

## Foxen Shipping FAQs

- What days do you ship?
  - That depends!
    - Overnight Delivery: Monday – Thursday
    - 2<sup>nd</sup> Day Delivery: Monday – Wednesday
    - Ground Delivery: Monday – Wednesday
    - Southern California Residents: Monday – Thursday
- What is the cut off time to get my wines to ship the same day I place the order?
  - Noon, Pacific Standard Time.
- I want to order today, but I want my wine to go out on a later date?
  - Not a problem! In the comments box, on the submission page, leave us a note with the specific date that you want your wine to ship and we will do our best to accommodate you.
- My wine is going to the wrong address or I won't be there to receive the wine. What are my options?
  - Contact our Shipping Administrator at [shipping@foxenvineyard.com](mailto:shipping@foxenvineyard.com) and they can redirect the package to a new address, a UPS/FedEx store for you to pick up, or they can schedule a specific date to have the package delivered. (A redirect fee will be applied)

- This is a gift; do you offer giftwrapping or a card to be sent with the wine?
  - Absolutely! Designate the order as having a gift message, or leave a note on your order with the gift message, and we hand write cards to be sent with the wine.
  - We currently only offer gift wrapping during the Holidays, but we always have a variety of tissue paper and ribbons on hand. We can always work something out to make the gift special for the recipient.
  
- What happens if the weather is too hot or cold to ship wine?
  - You have a few options here.
    - We are more than happy to hold your wines in our temperature-controlled warehouse until the weather becomes more wine friendly.
    - We suggest selecting Overnight or 2<sup>nd</sup> Day Delivery to protect the wine from being exposed to the elements for an extended period of time.
    - For our California, and select Arizona and Nevada customers, during the hot summer months, we offer GSO shipping (Golden State Overnight).
    - We send confirmation emails before shipping held wine to confirm that the shipment is convenient for you.
  
- Why are the shipping rates online less expensive than what the tasting room charges?
  - This is our bonus gift to you for ordering through the web store. Much like shopping on Amazon, we are able to offer more

competitive shipping rates through the Web Store than through our tasting room.

- I have an upcoming wine club shipment, how can I have the wines I order online ship in the same package as my wine club shipment?
  - Just leave us a note on your order letting us know which club shipment you want your wine to go out with (Example: Please ship with my March Anchor Club Shipment). As long as the amount of wine shipping all together isn't above a case, they can all go out together in the same package.
  
- I'm having trouble logging in. The web store isn't recognizing my password, and it won't send me a recovery password.
  - This may be because you are trying to log in for the first time. Email or call our Shipping Administrator at [shipping@foxenvineyard.com](mailto:shipping@foxenvineyard.com) or 805.937.4251 ext. 108 and they will be able to send you a temporary password to get into your account.
  
- Why isn't the web store recognizing me as a club member?
  - This is an easy fix. Just email or call our Shipping Administrator at [shipping@foxenvineyard.com](mailto:shipping@foxenvineyard.com) or 805.937.4251 ext. 108 and they will get your account designated as a club member. Our web store is still relatively young, and some club members may not have gotten loaded into the new store.