

FAQs

WHAT IS SIPCOZY?

SipCozy is an alcohol-removed wine infused with high-quality broad-spectrum hemp extract. Our first run is a Grenache Rosé blend made with grapes grown in California. Once the wine has been de-alcoholized, we infuse 40 mg of broad-spectrum hemp extract into each bottle. Broad-spectrum hemp extract contains multiple cannabinoids which deliver an enhanced “cozy state of mind”. See our [COA](#) to learn more about our potency and third-party lab testing.

WHAT ARE THE INGREDIENTS IN SIPCOZY?

Once the base wine is de-alcoholized, our winemaker infuses a special formula that adds back in some of the naturally occurring acids and flavors that appear in an alcohol-based wine. Since alcohol is a natural preservative, we re-introduce some of the standard sulfites that help keep the de-alcoholized wine stable in the bottle. The hemp emulsion is made with sunflower lecithin, ultrafine coconut oil and plant derived emulsifiers. These ingredients prevent the broad-spectrum hemp extract from being compromised when added to a liquid. To learn more about our hemp emulsion, visit our partners' website at [vertosa.com](#).

WHAT IS CONSIDERED ONE SERVING OF SIPCOZY?

The nutrition label on the bottle follows FDA guidelines for a non-alcoholic beverage which suggests that 12 fl oz is one serving. We recommend enjoying this beverage like you would wine. If you choose to pour it into a wine glass, a 6 oz pour is approximately half a serving size from the nutritional panel.

HOW MUCH BROAD-SPECTRUM HEMP EXTRACT IS IN ONE SERVING OF SIPCOZY?

A 12 fl oz pour will have a potency of 20 mg of the broad-spectrum hemp extract. A 6 fl oz pour will have 10mg.

WHEN SHOULD I AVOID DRINKING SIPCOZY?

While SipCozy does not contain THC, everyone responds differently to the calming effects of CBD. We are not licensed physicians and cannot provide medical advice. Should you have a question about when to avoid drinking our product, please consult a licensed physician.

WILL I PASS A DRUG TEST IF I CONSUME SIPCOZY?

There are too many variables to consider to be able to provide a straight answer of Yes or No. Due to everyone's difference in endocannabinoid system and metabolism, there is no way for us to specifically state how long it will last in your system without running a lab test on you. Please make the best judgement call for you or consult a physician, regarding when you consume our product.

WHERE DO YOU CURRENTLY SHIP?

At this time, we are not able to process orders shipping to Alaska, Hawaii, Idaho, Nebraska, Ohio, Puerto Rico, South Dakota or outside of the USA (including APO/FPO addresses).

HOW MUCH DOES IT COST TO SHIP?

Shipping and handling is factored by weight of the order and distance to the customer. Every cost will vary depending on your order size and location.

WHEN WILL MY ORDER SHIP?

We process orders in 1 to 2 business days. Shipping time can vary between 5-10 days, depending on location.

HOW DO I TRACK MY ORDER?

You will receive tracking information once your order has been processed. If you have any questions about the status of your order, please email us at hello@sipcozy.com.

WHAT IF MY PACKAGE DOES NOT ARRIVE?

In the rare case that your package does not arrive, please email us at hello@sipcozy.com. We'll do our best to work with the carrier to resolve any issues, though please note that we are not responsible for errors in order or address entry, which would result in our shipping company delivering your package to the wrong address or not being able to deliver at all.

WHAT IF I WANT TO CANCEL OR MODIFY MY ORDER?

We try to ship orders as quickly as possible, which means we might not catch your order in time to adjust or cancel it. If you need to cancel or modify your order, please contact hello@sipcozy.com within 24 hours and we will do our best to accommodate your request.

WHAT IF MY SHIPMENT ARRIVES DAMAGED?

Please email us at hello@sipcozy.com with photos of the damage and your order number. We will work with the carrier to get the issue resolved and immediately send you a new product to replace the damaged one.

WHAT IS YOUR RETURN POLICY?

In the unlikely event that you are not satisfied with SipCozy, please send us an email at hello@sipcozy.com within 14 days of receipt of your package and we will refund your purchase. Please check our full return policy [here](#).