

Wine Cellar Shipping Guidelines



Important Delivery Information

Buying a wine cellar is an exciting and convenient way to enjoy and store your wine for many years to come. We, at the Wine Enthusiast, know that you while you are considering making this purchase for this purpose (or have already); we also understand you are making a major investment as well. While we select the best carriers in order to deliver your wine cellar in a timely and efficient manner and as well take the necessary precautions to make sure it is protected during transit, despite these best efforts damages and delivery mishaps do occur. Here are some guidelines and information to help protect you and your investment. As well, this is a way to educate yourself about the delivery process and as well make informed decisions about your needs in regards to delivery.

Delivery Services Information

There are two types of delivery service:

Door to Door: This is the default and standard delivery service. The wine cellar is brought to the first enclosure of the client's home. This enclosure is at the delivery agent's discretion (it can be a garage, the entrance way to your home, a front/back porch, etc.). The wine cellar will remain in its packaging and the responsibility of disposing all packaging materials falls on the client. The client is responsible to inspect the packing and the wine cellar for any damages and defects at the time of delivery. If the client is not given a chance to thoroughly inspect the wine cellar, **THE CLIENT MUST NOTE THIS WHEN THEY SIGN.** A simple "SUBJECT TO FINAL INSPECTION" will suffice. Signing for a unit means that a client takes possession of it "AS IS".

This simple notation will protect you should you discover something later.

A client can request an inside unpack and removal of packaging material at the time of delivery for Door to Door service (this is similar, but not White Glove Service), but there may be an additional fee attached. To find out, contact a Wine Cellar Specialist at **1-800-356-8466** and they will be able to assist you.

White Glove Service: This is an upgraded service (with an attached fee). The wine cellar is brought inside the client's home at the location of their choosing, unpacked, and the packaging material is removed. This service allows the client to inspect the unit at the time of delivery. Please be sure there is a clear path for the delivery team to bring the unit to the desired location, and the desired location is large enough for the unit to fit.

All EuroCave and N'FINITY PRO Wine Cellars will come with White Glove Delivery with the exclusion of Under Counter N'FINITY PRO/PRO HDX Wine and/or Beverage Centers. Those under counter units will have a Door to Door delivery unless an upgrade to White Glove was paid for at the time of purchase.

For EuroCave Revelation & Pure Cellars and N'FINITY PRO/HDX Cellars you will need to attach a door handle or grill when applicable.

Additional Delivery Charges and Add-Ons: Depending on certain situations, additional fees may apply.

Stair Charge: Please note that stair charges may apply to both types of delivery service. The first 4 steps are included in the delivery option. If there are 5-12 steps involved, there is a \$193.00 stair charge. For example, if there are 24 steps on a staircase, steps 1 through 4 do not incur a charge. Step 5 and beyond, up to 12, will incur a \$193.00 stair charge. Step 13 and beyond, up to step 24, will incur another \$193.00 stair charge.

Be sure to discuss with a Wine Cellar Specialist on how many steps you have and give an accurate count to them in order for them to give you a correct quote and to avoid any additional fees. We may be able to find alternative pricing on Stair Charges to help you save money.

Saturday Delivery: Most deliveries take place during the business week (Monday through Friday) during normal business hours. Requesting a delivery for a Saturday requires special instructions and set up, so a fee is attached should a client request this delivery option.

Time Stops: Normally delivery happens between normal business hours Monday-Friday given a four hour time window. A Time Stop is a request to change the normal delivery pattern. A Time Stop includes:

- 1) Requesting a shorter delivery window (for example: requesting a two hour delivery window as opposed to a four hour delivery window)
- 2) Requesting a delivery on a specific date; this does not include a day if it is available (For example; if a client is free on Tuesdays for a delivery a client can request the carrier deliver on a Tuesday at no extra charge if the carrier has an opening on the day. If a client requests a specific Tuesday, or the carrier does not have the Tuesday open, that is considered a time stop.
- 3) Requesting delivery after normal business hours.
- 4) A combination of any or all of these situations.

Storage Fee: A storage fee is only applied if a client does not take possession of a wine cellar in a timely fashion and is for the carrier to hold onto the wine cellar until you are ready to accept delivery.

If you know that you are not going to be available for a substantial period of time, speak to one of our wine cellar specialists to make arrangements with you to avoid these fees.

Attempt Fees/Wait Fees: An **attempt fee** is charged if for some reason a client does not take possession of the unit that is beyond the drivers' control BUT IS IN THE CONTROL OF THE CLIENT on the date of delivery. Examples are if the client is not present during delivery and no one is able to be there to substitute, not being able to reach the residence due to obstructions on the property (construction, a blocked path/road, etc.), and/or refusal of a shipment without proper justification. A **wait fee** is charged if a client is not readily available to take delivery and/or keeps delivery agents past the required time necessary to complete delivery (this can be of direct and/or indirect actions of the client). For example, not being present immediately at the time of delivery can occur a wait fee. Obstacles in a the wine cellar's location that hamper the process of a delivery that require the driver to stay for periods of time longer than is required is another example.

Return Shipment Fees: A return shipment fee is applied if a client decides to return the wine cellar for a refund or exchange **outside of carrier loss, damage, or defect**. Examples are if a wine cellar purchased is too big/small for the location, the client orders the wrong wine cellar (make, model and/or color), the client cancels the order after the unit has been shipped, or **anything deemed to be outside of loss, damage, or defect**. It is also applied if the carrier **cannot make contact with client for delivery**

and the Wine Enthusiast has to take back possession of the unit. A 20% restocking fee may also apply.

