

Returns, Cancellations and Shipping Policy

We will replace or refund you for any bottle of wine that is damaged flawed or that the customer finds unsatisfactory. If more than one bottle is flawed we ask the customer return the unfinished portion of the original shipment 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 shipping outside our guidelines, or wine that is ordered in error. Please send an email to info@terravalentine.com to arrange for the return of corked or flawed product.

Shipping:

*Wine damaged during shipment will be replaced after a successful pick-up by the shipper.

*A corked bottle will be replaced with the current vintage. If more than one bottle is corked, the entire package must be returned to the winery.

* All wine damaged by heat or cold must be reported within 48 hours of receiving the shipment. To prevent damage to wine, Terra Valentine does not ship wine via ground during warmer months without ice packs or upgraded shipping options.

*Please note that if your shipment cannot be delivered after the third delivery attempt, you will be responsible for a \$20 fee to re-ship your order. If you choose not to re-ship your order will be refunded less the original shipping charges.

*Orders cancelled after wine has shipped will be refunded less the original shipping charges. This includes wine club orders that were not cancelled prior to shipment.

*A \$20 fee will be automatically applied for any changes to the shipping address once the package as has shipped.

*All wine shipments must be signed for by a person over the age of 21. We highly suggest always shipping to a business address. Your ground Wine Shipment may be held due to extreme weather in your area over 85 or under 30 degrees UNLESS you upgraded to a different shipping option besides standard ground.

Privacy Policy

For your security, our web based ordering process utilizes an advanced technology known as Secure Socket Layer (SSL) technology. This ensures that all sales transaction information is transferred via encrypted methods.

All orders require a credit card. Upon submitting an order, all credit card numbers and related information are transmitted using the encryption methods described above. You should be able to verify this by looking for the closed lock icon at the bottom of your web browser or simply view the domain address to be sure it starts with "https".

From time to time we may request or you may provide information to us, for example, as part of the ordering process or other sign-up programs. We use this information for billing purposes and to fill orders as well as keep you aware of other matters you and we feel may be of relevance to you. Also, if we have trouble processing an order, we will use this information to contact you.

The information that you provide us will not be shared or sold to other companies other than as necessary to fulfill your request, as for example, to ship an order. The information is utilized so that we may offer a level of service commensurate with the quality of our wines.