



Wine Shipping Policies 2010

Our standard operating procedure so that your wine is delivered in the timeliest fashion and to reduce the chances of your wine staying in a warehouse over the weekend is detailed on our state shipping chart. We will accommodate any alternate shipping date you request by you simply noting an alternative ship date on your order. Wine Club and allocation shipments may vary from this procedure and shipping schedules will be determined on an individual basis.

Wine can only be delivered to a person 21 years of age or older. An ID and signature will be required at time of delivery. It is strongly recommended that you attempt to have the wine delivered to a business.

Prices include labor, carrier fuel surcharge, carrier adult signature required fees and one insert.

Prices are based on traditional 750ml bottles which weigh 42 pounds per case. A \$3.00 per case charge will apply to all weights that exceed a case equivalent weight of 42 pounds.

Incorrect delivery information, including zip code, addresses or re-routing of packages will result in a \$14.00 exception charge. If you wish for us to bill directly to your customer's credit card the processing fee is \$4 per transaction.

For those packages that are returned to Safe Haven Wine Services by UPS or FedEx return freight charges equal to the outbound charge will be invoiced. There is no charge for returns by GSO. These charges will be itemized on your invoice with the reason for non-delivery listed.

It is the customer's responsibility to choose the level of service requested. SHWS will select the appropriate carrier. Should your customer request a specific carrier that will always be honored.

Each shipment has an automatic \$100 insurance coverage. Additional insurance is optional and can be purchased for \$2.00 per \$100 with the first hundred dollars at no charge. In the unlikely event of a claim Safe Haven Wine Services will handle the claim on your behalf. Claims are subject to the terms of the carrier

Safe Haven Wine Services cannot be held accountable for late deliveries. Delivery trucks are not temperature controlled and planning the timing of wine shipments should be used during times of extreme temperatures. Questions or concerns regarding weather and transit times can be addressed by contacting our office.

Safe Haven Wine Services will not accept any orders for direct shipment to the consumer in felony states.

3.16.10

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