

## FAQS

### What are the real benefits of being an Elderton Wine Club Member?

#### Wine Club Benefits (TASTING PACK)

"Not only do you receive effortless deliveries of Elderton Wines directly to your door four times a year being an Elderton Wine Club member (Tasting Pack) entitles you to 10% discount on all dozen orders (excluding specials, Elite Single Vineyard wines and museum wines) over and above Elderton Wine Club packs. A discount voucher with each pack for additional purchases of particular wines and guaranteed value for money."

#### Wine club benefits (CELLAR PACK)

"Not only do you receive effortless deliveries of Elderton Wines directly to your door four times a year being an Elderton Wine Club member (Cellar Pack) entitles you to 10% discount on all dozen orders (excluding specials, Elite Single Vineyard wines and museum wines) over and above Elderton Wine Club packs. A discount voucher with each pack for additional purchases of particular wines and guaranteed value for money. And Cellar Pack 6 and 12 members receive one complimentary 'Chocolate and Wine Matching' tasting experience at Elderton cellar door for four (4) people (sign up bonus, valid for 2 years, value \$100).

### Which Wine Club member am I?

View your account by [logging in](#) with your email address and password.

Once you have logged on, click 'Profile' on the right hand side. This will bring you to the 'MY ACCOUNT' page. On the left hand side you can click on 'WINE CLUB' where you will find your membership details (which pack you have subscribed to) and the date you signed up.

### I will be away during my next shipment. What are my options?

You may have your shipment re-routed to an address where it will be received on your behalf. Alternatively, you may request delayed shipping and we will deliver your shipment upon your return. Simply contact us on 08 8568 7878 or [wineclub@eldertonwines.com.au](mailto:wineclub@eldertonwines.com.au)

### I'm moving. Can I change my shipping address?

Yes. Simply log on to your account and edit your shipping address at least 14 days prior to the next payment date. Once a shipment is charged to your credit card, we are no longer able to make changes to the address.

### Cancellation

You are free to cancel your Wine Club membership at any time after your first automatic Wine Club pack has been received and at least 30 days prior to the next scheduled shipment. The membership does require a minimum commitment of 4 consecutive shipments to ensure we can provide the best value. Cancellation requests must be sent in in writing via email to [wineclub@eldertonwines.com.au](mailto:wineclub@eldertonwines.com.au).

### What wines will be in my shipment?

Wines are curated by our team based on your membership, the season and may include new, current and museum releases.

### Can I choose the wines for my shipment?

Elderton Wine Club packs are pre-selected therefore we cannot facilitate any specific requests of style or vintage. You can however add any of your favourites, with an additional wine order.

### Can I switch between membership packs?

Whilst switching between membership packs is not an option you can cancel your current subscription and create a new one with the pack you want. You can add subscriptions to have more than one at a time. Changes must be made at least 14 days prior to the next payment date.

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

Four times a year (February, May, August & November). You will receive email notification that payment is about to be processed prior to your card being charged.

**Can I leave 'special delivery' details (ie, leave on front porch)?**

Yes, you certainly can, when processing your 'subscription' online in the checkout please simply note in the 'order notes' section and ensure you 'tick' the authority for the delivery to be left box.

**How do I pay for my quarterly delivery?**

On joining the Wine Club you will enter your credit card details into our online shop/subscription. These details are encrypted and securely held for the payment of Elderton Wine Club packs only. We accept Visa, MasterCard and American Express.

**When will my card be charged?**

On the first (1st) day of February, May, August and November, 5 days prior to despatch of your wine.