Speak to a Wine Cellar Specialist and discuss your needs in regards to wine cellar storage as well as accurate contact information in order to avoid return shipment fees!

What to do if there are Damages to the Wine Cellar

These are the best steps to take if you receive your wine cellar and it has damages:

- 1) Call Wine Enthusiast Customer Care Department at **1-800-648-6058** and ask to speak to a representative. Describe the damage to a customer care representative who can discuss options with you.
- 2) Notate the Bill of Lading (BOL) with the damages.
- 3) If the wine cellar has excessive damage, REFUSE THE DELIVERY OUTRIGHT. Call the Wine Enthusiast Customer Care Department for a replacement.
- 4) Some damages that can happen during transit are minor and some of our customers have been willing to keep their wine cellar with the minor imperfections and/or with repair. If you feel the damage is something that can be tolerated that is fine, BUT STILL NOTATE THE BOL OF THE DAMAGES. Call the Wine Enthusiast Customer Care Department to discuss options including compensation, repair and if necessary, a replacement wine cellar.

Use your judgment on this and always notate everything on the BOL. If you would not keep this the wine cellar in your home, we don't want you to have it there!

Frequently Asked Questions

Can I authorize someone else to accept delivery for me?

Yes. You can have someone else (spouse, family member, friend, contractor, etc.) take possession of your wine cellar on your behalf. However, please make sure they have all the necessary information needed to take the delivery. If the wine cellar is accepted and signed for as ok and/or no notations are made and problems occur after the fact, you take possession of the unit "AS IS" and you will need to follow up with the shipping company for compensation.

Can I just have the carrier deliver to my home without someone present?

Yes. You can have the carrier delivery to your home without you or someone else to provide signature with written documentation per your request sent to the Wine Enthusiast. **However, this is not recommended.** Should anything happen to the wine cellar, your property, and/or the wine cellar arrives with damages you will need to follow up with the shipping company for compensation.

What if I'm ordering a wine cellar as a gift?

Make sure that the gift recipient has all the necessary information to accept delivery if the wine cellar is being shipped to them directly. While we understand that sometimes gifts are meant to be surprises, unfortunately there have been occasions where a gift recipient refused delivery because they did not know that the wine cellar was coming as a gift or did not follow delivery instructions. The Wine Enthusiast cannot give compensation and/or replacement wine cellars if something is signed for as ok. Also, make sure to provide as much contact information for the gift recipient as possible to avoid any fees!

What happens if my home/property is damaged?

While this scenario is extremely rare, it can occur. If anything at your home/property is damaged by the carrier, **contact Customer Care immediately!** We will make the initial arrangements with the carrier to get compensation to you in a quick and timely fashion. As always, notate the BOL of what was damaged before you sign!

Note: The Wine Enthusiast cannot give direct compensation for damages that occur to your home/property before and/or after the fact. These actions have to be negotiated through you and the carrier, but as our customer we will give you all the necessary information and assistance needed to make sure you have a timely and satisfactory resolution to the matter.

I signed for my wine cellar as delivered for in satisfactory condition, but I discovered damage later on. What do I do?

If this occurs, please **contact Customer Care immediately!** There is a window of 24 hours where you would still be entitled to a replacement and/or compensation. After the window lapses, we cannot provide a replacement or compensation as the wine cellar is officially signed off "AS IS".

I have set up an appointment for delivery. What happens if the carrier is late/does not show?

This is another rare occurrence. If this occurs, contact Customer Care immediately so we can investigate the matter with the carrier. If there is a delay, we are able to find out what that may be and give you a time frame of when the delivery can take place. If they do not show, we can find alternatives to another appointment that will be catered specifically to your needs and liking without additional costs to you.

I have set up a delivery appointment, but something has come up and I cannot accept delivery on that day, what do I do?

If there is a matter that needs your attention and you find out 24 hours or more in advance of delivery, contact the carrier directly and let them know you will need to reschedule the delivery (if you cannot get a hold of them, please contact Customer Care). If it is on the day of the delivery, contact Customer Care and we will be able to notify the carrier and ask them to reschedule with you.

Note: Failure to comply may result in an attempt fee or wait fee.

I am receiving or I have received delivery and certain services are not being rendered or were not rendered. What do I do?

Contact Customer Care so we can look into the matter directly with the carrier. We may be able to have the services rendered and/or provide compensation for the inconvenience.

Note: Make sure you are informed of what services that are and are not included in your delivery. Refer to this information packet or you can discuss this at the time of purchase with your Wine Cellar Specialist or call Customer Care before delivery.

Does the carrier install/assemble any components (such as shelving) at the time of delivery?

No. We cannot nor do we authorize the carrier to install shelving or assemble any part of the wine cellar. This is always the responsibility of the client regardless of what services are being rendered.

We hope that this has been informative and insightful information that will help you not only on your purchase, but as well as the delivery process. Should you have any further questions in regards to this information and/or should you have questions that are not included in this information packet please do not hesitate to contact us. Cheers!



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Customer Care: 800.648.6058 9 A.M. to 5:30 P. M., ET (Monday to Friday) **Email:** custserv@wineenthusiast.net

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