



Shipping Policy

Effective Date: January 1, 2023

Thank you for choosing Wine Incentive Programs, Inc. for your wine-gifting needs. We value your business and strive to provide a seamless and reliable shipping experience. Please review our shipping policy outlined below for important information regarding the shipment of our products.

Shipping Carriers:

Wine Incentive Programs, Inc. utilizes the services of FedEx and/or UPS for shipping our products. These licensed carriers have been selected for their reputation, reliability, and extensive coverage, ensuring efficient and secure delivery. On occasion, licensed, third-party carriers will be used when our primary services are unavailable.

Shipping Destinations:

We currently ship to addresses within the United States and Canada. However, please note that we are unable to ship to Utah due to state-specific regulations. We apologize for any inconvenience caused by this restriction.

Shipment Delays and Disruptions:

We understand that unforeseen circumstances can occasionally disrupt the shipping process. Factors such as seasonal or unexpected weather events, lingering pandemic-related issues, or other logistical disruptions may impact the estimated delivery times. While we strive to minimize such delays, please be aware that they may occur beyond our control.

Service Alerts:

To stay updated on any service alerts or disruptions that might affect your shipment, we recommend visiting the respective service alerts pages of FedEx and UPS. These pages will provide you with the most recent information on any potential delays or changes in service due to unforeseen events.

FedEx Service Alerts Page: [USA](#) • [Canada](#)

UPS Service Alerts Page: [USA](#) • [Canada](#)

Order Processing:

Once you place an order with Wine Incentive Programs, Inc., we will ship your order using the selected carrier. The estimated delivery timeframe will depend on your location and the shipping method chosen.

Tracking Information:

Once your order has been shipped, we will provide you with a tracking number via email or text. This tracking number will allow you to monitor the progress of your shipment and estimate the expected delivery date. You can use this tracking number on the carrier's website to track your package.

Shipping Costs:

Shipping costs are calculated based on the weight, dimensions, destination, and shipping method selected during the ordering process.

Legal Requirements and Age Verification:

By placing an order with Wine Incentive Programs, Inc., you confirm that as an authorized client you are of legal drinking age in your jurisdiction. As per legal requirements, our carriers may require age verification upon delivery. Please ensure that someone of legal age is available to receive and sign for the package.

Return Policy:

Any wine shipment arriving in a damaged or defective condition must be immediately reported to Wine Incentive Programs, Inc. [via email](#) or by calling **877.497.0758**. The order will be identified, and an identical new order will be immediately shipped at no cost.

Undamaged Merchandise Any undamaged wine shipments may be returned provided: a) the wine is unopened, and b) it's returned in the original, undamaged shipping box, with original, undamaged custom packing material. A 25% re-stocking fee is applicable.

Undeliverable Merchandise All orders are shipped via FEDEX or UPS and the addressee's signature is required by law. The shipper will make three attempts to deliver to the address on the label. If they are unsuccessful after three attempts, the order will be returned to the Wine Incentive Programs, Inc. fulfillment center. Wine Incentive Programs, Inc. will audit the delivery address information for accuracy. If Wine Incentive Programs, Inc. entered inaccurate or incomplete delivery information, Wine Incentive Programs, Inc. will re-ship the order again at no cost. If Wine Incentive Programs Inc.'s customer-submitted inaccurate or incomplete delivery information, then the client must agree to pay the shipping costs to re-ship the order a second time.

Contact Us:

If you have any questions or concerns regarding our shipping policy, please feel free to [contact our customer support team](#). We will be happy to assist you with any inquiries you may have.

Thank you for choosing Wine Incentive Programs, Inc. We appreciate your business and hope you enjoy our exceptional wine products.