

CUSTOMER SERVICE EMAIL

How do we handle your CS email?

We will connect it to our Customer Service platform. Make sure to have this email in the contact section of your website. You may specify this email is for order related questions so customers know where to reach out if assistance is needed.

Creating your email address:

- The email can be created on the server of your choice (Gmail, Microsoft, custom) although Gmail is preferred. We recommend names such as "orders@companyname.com" or "support@companyname.com".
- Once the email account is created, please share the **email address** and **password** with us so we can make the connection to our CS platform.
- If you use another server, please also share the following information:
 - Incoming email server domain
 - IMAP Port
 - Outgoing email server domain
 - SMTP Port
 - Email
 - Password

In order for our Customer Service Team to answer your customers' inquiries, we suggest you add the following information to your website, as well as fill out our [Customer Service Form](#) to ensure we have all the information needed.

RECOMMENDED SHIPPING AND CS SECTIONS

If you are not satisfied with your product order, please contact **[BRAND EMAIL]** to explain the reasons for your dissatisfaction.

SHIPPING & FULFILLMENT:

Please be advised that order payment processing and order fulfillment are facilitated through a compliant 3rd party retailer.

WHERE WE SHIP TO:

This service may be limited or not available at all in some places due to local law or other restrictions.

- **NOTE:** ALL SHIPMENTS CONTAINING ALCOHOL REQUIRE AN ADULT (21 YEARS OR OLDER) SIGNATURE UPON DELIVERY!

Please plan accordingly by entering a shipping address that will allow someone 21 years or older to sign for the package and show a valid ID.

Carriers will not leave packages containing alcohol unattended, even if you have a signature on file. If you are not home to receive your order during normal business hours, we recommend having it shipped to your place of work, or opting to have your shipment held at the nearest UPS pick-up location on your UPS MyChoice account.

SHIPPING TIME FRAME & TRACKING

When your package has been created with a shipping label and has been sent out, you will receive an email notification with tracking information.

Please allow 3 days for fulfillment and **1-5** business days for delivery. If it has been more than 3 business days and you have not received a tracking email, please contact **[BRAND EMAIL]** for assistance.



We recommend that customers place orders early in the week to decrease the likelihood that an order sits in a shipping warehouse over the weekend.

SHIPPING CARRIERS

We ship orders using major carriers. If your order is damaged in transit please contact **[BRAND EMAIL]** to get a replacement or refund. The most frequent cause of damages is due to multiple delivery attempts. Please monitor your package tracking to ensure on-time delivery.

Recommended FAQ Section

- **Dietary Information & Nutrition**

- Is your product Kosher?
- Is your product Halal?
- Is your product gluten free?
- Is your product organic?
- What allergens are in your product?
- What is the alcohol percentage of your product?

- **Product availability**

- Where are you available for purchase? Add store locator (optional)

- **Order information**

- **Can I expedite my order?**

Unfortunately not, all orders are shipped with Standard shipping. If you're eligible for delivery, you'll be able to select your preferred time and day for delivery.

- **Can you hold my shipment until a later date?** If your order has already been fulfilled, we can't reschedule your delivery. Please reach out to [BRAND EMAIL] if you need us to hold your shipment. Please keep in mind that we might not be able to comply with your request.

- **How do I track my order?**

You will receive an email with your tracking number once it has been fulfilled. If you have not received the email after 3 days, please check your promotions, junk, and spam folders before reaching out as the email sometimes ends up there.

- **Shipment and Fulfillment Estimated Times**

The fulfillment time in the warehouse from the order being created in the system to leave the warehouse is 1-3 business days. The time to ship after the fulfillment time is 1-5 business days.

- **ORDERS IN PRE-SALE please add the specific product in pre-sale and the expected ship date (ONLY IF IT APPLIES)**

- **Do you ship to all US territory?**

This service may be limited or not available at all in some places due to local law or other restrictions.

- **Do I need to be home to receive my package?**

Someone 21+ with a photo ID must be present at the time of delivery to sign. If someone 21+ is not home, the carrier will make 2 more attempts to deliver. If the 3rd attempt is unsuccessful, the order will be returned to the retailer who fulfilled your order and a **partial** refund will be issued.

- **Can I ship to a P.O. Box?**

Orders cannot be shipped to an APO/FPO/DPO or P.O. Box since all orders require an adult signature.

- **How long does it take for an order to ship?**

Most orders ship within 1-3 business days but it can take up to 3-4 business days in some instances depending on product availability and when the carrier picks up. Our network of retailers fulfilling your order ship Monday - Friday 9-5 PM. Orders are not fulfilled on bank holidays and weekends. Depending on your location, orders will be delivered within 2-5 business days after shipment. From time to time, there may be some delays due to high demand.

- **Can I add or remove a product from my order?**

Unfortunately not, all sales are final.

- **Can I get a refund on my order?**

All sales are final and returns or exchanges are not accepted. However, if your order was damaged during shipment, the goods you received does not match your order, or there is anything missing from your order, email us at **[Brand Email]** within 3 days of receiving the shipment with a picture of the damage or incorrect items.

Once the evidence of the damaged or incorrect goods is received and inspected or an undeliverable item is returned, we will send you an email to notify you that we have received it. We will also notify you of the approval or rejection of your refund or replacement. If your refund is approved, then it will be processed, and a credit will automatically be applied to your credit card.

- **Can I change my delivery address?**

If you enter an incorrect delivery address while placing your order, or otherwise fail to sign for your order upon delivery, email us at **[Brand Email]**. If your

order is returned to the sender, you will be able to receive a refund for the cost of your item, minus taxes and any applicable shipping and restocking costs.

- **How old do you have to be to place an order?**

21 or older.

- **I ordered multiple products but I only received some of them. What happens next?**

Sometimes when multiple boxes are shipped, different tracking links are generated per order and in very few cases some can be lost or misplaced. Please reach out to customer service at [\[Brand Email\]](#) so we can look into it and help you.

- **Do you ship internationally?**

Unfortunately, not at the moment.

- **How is this charge going to show in my bank statement?**

Your credit card or bank statement will show your order charge as "BEVSTACK-WINE/LIQR", "Liquor & Wine Warehouse" or "BEVSTACK".