



Crown Wine Shipping Form 09/14

Crown Wine Shipping Terms and Conditions

Shipping Liabilities

- Any address written in the “To” area of this form will be duplicated as the ship-to address to our carriers.
- Any misspellings or incorrect information that would inhibit the prompt delivery of this package is not negotiable as a mistake on Crown Wine Shipping (CWS) or our carriers’ part.
- If CWS, UPS or FedEx are required to change the delivery address or service type after it has left our facilities (i.e., delivery date, apartment or suite numbers, zip codes, return to shipper), you the shipper will be billed an adjusted amount.
- Undeliverable items will be returned to CWS and you the shipper will be responsible for the returned shipping charge.
- This form determines the transit and delivery time of your package. Any package for which the preferred method of shipment is not clearly indicated, CWS will use its discretion in determining the delivery date best suited for the package.

Costing Liabilities

- In all cases, billing and payment for a package will be processed before the order leaves the premises. This is to ensure no delays to your shipment as well as quality control for large orders.
- Declined credit cards for shipment(s) will delay shipment.
- Returned checks are subject to a \$25 fee as well as the original shipment total.
- CWS is not responsible for any delays due to declined or expired cards, returned checks or incorrect billing information thereof.

Alcohol Waiver

- CWS, UPS and FedEx are not responsible for damage to wine due to hot or cold conditions. Heat or extreme cold are not covered by any amount of insurance or additional shipping instructions. CWS will provide proper knowledge and information to you about the current weather conditions and what methods will best suit your wine shipping needs.
- The shipping of wine or alcoholic products is strictly regulated and monitored by state authorities. CWS reserves the right to inspect any package if alcoholic items are suspected and not properly identified.
- Wine and alcoholic products may only be delivered to adults 21 years of age or older with a valid government issued ID and signature of recipient.

Delays Notice

- Delays due to weather are considered an “act of god” by both UPS and FedEx and will not constitute a refund from either carrier or CWS.
- Delays due to mechanical failures, improper routing by UPS or FedEx and delays due to damaged goods may constitute a refund from UPS or FedEx for the shipping cost pending approval by either carrier.
- CWS has a turnaround time of no more than seventy-two (72) hours from the time of pickup-up by our driver to release to UPS or FedEx. No package will remain in our control for more than three days unless specific arrangements are made prior to this agreement.
- Once a package has left our facility it is not recommended to stop shipment but it is possible. Please call for details.

Insurance and Insured Amounts

- No package has an insured value unless otherwise specified on the shipping agreement. CWS provides the first \$100 of the insured amount if requested, with an additional \$2 fee for each hundred dollars of value thereafter.
- For insured amounts over \$100, receipts must be available to the insurance broker for any claims being filed with CWS. UPS and FedEx will be required to inspect the item at the delivery address with all shipping materials present (i.e., boxes, plastic wrap, Styrofoam) in order to properly claim damage on the item(s). Discarded packaging materials will void any eligibility in filing a claim.
- Final decisions on claims values and refund amounts are solely at the discretion of the carrier.

Additional Charges

- CWS will charge an additional \$1 per pound for wine over the average bottle weights (rates on our rate charts will not be accurate if you are using heavier than average glass).
- UPS or FedEx may charge an additional fuel surcharge depending on where you are sending a package. If it is a rural area, a higher surcharge may occur.
- A \$5 residential delivery charge will occur when shipping to a non-commercial address.
- A \$4 Adult Alcohol Signature Fee is required by law for all alcoholic beverage deliveries.
- A \$5 pick-up fee will be billed for any order totaling less than 12 bottles.
- Returned packages or address corrections are subject to an additional charge.

☐ I understand and agree to the terms and conditions stated above.