

*Privacy & Security disclaimer: All information provided to us will be stored securely, with credit card information to be encrypted. We will never pass on your details to any third parties and all correspondence will come directly from our staff at Stefano Lubiana Wines Pty Ltd.*

## **Terms + Conditions**

- Member Allocations can be changed at any time by phone or email. Visit the 'Our Wine Club' tab on our website.
- A membership can be cancelled at any time without penalty by phone or email.
- Membership is currently only available to Australian residents - email us to ask about international orders.
- Member Allocations will be sent automatically every May and October, until a membership is cancelled.
- The contents of a Member Allocation will remain unchanged unless we are notified.
- Member Allocations are processed on May 1st and October 1<sup>st</sup> and shipped shortly thereafter. Only cancellations or changes submitted on or before April 30<sup>th</sup> for May and September 30<sup>th</sup> for October, will impact that delivery.
- Member Allocations will contain a combination of pre-release, current release and museum vintage wines.
- Members must inform SLW of changes to billing or address details - the winery will not be liable for loss due to incorrect payment or delivery.
- Member accounts can be easily edited by logging into your account on our website or by phone or email.
- Prices are subject to change without notice - but don't worry, Member Allocations are always at least Cellar Door price less 10%, and with free shipping. View the current pricing of all products here.
- Please note, notification of a shipment is emailed only when payment is processed. A reminder of the shipment will be emailed to members' nominated email address one month prior.
- Members are sent fortnightly eNews to their nominated email address.
- Members purchase an introductory pack to join the club, and then are sent an automatic shipment every May and October while a membership remains active.
- In their joining year, members that join in March or April have the option of skipping the May delivery. Members that join in August or September also have the option of skipping their October delivery.
- Members must be 18 years of age, or over.
- Members subscribe to receive future special offers, promotions plus information about special events from Stefano Lubiana Wines, until such time as you request us to stop. Should you wish to opt out at any time simply let us know by phone or email. We will provide you with appropriate contact details every time we contact you.
- Contact details remain yours and are retained for the purpose of communicating Stefano Lubiana Wines offers only. They will not be sold or rented to any other companies.

## **FAQ's**

### **Can I change my Member Allocation closer to the delivery date?**

Of course! Tell us by phone or email prior to July 31st in any year.

### **Why would I join the Wine Club?**

In short, better pricing and priority service. But please see our full list of Member benefits here.

### **Can I design my own Member Allocation?**

No. But to give as much choice as we can, there are 6 different options. Find them here. Why not choose the wine/s you drink most of? If you love Sauvignon Blanc, for example, perhaps you might choose the Aromatic Pack as your *Member Allocation*. Then, you can purchase any additional wines, as you might want them, using your special Member Pricing.

### **Will I still be able to find Sauvignon Blanc cheaper elsewhere?**

Our Wine Club price will always be competitive and purchasing direct guarantees supply all year round. However, if you see any of our wines advertised cheaper within a month of delivery, contact us and we will refund the difference.

### **Can I get back vintage wines?**

Yes you can, and before everyone else – watch our fortnightly mail outs for news on Aged Releases and other Limited Release wines.

### **How can I cancel my membership?**

Please call or email us anytime, and we can do that for you no problem.

### **Do I have to leave my credit card details?**

Because the Wine Club is a commitment-based club - yes, we do require your credit card details. Rest assured, all payment information is kept behind a secure firewall that can't be accessed by the public in any way. In addition, your credit card number is stored anonymously from anybody, including all Stefano Lubiana staff and administration. If you're joining in Cellar Door, Tasting Room staff can bring you an Ipad where you can input your credit card details anonymously.

### **If I'm not home when my Member Allocation is delivered, will my wine be left?**

You can request to have your wine left for you by providing delivery instructions for us in your Club notes when you sign up.

### **I'm going to be away for a shipment, what will happen to my Member Allocation?**

Please let us know in advance, by phone or email, and we'll organise a different dispatch date for you, for that year.

### **A commitment club is not for me, but I still want a deal. What can you do for me?**

We are delighted to offer Wine Packs, that are always sold at a value price – you can find these on our website. Additionally, you might like to sign up to our Mailing List - we send one email fortnightly that includes special offer selections.