

VINEBOX

WINE QUESTIONS

Where are the wines sourced from?

Currently, our tasting collections include a mixture of hand-picked selections from prestigious wine regions like Italy, France, Spain, and the heart of American wine country, California.

How do you select the wines in each box?

We have relationships with winemakers all over the world. We handpick our favorite gems and the best examples of what each vineyard has to offer. Our team of sommeliers and experts piece together the best wines of the moment, whether they're just bottled vintages of exciting new regions or cellar finds from a decade ago. We highlight what's seasonally appropriate and worth discovering now—giving recipients the opportunity to experience wines they can't easily come by at their local store.

Can I choose which wines are included?

At this time, all of our tasting collections are pre-curated by our team of sommeliers and experts to create a one-of-a-kind tasting experience we know you'll love.

Can I get all whites or all reds?

At this time, we are unable to customize the box to include red or white wines only. Most of our tasting collections include a mixture of reds, whites, or rosés pre-curated by our team of sommeliers and experts.

How much wine is in each tasting?

Each tasting tube contains approximately 100mL of wine.

How should I store my wine?

It is best to store our wines in a temperature neutral environment, away from direct heat or sunlight.

Since our wines are one glass, if there is ever a wine you want to drink chilled, pop it in the fridge for about 15-30 minutes before you're ready to drink it.

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What is the shelf life of my wine?

We utilize a patented bottling technology that ensures preservation of both taste and quality of the wine. Each glass guarantees the wine for up to three years, preserved exactly as if it were from the bottle.

We've taken every step to ensure no oxygen is introduced to the wine, no seams are in the glass, and each glass maintains the vineyard's original design so you get the full, table-side sommelier experience right at home.

Do you include tasting notes for each wine?

Yes, each Box of the Month or 12/24 nights will include a QR code that can be scanned to access tasting notes, pairing suggestions, and a sommelier-led virtual tasting video for each wine.

Do you include pairing suggestions for each wine?

Our Box of the Month will include a QR code that can be scanned to access tasting notes, pairing suggestions, and a sommelier-led virtual tasting video for each wine.

Some tastings that specifically call out a pairing (Wine & Cheese Experience and Chocolate Pairing) will also include suggested pairings on the packaging.

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GENERAL QUESTIONS

What payment methods do you accept?

We accept cards issued by any major credit card company, as well as Apple Pay.

Can I include a gift message?

Yes! From your shopping cart, you'll have the option to add a gift message before proceeding to check out.

Can I get a gift receipt?

We do not include packing slips or pricing in our shipments, so there's no need to worry about your gift recipient seeing the receipt.

Do you offer volume discounts?

We do! Currently, we offer 20% off when you purchase a subscription or when you purchase 3 or more of our Box of the Month at one time.

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SHIPPING QUESTIONS

Where can this be shipped?

At this time, we can only ship within the United States.

Please note that we are unable to ship to the following states: Alabama, Alaska, Arkansas, Delaware, Hawaii, Kansas, Kentucky, Mississippi, Montana, New Hampshire, Rhode Island, South Dakota, Tennessee, Utah, Vermont, West Virginia and Wyoming.

Additionally, we are unable to ship to PO boxes or APO addresses, as a person over the age of 21 must be present to sign for the package.

How long does it take to ship?

Most orders are shipped within 3-5 business days from the time your order has been placed. Once shipped, your Vinebox should arrive within 3-10 business days via UPS.

Please note that a person over the age of 21 must be present to sign for the package.

Do you have expedited shipping options?

We do! At check out, you'll have the option to upgrade to UPS 2nd Day Air or UPS Next Day Air for an additional fee. Please note that orders with an expedited shipping option are still subject to a 3-5 business day processing time.

How do I track my shipment?

As soon as your order has been shipped, we will send tracking information to the email address used to place the order.

If you have your tracking number available, you may track your package on the UPS website [here](#).

Is a signature required for delivery?

Yes, due to alcohol shipping laws, a person over the age of 21 must be present to sign for the package.

Because of this, we highly recommend having your Vinebox shipped to a location where

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someone is readily available to sign for the package, such as an office or workplace.

If UPS is unable to obtain a 21+ adult signature, they will reattempt delivery up to three (3) business days in a row before returning the package back to us. If this has happened to you, please contact us at hello@vinebox.com for additional support.

Can I include a different shipping address for each item?

If you're looking to ship to more than one location, you'll need to create a new order for each unique shipping address.

My order is being returned back to you. What now?

If your package is being returned back to us, this is likely due to a person over the age of 21 not being present to sign for the delivery. If this has happened to you, please contact us at hello@vinebox.com for additional support.

My order arrived damaged. What now?

We're so sorry to hear that. We design our packaging for safe transport, but we know that handling of your package may be unpredictable while on its way to you. Please contact us at hello@vinebox.com for additional support.