

WARWICK WINE CLUB FREQUENTLY ASKED QUESTIONS

- 1. How does the Warwick Wine Club work?** As a Warwick Wine Club Member, you have a commitment to purchase a shipment of wine twice yearly (12 bottles). Your credit card will be debited and the shipment will be delivered directly to your door.
- 2. When will I receive my 2 yearly orders?** May & Nov
- 3. What are the Warwick Wine Club benefits? You will get the following Warwick Wine Club benefits:**
 - A generous 20% discount on wine purchases
 - FREE door-to-door shipping for all planned Warwick Wine Club selections of 12 bottles or more
 - Complimentary wine tasting for you and your guests (for a maximum of 10 people) – you thus save R25 per person
 - Automatic shipments of Warwick Wine, which is often not available to the public
 - An invitation to the annual “members only” garden party on the estate
 - Special release and pre-release offerings only available to Warwick Wine Club members
 - Invitations to our wine dinners and launch parties around the country and world
 - Our quarterly newsletter
- 4. How can members sign up for membership to the Warwick Wine Club?**

You can sign up at:

 - www.warwickwine.com
 - The Warwick Tasting Room
 - wineclub@warwickwine.com
- 5. Can people living in the EU or UK join the Warwick Wine Club?** Warwick partnered with www.capreo.com, an online retailer based in Germany. Capreo manages the payment and distribution on our behalf. Enquiries can be sent via email to wineclub@warwickwine.com.
- 6. How can members sign up for the EU or UK Warwick Wine Club?** You can sign up when visiting the Warwick Tasting Room. Members can also request a signup form via email at wineclub@warwickwine.com.

- 7. Can people living in the USA join the Warwick Wine Club?** Warwick partnered with www.cape-ardor.com in the USA. Cape Ardour manages the payment and distribution on our behalf. Enquiries can be sent via email to wineclub@warwickwine.com.
- 8. How can members sign up for the USA Warwick Wine Club?** You can sign up by completing the USA Warwick Wine Club form when visiting the Warwick Tasting Room. Members can also request a signup form via email at wineclub@warwickwine.com OR sign up online at www.cape-ardor.com.
- 9. What happens after the application form is completed?** You will receive a welcome email to the address specified on the form. Should you not receive your email within three to four days, please contact us at wineclub@warwickwine.com. To prevent our emails going to your spam folder, please add wineclub@warwickwine.com to your address book.
- 10. How can a membership be cancelled?** You are required to cancel your membership in writing via email to wineclub@warwickwine.com and can do so at any time, except within the two weeks before the next shipment.
- 11. Can members purchase wine on another member's Warwick Wine Club account?** No, you can only buy wine on your own Warwick Wine Club account.
- 12. When do members qualify for the 20% discount?** As a new Warwick Wine Club member, you will receive a 10% discount on the signup day. You will only qualify for a 20% discount, when you receive your first Warwick Wine Club shipment.
- 13. How will members be notified of a shipment?** You will receive an email from wineclub@warwickwine.com two weeks prior to a shipment.
- 14. How will members know what wine they will receive?** Your email will contain a list of the selected wines and special offerings, confirmation of your delivery address, payment dates, deadline for changes and delivery dates.
- 15. Can orders be changed?** Yes, you can reply to the confirmation email that is sent two weeks prior to the Warwick Wine Club shipment to change your order.
- 16. Are members allowed to skip shipments?** Prior arrangements need to be made via email to wineclub@warwickwine.com to put orders on hold. You are allowed one "on hold" status per annum.

- 17. Do members pay a monthly or annual subscription fee?** No.
- 18. Do members receive FREE delivery?** Yes, all 12 bottle Warwick Wine Club shipment orders receive free delivery.
- 19. What are the delivery costs?** Delivery costs change from month to month, due to fuel costs and levies. You can contact wineclub@warwickwine.com for the most recent and up-to-date prices.
- 20. How long do deliveries take?** Deliveries will take between five and six working days.
- 21. Will members receive an invoice?** Yes, invoices are placed in the shipment boxes.
- 22. When can members place wine orders?** You will receive a 20% discount on any order. Delivery charges will apply for six bottle orders and for orders that are not part of the scheduled wine family club shipments (in May and November). You are not limited to the amount of wine ordered per year. You can order directly online from shop.warwickwine.com or via email at wineclub@warwickwine.com.
- 23. How many bottles can members purchase each year?** You can purchase any amount of bottles. You can order for parties, corporate events, birthdays and more, while still receiving a 20% discount.
- 24. Is it possible to pay via EFT?** Yes, you can email us at wineclub@warwickwine.com.
- 25. Do members receive a notification before payment is debited?** Reminder mailers are sent to all Warwick Wine Club members before shipments, specifying the payment date. You will receive an electronic copy of the credit card slip from Virtual Card Services.
- 26. Are the online orders secure?** Yes, Virtual Card Services is a secure online payment gateway.
- 27. Do members receive a discount when booking to use the Warwick venue?**
No.
- 28. Do members receive a discount when booking gourmet picnics?** No.

29. How do members receive communication from the Warwick Wine Club?

The confirmation of shipments is sent via email. All members must have a valid email address.

30. How many different Warwick Wine Clubs exist? You can join the following Warwick Wine Clubs:

- 12 bottles red wine only
- 12 bottles white wine only
- Touch Warwick Wine Club
- Trilogy Warwick Wine Club (12 bottles)
- Mixed Warwick pack (12 bottles only)

31. Can members have multiple Warwick Wine Club memberships and thus be a white wine and red wine member? Yes.