

# Forest Edge Wine Club Membership Agreement

Participants must be 21 years of age or older to join.

## **Release Dates:**

Quarterly releases will be in March, June, September, and December. Charges will be drafted on the first of each of these months after which members may stop by the winery for pick-up or wine will be shipped. Shipping charges may apply based on member preferences.

## **Billing:**

Forest Edge Winery uses Billing Orchard for Wine Club billing purposes. Invoices are created for the member on a recurring status. Upon joining, members will receive log in information for a billing profile where future and past payments can be viewed, and credit/debit card information can be updated. For help logging in and website use, members can find an online tutorial at [forestedgewine.com/wine-club](http://forestedgewine.com/wine-club) or contact the Tasting Room Manager at the winery.

## **Membership Fees:**

Membership fees for each quarter are based on member preferences when joining. Upon joining, members authorized automatic payments for each quarterly release along with shipping costs if applicable.

- **Sweet Lover's Club:** \$35.00 per quarter; 3 bottles of members choosing from our line of sweet wines.
- **Dry Lover's Club:** \$50.00 per quarter; 3 bottles of members choosing from our line of dry wines.
- **Shipping:** \$30.00 per quarter

## **Communication:**

Email is the wine club form of contact. You must notify Forest Edge Winery staff if you are not receiving wine club communication. Forest Edge Winery and staff are not responsible for members unchecked email, members opting out of email, or email that filters to spam folders.

An email will be sent out at least one week prior to pick-up and/or shipping to let members know of the upcoming charges. A separate email will be sent after the automatic charge with an invoice notifying of payment approval or decline. These can be viewed on your billing profile by logging on to [billingorchard/clients.com](http://billingorchard/clients.com).

Additional emails will notify members of upcoming events and wine club changes.

## **Expired/Declined Card:**

Should cards be declined for any reason, an email will be sent notifying that the wine club fee was declined. Members will not receive their quarterly bottles of wine until the wine club fee from that quarter is paid in full.

The most likely reason for decline is an expired card. Credit/Debit cards can be updated and/or a one-time payment made with a different card by logging into your billing profile ([billingorchard/clients.com](http://billingorchard/clients.com)) or by calling the winery. Failure to update the card on file or make a payment with another card will result in a loss of benefits or removal from the Forest Edge Wine Club. Membership will be cancelled without notice after failure to pay two quarterly fees and you will not be able to rejoin.

## **Pick-Up:**

Member's three quarterly bottles will be available for pickup at the winery location after the first of each quarterly month as long as payment has been approved. There are no additional charges for the pick-up option. Pick up can be done at convenience with no immediate deadline. If

members fail to pick up after a 1-year period (12 bottles or more collectively), membership may be suspended without notice. Membership can be re-started after pick-up.

Members may choose which three options they would like, but restrictions apply:

- Toasted Tawny and Raymond's Reserve are excluded no matter the club type.
- Only one of the following dessert wine options may be chosen (per member, per quarter): Chocca Con, Java Vino, Forest Fire, and Love Spell.
- Only one Ridge Runner Red may be chosen per quarter.
- Some seasonal wines may also be excluded or limited as choices.

### **Shipping:**

Members may choose to have their wine shipped. Wine will only be shipped if member has requested so. Please note that the shipment will need to be signed for by an adult 21 years of age or older. To avoid returns, a business address may be preferred. We can not ship to a PO Box. In accordance with federal and state laws we can not ship to the following states: Alabama, Arkansas, Delaware, Mississippi, Oklahoma, Tennessee, Utah, Virginia, Vermont, or Wisconsin. **A flat shipping rate of \$30.00 will be added to the quarterly membership fee.**

Shipping members can still choose their wines. The above choice restrictions still apply. An email will be sent out at least one week prior to pick up and/or shipping to let members know of the upcoming charges. This email will also include shipping dates. Simply reply by the set date to pick your own options. Forest Edge staff will choose three wines that align with the preferred club type if we do not receive a reply.

When your wine shipment is sent out, winery staff do everything in our power to ensure members receive their shipment. If we see that there are issues with the package being delivered we will be in contact with you to try and obtain an updated shipping address, or alternate solution. Most carriers will attempt to deliver three times before shipping back to sender. If for some reason your wines end up back at our facility, we will be in contact to see if we can send to an alternate shipping address. There will be an additional re-shipment fee.

We try our best to ensure wine club wine arrives safely and without damage, but due to normal transportation circumstances, sometimes these things are out of our control. If you receive a leaking or bad bottle, please give us a call at 502-531-9610 and we would happily send you another complimentary bottle. You may also take your bottle to our tasting room and they will be happy to exchange it for you.

### **Membership Benefits:**

Upon joining, members are eligible for all membership benefits including a 15% discount on wine purchases (by the bottle and glass), complimentary tastings for the member and one guest (once weekly, excludes premium up-charged samples)\*, quarterly members events, waived or reduced fees for winery events, and first access on new wine.

Membership benefits are extended to the cardholder only. The member name and card holder are to be the same person. The member may choose to bring a guest to share their complimentary tastings (2 total per visit, once weekly), but benefits will not apply to non-members, including spouses.

\*Complimentary tastings can be redeemed up to once per week. A total of two people can participate; the member plus one guest. Tastings are defined as six different one-ounce samples of your choice. Members may not exchange their tastings for a single glass of wine. It excludes the premium up-charged wines, Toasted Tawny, and Raymond's Reserve, but the member may purchase these with their member discount.

**Membership Term:**

Your membership is ongoing and must be sustained for two quarters. Once you meet the two-quarter minimum requirement your membership will continue for as long as you wish. Contact the Tasting Room Manager, email preferred, for changes or cancellations.

If members fail to pick up after a 1-year period (12 bottles or more collectively), membership will be suspended without notice. Membership can be re-started after pick up.

Forest Edge Winery reserves the right to deny or cancel memberships or make changes to wine club policy at any time. All member information is kept secure and is not shared with third parties.