

## **Wine Club Membership Agreement**

Participants must be 21 years of age or older.

All information will be kept secure, and will not be shared with third parties.

### **Release Dates:**

Quarterly releases will be in March, June, September, and December. Charges will be drafted on the first of each of these months. Shipping charges may apply based on member preferences.

### **Membership Fees:**

Membership fees for each quarter are based on member preferences when joining.

As a member you authorized automatic payments for each quarterly release along with shipping costs if applicable. Your credit card information can be changed at any time logging onto your online billing profile.

- **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.

Some restrictions apply on wine choices.

- Toasted Tawny and Raymond's Reserve are excluded no matter the club type.
- Only one of the following specialty wines 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 as choices.

An email will be sent out at least one week prior to let members know the charges that are pending. Another email will be sent after you are charged and will look like an invoice. These can be viewed on your billing profile by logging on to [billingorchard/clients.com](http://billingorchard/clients.com).

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

### **Expired/Declined Card:**

Should your card be declined for any reason, you'll receive an email letting you know the quarterly wine club fee was not approved. You will not receive your quarterly bottles of wine until your fee from that quarter is paid in full.

The most likely reason for decline is an expired card. Your card can be updated and/or a payment made with a different card by logging into your billing profile ([billingorchard/clients.com](http://billingorchard/clients.com)). Failure to update your card or make a payment with another card will result in a loss of benefits or removal from the Forest Edge Wine Club. Your membership will be cancelled 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.

### **Shipping:**

Members may choose to have their wine shipped. Please note that the shipment will need to be signed for by an adult 21 years of age or older. If you think you may not be home during delivery hours, please ship to a business address to avoid a return. We cannot 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 your quarterly membership fee.

Shipping Members can still choose their wines. An email will be sent out at least one week prior to let members know the charges that are pending. This email will also include dates by which to let us know which wines you would like shipped and when they will be shipped. Simply reply by the set date to pick your own options. If you do not, three wines that align with your club type will be chosen by FEW staff and shipped.

When your wine shipment is sent out, we try and do everything in our power to ensure you receive your 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 with you 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 your 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:**

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 their spouse, friend, family member, etc., and share their complimentary tastings (2 total per visit). A visit is defined as once per week.

**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. You must contact us in order to cancel your membership. You may reach us at 502-531-9610 or email the Tasting Room Manager.

We reserve the right to deny or cancel memberships or make changes to wine club policy at any time.

**Updated: December 2021**