

SYNCLINE WINERY SHIPPING POLICIES
Terms and Conditions // Shipping Guidelines

By placing an order, you represent to us that you are **at least 21 years old** and the person to who you are directing delivery is at least 21 years old.

We ship Mondays and Tuesdays to avoid long term storage in the warehouse or shipping trucks. These facilities are not temperature controlled over the weekend. If you need to request a special delivery date, please contact us by emailing lauren@synclinetwine.com .

With all packages containing alcohol, an adult signature is required. We recommend shipping to a business address or UPS location to ensure easy delivery. We are unable to ship to PO boxes.

You will be emailed tracking information once we make your UPS label. Please check directly with the carrier for the most accurate delivery estimate so you can ensure someone is present to sign for your wine.

The carrier will make three delivery attempts before returning the package to us. If you know you will not be able to sign at the time of the delivery, please contact the carrier directly. If they claim they are unable to help, contact lauren@synclinetwine.com.

If your wine is not successfully delivered and is returned back to us, we will contact you to arrange re-shipment. Please note that if your wine is returned to us, you will be charged the shipping cost required to resend the package.

Please check online under “Our Wine” for the list of States we ship to.

WINTER SHIPPING

When states across the country are near freezing, we evaluate safe shipping methods depending on local departing temperatures, time and temperature in transit and arrival temperatures.

For most states we do not ship via ground to avoid compromising the quality of the wine in any way. We will often recommend shipping via expedited air methods. Please ask for pricing if you are interested. If you prefer to ship ground, we will hold your shipment until weather turns appropriate. We will be in-touch with you personally to inform you of your estimated ship date and communicated any changes to this date.

Ideal Shipping temperatures are 45-75 degrees.

You may choose to override our shipping recommendations, but we will not accept returns for spoiled wine that was not shipped according to our recommendations.

SUMMER SHIPPING

When states across the country are seeing temperatures higher than 80 degrees, we are unable to ship to avoid compromising the quality of the wine. We evaluate safe shipping methods depending on local departing temperatures, time and temperature in transit and arrival temperatures.

If you are in urgent need of a shipment to go out, please email lauren@synclinetwine.com. Please feel free to make orders over the summer months, and we will store your order, free of cost, till appropriate temperatures arrive.

Ideal Shipping temperatures are 45-75 degrees.

You may choose to override our shipping recommendations, but we will not accept returns for spoiled wine that was not shipped according to our recommendations.