

WINE ENTHUSIAST®

Wine Cellar and Furniture Delivery Guide

IMPORTANT DELIVERY INFORMATION

At Wine Enthusiast, we select and authorize top Freight Delivery Professionals to deliver your items in a timely and efficient manner and take the necessary precautions to make sure it is protected during transit. Here are some guidelines and information to help you protect your purchase and make informed decisions about your needs regarding delivery.

DELIVERY SERVICES INFORMATION

There are two types of delivery services available to you for a flat rate fee.

UNLIMITED FLAT-RATE THRESHOLD DELIVERY:

Includes 2-person delivery of an unlimited number of items to the first enclosure of your home, excluding stairs.

Your item is carefully brought into the first enclosure of your home (i.e. the front door, lobby of an apartment building, front/back porch, garage) by one of our approved professional freight carriers and **does not include stairs**. The enclosure is at the delivery agent's discretion. The item will remain in its packaging and the responsibility of disposing packaging materials is your responsibility. You are also responsible for inspecting the packaging and product for any damages and defects at the time of delivery. If you are not given a chance to thoroughly inspect the item, YOU MUST NOTE THIS WHEN YOU SIGN. A simple "SUBJECT TO FINAL INSPECTION" will suffice. Signing for item means you take possession of it "AS IS". ***This simple notation will protect you should you discover something later.***

Make sure that your delivery can be left within the first enclosure of your home to avoid attempt and storage fees.

UNLIMITED FLAT-RATE IN-HOME DELIVERY:

Includes 2-person in-home delivery of one or more items, and up to 12 stair steps, inclusive of entrance.

With In-Home Delivery, your item is unpacked, brought into your home and placed at the location of your choosing. The packaging material is also removed and disposed of. This service allows you to immediately inspect the unit for damages or defects 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. Any stair steps required beyond twelve will incur additional fees. Assembly is not included. Removal of an existing unit is available for an additional charge. See below for details.

Extremely large, heavy furniture and wine cellars require additional delivery persons and will incur additional fees. Please call 800.377.3330 for details and estimate.

ADDITIONAL DELIVERY CHARGES AND ADD-ONS

In certain situations, additional fees may apply.

STAIR CHARGES: Our In-Home Delivery Fee includes up to 12 stair steps, inclusive of your entrance. An additional stair charge of \$50 is incurred for every five steps beyond that. For example, if there are 24 steps on a staircase, steps one through ten do not incur a charge. Step 11 through 15 will incur a \$50 stair charge. Steps 16 through 20 will incur another \$50 stair charge and the remaining four will incur another \$50 stair charge. ***Be sure to discuss with your Wine Storage Consultant how many steps you have and provide an accurate count to receive an accurate quote and avoid additional fees.***

REMOVAL FEE: The removal of an existing standard size unit is available with our In-Home Delivery for an additional fee of \$150. Additional charges may apply for special circumstances. Removal must be requested and paid for in advance of your delivery.

SATURDAY DELIVERY: Regular deliveries take place Monday through Friday during normal business hours. Requesting a delivery for a Saturday requires special instructions and requirements and will incur additional fees.

TIME STOPS: Delivery happens between normal business hours within a given 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).
- 2) Requesting a delivery on a specific date if the delivery agent doesn't have an opening (for example, if a client requests delivery on a Tuesday, and the carrier has an opening that day, the client will not be charged. If a client requests a specific Tuesday and that carrier does not have that Tuesday open, that is considered a time stop and charges apply).
- 3) Requesting delivery after normal business hours.
- 4) A combination of any or all these situations.

STORAGE FEE: A storage fee is applied if you do not take possession of an item in a timely fashion and the carrier is required to hold onto the item until you are ready to accept delivery.

If you know that you are not going to be available to accept a delivery for a substantial period, speak to a Wine Storage Consultant to make arrangements to avoid these fees.

ATTEMPT FEES/WAIT FEES:

An **attempt fee** is charged if you do not take possession of an item due to reasons that are beyond the carrier's control BUT IS WITHIN YOUR CONTROL on the date of delivery. Examples are: if you are 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 refusal of a shipment without proper justification.

A **wait fee** is charged if you are not readily available to take your delivery and/or keep 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 incur a wait fee. Obstacles that hamper the delivery process and require the delivery agent to stay for a longer period than is typically required is another example.

RETURN SHIPMENT FEES: A return shipment fee is applied if you decide to return your item for a refund or exchange **outside of carrier loss, damage, or defect**. Examples are if your wine cellar or furniture piece purchased is too big/small for the location, you order the item (make, model, color or finish), you cancel your order after it has been shipped, or **anything deemed to be outside of loss, damage, or defect. It is also applied if the carrier cannot contact you for delivery and Wine Enthusiast must take back possession of the item. A 20% restocking fee may also apply.**

Speak to a Wine Storage Consultant to ensure your wine cellar and/or furniture purchase fits your needs/space and provide accurate contact information to avoid return shipment fees.

WHAT TO DO IF THERE ARE DAMAGES TO YOUR PURCHASE:

These are the best steps to take if you receive an item that is damaged:

- 1) Call the 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 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 cellars and furniture pieces 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 Wine Enthusiast Customer Care Department to discuss options including compensation, repair and a replacement if necessary.

Use your judgment and always notate everything on the BOL!

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 item on your behalf. However, please make sure they have all the necessary information needed to take the delivery. If the item is accepted and signed for 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 freight company for compensation.

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

Yes. You can have the carrier deliver to your home without you or someone else to provide a signature with written documentation of your request sent to 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 item is being shipped to them directly. While we understand that sometimes gifts are meant to be surprises, there have unfortunately been occasions where a gift recipient refused delivery because they did not know that the item was coming as a gift or did not follow delivery instructions. Wine Enthusiast cannot give compensation and/or replacements if something is signed for and accepted as is. 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 during delivery?

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: Wine Enthusiast cannot give direct compensation for damages that occur to your home/property before and/or after the fact. These actions must be negotiated with 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.

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

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 can find out what may be the cause 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 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 are and are not included in your delivery. Refer to this information packet or discuss this at the time of purchase with your Wine Storage Consultant or 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 and will help you with your purchase and delivery process. If have any further questions, please contact us. Cheers!

WINE ENTHUSIAST COMPANIES

Corporate Office: 200 Summit Lake Drive 4th Floor Valhalla, NY 10595

Warehouse: 1000 Amboy Ave, Suite A, Perth Amboy, NJ 08861

Sales: 800.356.8466 **Customer Care:** 800.648.6058 9 A.M. to 5:30 P. M., ET (Monday to Friday)

Email: custserv@wineenthusiast.net **Website:** www.wineenthusiast.com