

THE WINE SOCIETY ORDER FORM

Delivery name & address (if different from your usual postal address)
Recipient's daytime telephone no.
If out please leave in/at
Your daytime telephone no.

Please keep/use the above as my permanent delivery instructions (please tick if appropriate) [ ]

Please insert your e-mail address if not provided, or amend if incorrect (please print clearly)

Table with columns: Ref., Product Name, May we substitute Y/N?, Alternative ref. no., Quantity (Bottle, Case), Price per (Bottle, Case), Total (£, p)

† Please indicate preferred substitute if original choice sold out.

Please add £5 carriage for orders under 12 bottles, if the total value is less than £75

Please deduct 25p per bottle if collecting from our Showroom at Stevenage

Total

I enclose a cheque payable to The Wine Society for/I authorise you to debit my card to the value of

Collection I would like to collect my wines from Stevenage on [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
Gift Order (the gift recipient must be over 18 years of age)
Is this wine sent as a gift? Yes [ ] No [ ]
Should we enclose membership details? Yes [ ] No [ ]
Gift message, if required (please print a brief message clearly)
Special instructions /other comments

Please tick the appropriate box if you would like us to use any outstanding credit on your Wine Society account Yes [ ] No [ ]

Payment Details
VISA, Maestro, Delta, MasterCard
Type of card: Debit Card [ ], Maestro [ ], Credit Card [ ]
Card Number [ ]
Maestro only
Issue Number [ ][ ][ ] Expiry Date [ ][ ][ ] Security Code [ ][ ][ ] (the last three digits of the number on the reverse of your card)
Name as on card
Cardholder's signature
Date [ ][ ][ ]
Direct Debit [ ] Please tick box to use your Society direct debit to pay for your order (you can only elect to pay by direct debit if you have one set up, see reverse for details)



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## How to order

For full details on ordering from The Society, please see the 'Notes on Ordering' section of the List.



### Online – [thewinesociety.com](http://thewinesociety.com)

Order online on The Wine Society's secure website or via our free app, which can be downloaded by visiting [thewinesociety.com/app](http://thewinesociety.com/app).



### By phone

Call Member Services on **01438 740222** Monday–Friday 8.30am–9.00pm, Saturday 9.00am–5.00pm. Please have ready your share number, product reference numbers and debit/credit card details.



### By post

Complete the order form overleaf and post it in an envelope, **no stamp required** (for UK Members only) to: **FREEPOST RRZZRKEE UUYJ, The Wine Society, STEVENAGE SGI 2BT**. If you would prefer to have a number of pre-paid envelopes (for UK use), contact Member Services who will be pleased to provide you with some.

### Website – Order online at [thewinesociety.com](http://thewinesociety.com)

The website gives you access to all of our wines, spirits, liqueurs and accessories. Browsing through the site, you will find tasting notes on the wines, information on The Society's services, tastings and events and much more. To order or access your account you will need to register for a password: request one online or by phone on 01438 741177.

### UK delivery

We aim to deliver within four working days of receipt of order (unless instructed otherwise). Free name-the-day delivery is available in most parts of the UK. In the event of substantial delays to deliveries, we will inform you. If the delay is unacceptable, at your instruction, we will cancel the order and refund any monies paid.

### Next day

Next day and weekend deliveries are available in most parts of the UK at an additional cost. An evening delivery service is also available to some areas within the M25. To use these services, please order via [thewinesociety.com](http://thewinesociety.com) or telephone **01438 740222**. Orders for next day delivery must be placed by 12pm. **Please note:** certain areas are not covered by these services – please check when placing your order.

### Collection from Stevenage

Members are invited to pre-order wine for collection from Stevenage. Pre-orders should be placed via the website or by calling **01438 740222** before 12 noon Monday to Friday for collection the following day. A discount of 25 pence per bottle applies to wines pre-ordered in this way. Members can also purchase wines, spirits and accessories directly in the Showroom. Our normal List prices apply for these on-the-spot collections. Please note that direct debits cannot currently be used to pay for wines bought on the spot in The Cellar Showroom. The Cellar Showroom is open from 10am to 6pm Monday to Friday (**late night Thursday until 7pm**) and from 9.30am to 5.30pm on Saturday.

### Payment with order

All wines should be paid for at the time of ordering by the following: cheque (please include your share number on the reverse of cheques), Visa, Maestro (telephone/post orders only), Delta card or MasterCard. If paying by debit or credit card your account will be debited when your order, or the first part of your order, is despatched. Paying by debit card saves The Society money.

### Payments by direct debit

The Society has developed a new system that allows you to pay for your wines by direct debit. If you choose to set up a direct debit with The Society you can select this method of payment when you place an order and the money will automatically be transferred from your account ten working days after you take delivery. It is **not** a direct debit in the sense of regular monthly payments, as you might use to pay your utility bills for example, but an individual payment taken only as and when you place an order. Please visit [thewinesociety.com/directdebit](http://thewinesociety.com/directdebit) or contact **Member Services** on **01438 741 177** to find out more and to set up a direct debit.

### Prices

Prices in the List and offers include UK duty and VAT, and delivery to one address in the UK (for orders of 12 or more bottles or halves, Society pre-mixed cases or where the total order value is £75 or more). For other orders delivery is charged at £5.

### Advice & information

For further information, help with choosing wines or if you have comments or questions on any of The Society's services, please e-mail [memberservices@thewinesociety.com](mailto:memberservices@thewinesociety.com) or telephone **01438 741177**.

### Order cancellation

Members can cancel their order, in part or in full, up to seven working days after the day delivery is made. If an order is cancelled The Wine Society will reimburse the appropriate sum within 30 days of cancellation. No charge will be made for the collection of the goods except where there has been a prior agreement to purchase the goods on a sale or return basis. *Excludes Opening Offers.*

### Substitutes

Although The Society tries to ensure that listed wines will remain available, it is inevitable that some will go out of stock. To cover this eventuality, please stipulate overleaf whether The Society may substitute appropriate alternatives, selected for both style and price. If a substitute we choose is not to your liking, then we will collect it and refund you.

### Gift messages

In the absence of a personal message, a standard greeting of 'this Gift comes from The Wine Society with the compliments of [gift donor name]' will be included on the card. The gift recipient must be over 18 years of age.

### Data protection

The Wine Society holds personal information about its members but will never pass this information to others to allow them to market to you. This information is used to provide and service your wine and spirit orders, wine reserves, tasting tickets and other services. It may be disclosed to third parties where we are permitted or required by law, or where you have given consent in advance, or when it is necessary, such as making addresses available to carriers for delivery purposes or for the collection of card payments.

## THE SOCIETY'S PROMISE

### Uncork with confidence

As a mutual organisation, members' pleasure is paramount. If, for any reason, you haven't enjoyed a wine we want to hear about it and will happily offer a credit, a replacement or a refund as appropriate. For conditions please see: [thewinesociety.com/promise](http://thewinesociety.com/promise)



The International Exhibition  
Co-operative Wine Society Limited.  
Registered Office: Gunnels Wood Road,  
Stevenage, Hertfordshire, SG1 2BT  
Register Number: 1824R (IP)  
Website [thewinesociety.com](http://thewinesociety.com)  
Enquiries 01438 741177  
Orders 01438 740222



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