

WINE ALLIANCE TERMS & CONDITIONS

Welcome to the **Crittenden Wine Alliance**.

To join the **Crittenden Wine Alliance** you must be 18 years of age or over, be a resident of and residing in Australia, and agree to the terms and conditions as set out below.

There is no membership fee payable for joining the **Crittenden Wine Alliance**. Applications for Membership can be made by completing the Wine Club Membership form in our cellar door or by completing the online sign-up form through our website. Crittenden Estate reserves the right to grant or refuse membership of the **Crittenden Wine Alliance** to any applicant.

By joining and providing your details to the **Crittenden Wine Alliance**, you authorise **Crittenden Estate PTY LTD (ABN 65466005942)** to debit the provided credit card with the total cost of the wine deliveries as they occur in your chosen delivery months. We will endeavour to alert you to your card being charged via email approximately 10 – 14 days prior to the transaction occurring. We ask that you ensure that the email address we have on file is your current one.

Joining the **Crittenden Wine Alliance** entitles you to receive your membership level discount on wine purchases*: online, at the cellar door and for your seasonal delivery. Membership also entitles you to receive exclusive wine offers throughout the year including pre-release opportunities.

Members of the **Crittenden Wine Alliance** also receive:

No joining or annual fees

Either 15% (two dozen club) or 20% (four dozen club) discount on all wine purchases at cellar door, online and for your seasonal mail out

FREE delivery on all wine purchases (Australia wide)

Special wine offers and pre-release opportunities

Invitations to exclusive member events

Unlimited tastings at the Crittenden Wine Centre

One tasting per annum in our Private Tasting Room for you and 10 friends (value \$250)

**May exclude certain products eg. Macvin*

Your wine club discount cannot be used with any other offers. Shipments are for Members personal consumption only and must not be used for retail sale.

TERMINATION OF MEMBERSHIP

Crittenden Wine Alliance memberships are ongoing, however, Members may terminate their Membership at any time after 12 months or a minimum of two dozen wines purchased by notifying Crittenden Estate by phone, email winealliance@crittendenwines.com.au or by visiting the cellar door in person.

If the member wishes to cancel their membership, the request must be received prior to the processing and despatch date of their notified upcoming delivery. Members are liable to pay for only those wine packs that have been despatched prior to membership change/cancellation notification.

CHANGE OF DETAILS

The member understands that it is their responsibility to inform Crittenden Estate of any change in address and delivery details. This can be done by phoning 035987 3800, emailing winealliance@crittendenwines.com.au or updating your details online via the member portal (see Wine Club page on website www.crittendenwines.com.au)

DELIVERY

Crittenden Estate uses Australia Post and we can only deliver within Australia. Delivery may take between 2 and 14 days, depending on the location. Please provide instructions for delivery if you are not at home.

Please note that if you are not home and have not given authority to leave your wine, or Australia Post deems the wine unsafe to leave, you will receive a card in your letterbox to collect your wine from the local Post Office. If your wine has not been delivered within a reasonable time frame please contact us and we will chase it up with Australia Post.

The goods will not be delivered to persons under the age of eighteen (18) years. We may request that the person who receives the goods provide satisfactory evidence of proof of age. We will refuse to deliver the goods if a person receiving the goods is unable or unwilling to provide evidence of proof of age.

Anyone at the nominated delivery address who receives the goods is presumed to be authorised to receive the goods.

If we are advised that the carrier is unable to deliver the goods, or if the delivery address has not been updated prior to your wine selection despatch, we will then attempt to contact you to arrange re-delivery. **Return & Re-delivery fees may apply.**

PRICE & CREDIT CARD CHARGES

All prices are quoted in Australian Dollars (AU\$) and include GST. Our prices are subject to change – the price payable for the goods is the price applicable on the date when we confirm your order.

Orders are by credit card only. We accept Visa or MasterCard.

As a wine club member, you understand your wine club selections will be processed and shipped automatically in your nominated delivery seasons. Notification of your upcoming wine delivery will be made by email with a minimum 7 days' notice prior to processing payment.

HOW ARE MY CREDIT CARD DETAILS STORED?

Our software that hosts our club, website and Point of sale is Wine Direct. Wine Direct has Payment Card Industry Data Security Standard (PCI DSS) Service Provider Level 1 Compliance. PCI-DSS [Payment Card Industry Data Security Standard] is the global data security standard that any business of any size must adhere to in order to accept payment cards, and to store, process, and/or transmit cardholder data. Businesses must perform regular scans to ensure their ongoing adherence to PCI compliance standards. For more information please see the following resources:

PCI Compliance Standards Council: <https://www.pcisecuritystandards.org>

ComplianceGuide.org: <https://www.pcicomplianceguide.org/pci-faqs-2/>

WINE IS A DELICATE COMMODITY

Wine is a perishable commodity. Wine does not like extremes of temperature: hot humid summer and cold winter weather may adversely affect the condition of your wine during shipment. Crittenden Estate is not responsible for, and will not replace wine that is damaged by extreme weather conditions during shipment. When your wine order is picked up by the common carrier for delivery, responsibility for the wine becomes the responsibility of the purchaser.

LIQUOR ACT

Under Australian law, you must be 18 years or older, to order or receive alcoholic beverages from Crittenden Estate PTY LTD. It is an offence to sell, supply or obtain liquor on behalf of a person under the age of 18.

Victorian Liquor Licence number 32803593. Crittenden Estate encourages a responsible attitude to the consumption of alcohol.

OTHER

Crittenden Estate reserves the right, at its sole discretion, to vary the terms and conditions of the **Crittenden Wine Alliance**. Should Crittenden Estate vary the terms and conditions, we will notify the Member via the email address provided on the Member's application form. Your continued participation in the **Crittenden Wine Alliance** after such notification will constitute your deemed acceptance of such variations.