



ELITE CLUB Q&A

Elite Wine Club Member Perks:

- Unlimited complimentary wine tastings for the wine club member and up to 3 other people. Must make a reservation online via [Tock](#). Wine club members that are not local can opt to receive 1 SIP kit with their quarterly shipment, in lieu of the complimentary wine tasting benefit.
- 10% off merchandise, apparel, food and private event rentals
- 50% off shipping wine, on both club releases and any additional orders you may choose to ship
- A special gift every quarter with club release pickup/shipment
- Order ahead during wine sales - wine club members can order wines that will be on sale ahead of time, and pick up their order after the sale ends to avoid the crowds.
- Exclusive, complimentary member-only pick-up parties twice a year
- Early access to wines - enjoy wines before they are released in the tasting room
- Access to limited release wines - wine club members will be able to buy wines that are special edition, or won't ever be available for purchase in the tasting room.
- Loyalty points earned on club releases

Must be 21 years or older to join wine club. Wine club membership and benefits are available to individuals only, not groups or businesses. Wine club member benefits take effect a member receives their first wine club release.



How much does it cost to join the Elite Club at Two-EE's Winery?

There is no fee to join any of our wine clubs.

What is the minimum commitment of shipments for my membership?

Your minimum membership commitment is 4 shipments per year of preselected 6 bottles of wine. These shipments occur in January, April, July and October upon sign up.

Is there a cancellation fee associated with canceling my wine club prior to my commitment being met?

Yes, we charge a \$75 early cancellation fee. We reserve the right to cancel membership or refuse sale of wine for any reason. Please email hello@twoees.com with questions about canceling membership. Membership cancellations must be made in writing 30 days before the next quarterly shipment to avoid being charged for that shipment.

What is the cost of the club shipments in each club?

The cost of each shipment will vary. Dry club members can expect their shipment costs to be between \$125-\$200 per release, before tax and shipping. Sweet club members can expect their shipment costs to be \$75-\$150 per release, before tax and shipping. Cost of club shipments may be subjected to change.

What types of wines are in each club shipment?

The wines in the Dry club shipments consist of a variety of dry red, white and rosé wines, and occasionally an off-dry wine or two. The Sweet club shipments consist of a variety of sweet red, white, rosé and fruit wines. Both clubs also receive seasonal, reserve or winemaker's edition bottles before they are released in our tasting room.

Will I get charged a tasting fee even if I sign up for the wine club the same day?

Yes, we will charge a tasting fee in addition to your club sign up same day. After your first shipment commitment has been met your complimentary tastings will begin to apply. Your wine server has the ability to waive a tasting fee after a high volume sale as a courtesy.



How long does my membership last?

Wine club shipments auto renew with members information on file without notice of cancellation.

How soon will I know what is included in my club shipments?

The club email is sent in the week or two before the pick up date in a release month. Your club email outlines selected club wines, new releases, and a chance to update your personal billing and shipping information 1-2 weeks prior to your card being charged.

When will my card get charged for my club shipments?

We charge four times per year for club shipments. All club releases automatically send order confirmations to your email for your records.

If I reside in Indiana, may I opt in to be a pick up member?

Yes, we do allow local members to pick up their club shipment at our tasting room located in Huntington. We allow 7 days from when you have been charged for your club shipment for pick up. You may also have a friend or family member - per your permission - pick up your club shipment for you on your behalf. We just ask to be sent an email so we may note your account. Friends or family members may not attend wine club pick-up parties on your behalf.

If pick up time exceeds 7 days we will automatically ship your wine to you. All wine club members are eligible for 50% discounted shipping on their quarterly club shipments. However, if you have elected for pick up and do not pick up your release within 7 days, you may be charged a packaging fee of \$15.

How soon will I receive my club shipment if it is to be shipped?

Wine club shipments may take a few days to ship during high volume club months. We appreciate your patience during this busy time. We email you a UPS tracking number to the email on file to track your package. Note: club shipments are not an immediate turn around and are subjected for hold due to any weather or inventory constraints per the winery's decision.



