

### **General**

There is no membership fee. New Signature Club members commit to receiving at least three (3) shipments of Vina Robles wines per year. One (1) membership includes benefits for two (2) people.

Members (or gift recipients) must be twenty-one (21) years of age or older and understand that upon delivery, an adult signature is required and packages will not be left at the door.

### **Discounts & Benefits**

Signature Club members receive three (3) wine shipments per year conveniently delivered to a home or business address of their choosing. Other benefits include priority access to Vina Robles Estate Series, Limited Estate Collection, and Specialty Wines, complimentary tastings at the Vina Robles Hospitality Center, discounted rates for the Vina Robles Vineyard Home, shipping discounts, invitations to exclusive club events, dinners and parties, as well as discounts on hotel stays, transportation, and entertainment. A full list of current discounts and benefits can be found in the Wine Club section at [www.vinarobles.com](http://www.vinarobles.com).

Members must be active and in good standing to take advantage of Signature Club benefits and privileges. To be considered in good standing, all charges for wine club shipments must be current and the latest shipment paid in full within forty-five (45) days from the time of shipment—unless otherwise arranged in writing with the Vina Robles wine club administrator.

Wine club discounts and benefits are exclusive to the person(s) named on the account.

### **Shipments**

Signature Club members will receive three (3) shipments of four (4), eight (8) or twelve (12) bottles each—depending on the membership level. New members who join between shipments will receive the most recent selection, then continue with the next regular shipment. A new member is considered active after receiving their first shipment.

Vina Robles ships during the cooler months, usually February, April and October, in order to avoid heat damage to the wines. Vina Robles will only ship to states where not prohibited by law. A current list of ship-to states can be found in the online shop at [www.vinarobles.com](http://www.vinarobles.com).

### **Costs**

Each shipment price is calculated on the basis of the actual cost of content and freight, and automatically charged to the member's credit card on file. The member understands that she or he is responsible for all costs incurred if a wine shipment is returned to the winery, has to be reshipped, or is not picked up.

### **Automatic Renewal Disclosure**

The Vina Robles wine club is a recurring subscription of three (3) wine shipments per year. Upon signing up for the Signature Club, your membership will continue until cancelled.

### **Return or Rerouting of Packages**

Generally three (3) delivery attempts will be made before a package is considered undeliverable and returned to the winery. When a package is returned (or rerouted to a new address), the member is charged a fee to cover incurred carrier charges. Members are encouraged to avoid this situation by ensuring that wine club shipments are delivered to an address where someone **over twenty-one (21) years of age** is available to sign for the package, or have it held at the carrier's closest center for pick up.

If a delivery attempt is missed, the package can be rerouted to an alternate address via an email to [wineclub@vinarobles.com](mailto:wineclub@vinarobles.com) or a call to the wine club team at 805-227-4812, option 2.

### **Billing**

Signature Club shipments are billed to each member's credit card on file in/near the months of February, April, and October. An email is sent prior to billing that announces the approximate day credit cards will be charged, as well as the planned ship date. All wines will be available for pick up at the Vina Robles Hospitality Center approximately one (1) day after credit cards are charged. Weather permitting, shipping will take place between seven (7) and fourteen (14) days after credit cards are charged.

### **Pick Up at Hospitality Center Option**

This option is available for Signature Club members who wish to pick up shipments at the Vina Robles Hospitality Center rather than having them shipped. These members receive an email notification when wines are ready to be picked up.

*Note: All wines must be picked up within forty-five (45) days of the billing date. If wines are not picked up within this timeframe, they are shipped to the member and applicable shipping fees are charged to the credit card on file.*

### **Returns and Exchanges**

Vina Robles is unable to accept returns on wines included in Signature Club shipments, due to legal constraints. Exchanges will be considered however, in the rare case of a flawed product or damage during shipping. If available, the damaged product will be replaced with the same wine. If not, it will be replaced with one of the same or similar value.

### **Events**

Members are afforded the option of an RSVP online or a phone call to the Hospitality Center to make reservations to attend Vina Robles events. In the case of an unavoidable cancellation, it is requested that members notify the Concierge at least twenty-four (24) hours in advance at 805-227-4812, option 1 or [concierge@vinarobles.com](mailto:concierge@vinarobles.com). In the case of a no-show, **a twenty-five dollar (\$25) fee per guest** will be charged to the member's credit card on file.

### **On Hold**

Signature membership may be placed On Hold for up to two (2) shipments if needed for travel, relocation, health issues and/or financial reasons. While membership benefits will be suspended, the membership start date will be maintained and the associated preferred benefits for longtime members will be honored.

**Cancellations**

Signature Club membership may be cancelled any time **after receiving at least three (3) shipments**. If a membership is cancelled prior to purchasing three (3) shipments, the member authorizes Vina Robles to charge his or her credit card for an amount equal to the membership discounts received up to the date of cancellation.

Changes and cancellations to membership records must be made in writing by email to [wineclub@vinarobles.com](mailto:wineclub@vinarobles.com) or U.S. mail to 3700 Mill Road, Paso Robles, CA 93446 **thirty (30) days prior to the next scheduled shipment**.

**Vina Robles' Rights**

The Signature Club membership and its benefits are offered at Vina Robles' discretion. Vina Robles reserves the right, without limitation, to terminate, change, limit, modify, or cancel any of the Terms and Conditions and to cancel, suspend, or revoke any membership to any member at any time for any reason, without further obligation to Signature Club members or others. Vina Robles may change or modify the Terms and Conditions by posting the updated Terms and Conditions at [www.vinarobles.com](http://www.vinarobles.com). Your continued participation in the Signature Club after such posting constitutes your acceptance of the new or different Terms and Conditions. These Terms and Conditions supersede all previously published terms and conditions in their entirety.

**Contact**

The Vina Robles wine club team can be reached at [wineclub@vinarobles.com](mailto:wineclub@vinarobles.com) or 805-227-4812, option 2.