

# CHAMISAL

## VINEYARDS

While the weather can pose challenges throughout the year with shipping during extreme temperatures, our goal is to protect the integrity of your wine to ensure your order is delivered in the most optimal condition. Our fulfillment partner offers a temperature-controlled shipping method where orders are transported on a refrigerated truck, along with the addition of cold packs\*. As the logistics differ from the standard carrier methods, please take a moment to review the timing and delivery expectations below.

Please note, any order going to a state on weather hold will not be released for shipping, regardless of the method selected, unless requested by the customer. A full list of states affected by a weather hold are listed on the order confirmation email. When temperatures fall within our guidelines, a shipping update will be provided via email.

**Ship Date:** Orders with the temperature-control method are shipped on Fridays only. If a future ship date is specified on the order, it will be shipped in accordance with the order deadline as outlined below.

**Order Deadline:** Orders must be received in our system no later than 11am (PDT) on Thursdays to ship the next day. For orders received after the 11am deadline on Thursday, it will be shipped the following Friday.

**Expected Delivery Date:** Once the package has left our fulfillment partner on Friday, the initial tracking notification will be sent indicating a label has been created, along with an expected delivery date.

**IMPORTANT:** The initial delivery date will not be accurate as the order has not been received by UPS or FedEx. Once the order has arrived at the local hub, a final tracking notification will be sent with the updated delivery date, approximately one to two days prior to delivery. \*The addition of cold packs are automatically included during summer months only.

**Transit Time:** On average, delivery occurs within 5-10 business days from the date the order is placed. For orders submitted after the cutoff, extended delays will occur.

**Tracking Visibility:** While orders are being transported on the refrigerated truck, the tracking status will be untraceable until it reaches the local hub. Once it has been scanned by the carrier, the expected delivery date and further status updates will be available and visible on the initial tracking notification.

For additional inquiries, please contact [orders@crimsonwinegroup.com](mailto:orders@crimsonwinegroup.com) and someone from our team will be happy to further assist.