What address do I use for my club shipment?

We highly encourage business addresses or UPS pick up locations as the best shipping address. We can still ship to home addresses, but someone over the age of 21 must be present to sign for the wine club shipment.

What happens if my wine club shipment gets sent back to the winery?

UPS will make 3 delivery attempts, but if not signed for the wine club shipment will be sent back to the winery and member will be charged for the return shipping fees occurred, the new shipping fees, and a reshipping fee of \$25.

What if I end up with a corked or damaged bottle(s) of wine in my club shipment?

We try our best to replace 100% of the corked or damaged wine for you. Two-EE's Winery has the right to investigate or decide to replace any wine shipments that have been reported as lost, stolen, or damaged per our discretion. Please email us at hello@twoees.com as soon as possible to report the status of your wine order.

Can I customize my wine club shipment or replace some of the wines in the club shipment?

At this time we are unable to accommodate customizable club shipments. All club shipments are standardized with our preselection. This allows us to send you the best wines we offer at the most valued cost for you. However, you may add as many additional bottles to your club shipment as you choose. We encourage members to add wines to their club shipments if they are interested in wines outside of the preselected release.

Do you offer any case discounts or discounts on the wines?

By law we are unable to provide additional wine discounts to wine club members beyond our standard 5% off half case or 10% off case discounts. Please take advantage of wine club perks like free tastings for you and a guest once a month, discounts on food, apparel and merchandise, and more! We've offered an optimal package to provide the best value to you. Thank you for your membership!

More questions? Send an email to hello@twoees.com and we'd be happy to help.



ELITE WINE CLUB SHIPPING POLICIES

SHIPPING TIMES

It is our goal to process and ship your order on the Monday or Tuesday following receipt of your order. Indiana delivery is an estimated 1 to 3 business days, and out of state delivery is an estimated 3 to 5 business days, weather permitting. You will receive a tracking number once your label is printed, however that tracking number will not become active until your order has been picked up and is in transit. The tracking number will allow you to check on the delivery status of your order through UPS.com. Any changes to your package, once in transit can be made through UPS MY CHOICE.

WEATHER ADVISORY

Two-EE's Winery will not ship your wine when temperatures reach above 90 degrees or below 40 degrees. Your order will be packed and sent out once it is safe. Our shipping department will send you an email with the tracking once your wine leaves the winery. Our packages are sent UPS ground. Orders being shipped to states that experience extreme winter weather will be delayed until weather subsides.

SHIPPING PREFERENCES

UPS and FedEx require an adult signature at time of delivery for all alcohol purchases and will not leave package on a doorstep or with a minor even if requested by the purchaser. Please take this into consideration when selecting your shipping address.

UNDELIVERABLE PACKAGE AND RETURNED PACKAGES

UPS will attempt to deliver packages containing alcohol 3 times before returning it to Two-EE's Winery. Two-EE's Winery is not responsible for additional shipping charges. All undelivered packages will be processed as a return. Then we will contact you to arrange re-shipping of your package. Additional charges will apply when packages are returned or re-routed. Please take this into consideration when selecting your shipping address for an order.



RETURNS POLICY

We will replace any bottle of wine that is damaged, flawed, or otherwise deemed to be unsatisfactory. We ask the customer return the unfinished portion of the original bottle for replacement. **By law, we cannot accept returns of alcoholic beverages unless the product is corked, or flawed. We are also unable to accept return of wine that was damaged due to adverse weather conditions during shipment, or wine that is ordered in error.** We will not ship wine if the forecast includes any extreme weather to attempt to deliver our wines in the best possible condition. Please send an email to hello@twoees.com to arrange for the return of corked or flawed product. Once the wine is received we will refund your credit card account for the cost of the wine less shipping and handling. If the original shipment was damaged or flawed, you will receive a full refund, including shipping and handling charges.