receive a combination of reds and whites, reds only, or whites only.

Q: What is included in my shipment?

A: Below we have listed the options that we offer when you sign up for the club. Each option has a description on what you can expect each quarter.

Mixed Option - Three different wines. A mix of reds and whites.

Red Wines Only - Two different red wines, with two bottles of one of the selections. White Wines Only -

Two different white wines, with two bottles of one of the selections.

6 Bottles – Equal number bottles of each selection of wine \*Example: If 3 bottles for Reds only= 2

Cabernet Franc and 1 Melange, 6 bottles = 3 Cabernet Franc and 3 Melange

12 Bottles - Twice the six bottle selection \*Example: If 3 bottles = Chardonnay, Viognier, and Cabernet Franc, 6 bottles = 2 Chardonnay, 2 Viognier, and 2 Cabernet Franc, 12 Bottles = 4 Chardonnay, 4 Viognier, and 4 Cabernet Franc.

Q: If I choose one of the club levels now, can I change my option later?

A: Yes. For example, if you choose to receive three bottles per period upon signup, but wish to increase to six later, you can easily do that. Just notify us in writing at least two weeks before the next selection will be released. You can also edit your selection preference with your online account on our website.

Q: May I exchange a wine from the current selection?

A: The benefit of being in a wine club is expanding your palate and experiencing wines that you may not normally gravitate towards. We offer the “Reds Only” and “Whites Only” options for those who prefer certain types of wines. Beyond these options, our winemaker will make the selections each quarter. Exchanges on any of the selections are not permitted.

Q: Which date is my credit card charged?

A: Credit cards will be charged for the wine selections on the Monday prior to the pickup window. If you choose to pick up your wine in person, there will be no other charges. If you do not pick up your wine, your selections will automatically default to shipping for that period. Shipping and handling charges will be run as a second charge on the Monday following the pickup window at which time your wine will be boxed up and shipped.

Q: When can I pick up my wines (selections)? When is the pickup window?

A: The pickup window generally begins on a Thursday just before the first full weekend of the period (February, May, August and November). During the month-long window, you may pick up your selections anytime during business hours.

Q: When are your pickup events held? If I am unable to attend, may I pick up my wine at another time?

A: Pickup events are held one weekend day of each period (February, May, August and November). Wine selections will be available for pick up anytime during the pickup window. Due to storage limitations and logistics, we are unable to hold selections for pick up at a later time nor are we able to release selections prior to the start of the pickup weekend. Any selections not picked up during the window will default to automatic shipping for that period. Shipping and handling will be charged as a second transaction on the Monday following the pickup window and your order will ship out that week pending any inclement weather.

Q: I plan to pick up my wine. Do you still need my shipping address?

A: Yes. To enter you into our system, we need to have your shipping address. Although you plan to pick up your wine, we understand that sometimes things come up and you are unable to make it every time. In this case, we will automatically ship your selections directly to the address you provided. Please note that

the Monday morning after the pickup window, shipping charges will have already been processed, and we will not be able to provide the option for pick up.

Q: What shipping company is used to ship my wine.

A: All wine shipped to CA, AZ, and NV will be shipped via GSO. Wine shipped to all other states (with the exception of the aforementioned states) will be shipped be via UPS.

Q: Can I give a membership to your Wine Club as a gift?

A: Yes, we would love for you to give the gift of a membership to our club. In doing so, you will be responsible for the 1-year membership commitment (4 selections) for them. Your credit card will be held on file and charged each period that a shipment goes out. Since we do not know the cost of each shipment up front, we are unable to charge a lump sum at the time of original purchase.