

# Frequently-Asked Club Questions

## Which months are Club months?

January, April, July, & October

## How to Log In to your Club account:

- Go to [pinridge.com](https://pinridge.com)
- Select **Log In** near the top right corner of our website.
- Enter your Username (it's First and Last Name of the primary member or Club email address).
- Enter your Password. New members are set up with the temporary password **4PinRidgeWines** or you can select **Forgot Password**.
- Click on your name which will appear next to the left of Log Out.
- Select **Club List** on the left.
- Then select **Edit Club**

Once logged in you may see which club(s) you're a member of, update your credit card, billing, and shipping information. During the customization period each quarter, this is where you'll customize the Winemaker's Collection to suit your palate.

## May I pause my membership or skip a particular quarter?

You may, though for only a single shipment each calendar year. After that, your membership may be canceled to make room for people on our waiting list.

**Important:** *Changing the quantities to zero will not "cancel" or prevent a shipment. The Club order will default back to the Winemaker's Collection as the default order and you will be billed. Instead, please email [wineclub@pinridge.com](mailto:wineclub@pinridge.com) or phone (717) 927-9148 to skip or cancel a shipment.*

## Can I add to my Club package?

Absolutely ... we encourage it! Please note that if we ship to you, your Club pricing applies but shipping charges may be incurred for any package that is 11 bottles or less.

## When can I pick up my wine club package?

You may pick up your Club order in Lansdale during tasting room hours after the billing date. Please refer to the email you received about the upcoming Club order for key dates.

If you haven't picked up by the last day of a wine club month, we reserve the right to send your shipment to you automatically—shipping charges may apply—unless you've made prior arrangements with us. You'll hear from us by email and by phone though first.

Any Club package not picked up within 12 months of the billing date will be forfeited by member without refund.

### Can I make substitutions when I pick up my wine club package?

You may customize your wine club package prior to billing during the announced customization. Once your wine club package is packed for shipment though, we cannot process requests for substitution. If you're picking up your wine club package, we'll do our best to accommodate any substitutions.

### Can I change from having my package shipped to pick up?

You can if you make this change prior to the wine club billing date each quarter; usually the 1<sup>st</sup> of a Club month. Simply log in to your Club account to make the change or email us at [wineclub@pinridge.com](mailto:wineclub@pinridge.com).

Changes made to your pickup/delivery preference AFTER billing will not change the pickup location or shipping address for your current Club order. Please contact us directly for such changes.

### I'm travelling and won't be able to receive my shipment. Can I change the date my package is shipped/delivered?

Yes, if you make this change prior to the wine club billing date each by emailing [wineclub@pinridge.com](mailto:wineclub@pinridge.com) with your request.

Once you receive a shipping confirmation email, all changes to the shipping address, delivery date, or having your Club order returned to the winery for pick up will result in the winery incurring additional UPS charges for your package. This will result in a \$20 charge to your credit card on file.

### When will my shipped wine club package arrive?

We use UPS Ground Shipping for all Club orders being shipped. Club packages typically ship on the Monday following the Club billing date. You will receive a shipping confirmation email with a UPS tracking number. It generally will arrive within 1-3 days from UPS pick up. We cannot specify or request a day or time for UPS delivery.

Please note that we may choose to delay shipping if weather conditions (e.g. extreme heat or cold) threaten to compromise the quality of your wine.

An adult 21 or older must be available to sign for the delivery. It's the state law. UPS will make 3 delivery attempts before returning the package to their facility in your area and then to us. If you're not around for the first attempt, they usually leave a paper stuck to your door saying they missed you. When they come back for the second attempt, they'll check that paper to see if you need special arrangements made. (On that paper there's usually a spot to leave a good day and time.)

You may also arrange to have your wine shipped to your place of business, another address where someone is available to accept the package, or a UPS Access Point Location (see UPS.com). Simply update the shipping information in your Club account with this information for your Club shipments.

### How do I know when my shipment will arrive?

Your Club shipment will be delivered via UPS Ground Delivery. Once the package is picked up from the winery by UPS, you'll receive an email with the UPS Tracking Number. You can visit UPS.com and enter the tracking number to see the status of your delivery.

### What if I miss the UPS delivery of my Club shipment?

Please contact us at [wineclub@pinridge.com](mailto:wineclub@pinridge.com) or 610-XXX-XXXX. You can choose to pick up the package in Lansdale or we can re-ship it once it's returned to the winery. A re-shipping fee of \$20 will be charged to your card on file.

### Have a question not answered here or need additional assistance?

For the quickest response, please email us: [wineclub@pinridge.com](mailto:wineclub@pinridge.com)

All Club-related phone calls should go to 610-XXX-XXXX. Please understand that your call will be directed to the best person to handle your request and we may need to call you back.