



Cartons & Crates Packaging & Shipping Co.

3250 California Blvd Napa, CA 94558

Phone (707) 224-7447 Fax (707) 224-7448

Mon - Fri 8:00am - 6:00pm Sat - Sun 10:00am - 5:00pm

www.cartonsandcrates.com

wineclubs@cartonsandcrates.com

Wine Club Shipping Procedures

- Please email all spreadsheets with a 5–7 day lead time so the shipments can be processed by your requested ship date. Wine Club shipments are on a first-in-first-out basis as formatting, running credit cards, packaging and labeling requires this allotted time.
- We recommend using a business address for deliveries as is required by law to have an adult, 21 or over, signature for wine shipments. If UPS is unable to deliver after three attempts, the package will be returned to Cartons & Crates. Ground shipments are returned at the Ground rate. 3 Day, 2 Day and Next Day Air are returned at the 3 Day rate.
- Any updates or changes need to be sent via email.
- Custom package shipping rates are based on standard shipping rates, not our negotiated wine discounted rates for foam and pulp wine shippers. Custom shipping rates are based on dimensions, weight, zip code, residential or commercial delivery, and service level requested. Example: wines in wood box, etc.
- All Risk Insurance covers heat and cold damage. If no Insurance is taken out, there is NO COVERAGE for heat or cold damage, cork push, cooked wine, seepage, ruined labels and foils, loss or damage.
- Fulfillment labor charges are billed at \$1.00 per minute per person or \$60.00 per hour per person when we provide additional labor to prepare a package for shipping. Prepacked orders of 15 or more will be charged a \$25.00 labor fee. Additional fees may apply if using a different formatted spreadsheet.
- Any additional packaging and shipping materials needed such as excelsior, decorative filler, tissue or gift packaging will be charged accordingly.
- There is a \$2.00 processing fee per package when charging customer's credit cards. If your client does not recognize Cartons & Crates as the shipping company and does a charge back, your company will be responsible for charges.
- Please advise if you wish to have us pick up the shipments. The pickup charges vary based on the pickup location and quantity of shipments.

I acknowledge and agree to these terms.

Signature: _____ Printed Name: _____ Date: _____

Please print and submit your signed copy to us either in person or by emailing wineclubs@cartonsandcrates.com.