



## Frequently Asked Questions

### I would like to join the Wine:30 Club! How do I sign up?

- We are thrilled that you would like to join the Harney Lane family! You can easily sign up for Wine:30 Club Membership by [clicking here](#), calling 209.365.1900 or visiting us in the Tasting Room, open daily from 11am-5pm.

### How does a Wine:30 Club Membership work?

- Harney Lane asks for a one year commitment, which includes 4 quarterly wine releases in the club of your choosing.
- When you sign up, you can opt to receive your wine at the winery or to have it shipped. We have a variety of fun pick up opportunities, or we welcome you to come in and pick up at your convenience.
- In addition to great wine, club members receive lots of fun [perks!](#)
- Harney Lane will retain a credit card on file, which will be charged prior to each club release. All members will receive advanced notice of our processing dates via email, as well as more details about upcoming releases.
- Shipping recipients: shipping charges will automatically be included in your wine club processing total.
- Membership may be cancelled after one year (4 releases) by contacting Harney Lane by phone, mail or [email](#) at least two weeks prior to the current quarterly release.

### How will I be informed of my membership details, pick up options, etc.?

- Email is our primary mode of contact outside of the Tasting Room. To provide you with all of the information you need about your Wine:30 membership, new releases, special announcements and more, we should always have your current email address on file. Please contact us at [WineClub@HarneyLane.com](mailto:WineClub@HarneyLane.com) with any updates!

### I haven't received any emails, what should I do?

- Please call the Tasting Room or [email us](#) so that we can be sure your information on file is accurate. We always want to keep you in the loop!

## When can I expect my Wine:30 Club wines?

- Members who pick up at the winery can expect their quarterly wine releases in February, May, August and November.
- Shipping recipients can expect their quarterly wine releases in February, May, October and December.

## What is the average cost of a Wine:30 Club release?

- We offer a handful of options for our Wine:30 Members! The average cost of our Case Club (12 bottles, quarterly) ranges from \$250-\$300. The 6 Bottle Club ranges from \$130-160 per quarter and the 4 Bottle Club ranges from \$90-\$120 quarterly. [Click here](#) for more information on our different club options.

## Can I customize the wines that I receive?

- We love being able to share our new releases and club exclusive wines with you! While we personally hand-select the wines going into your club releases, we always give our members the opportunity to customize their own selections. All Members will be notified via email about the wine included in each release.

Case Club members can enjoy customizing their wine selections through our exclusive Concierge Service at any time, by [contacting Tori](#).

Our 4 and 6 Bottle members are welcome to customize their wines by calling our tasting room 209.365.1900 or by emailing [WineClub@HarneyLane.com](mailto:WineClub@HarneyLane.com). We do ask that you contact us prior to the processing date provided. A \$5 reprocessing fee will be applied to requests received after this deadline.

## Can I share my Wine:30 Club benefits?

- Membership benefits are intended for club members, only. Therefore, we are unable to extend club discounts or transfer benefits to others. Please encourage your friends to join the fun and become part of the Wine:30 family, too! [Click here](#) for a full list of benefits.

## How does wine tasting work as a Wine:30 Member?

- While our tasting fee for the public is \$5 for a flight of 5 tastes, our Wine:30 members receive their 5 tastes complimentary upon each visit. Guests of Wine:30 members may also receive complimentary tastings, based upon your Wine:30 club [membership perks](#). We offer additional opportunities for group tastings and tours, and we do ask for advanced reservations to be made for groups of 7 or more. [Learn more here](#).

## How does shipping work?

- Shipping recipients will receive club wines 4 times a year, during the months of February, May, October and December. Shipping costs vary depending on the amount of wine and delivery location. To view more details about our wine club shipping, [click here](#).
- Harney Lane is able to ship wine to all legally compliant states. A person 21 years of age or older must be available to sign for the shipment on delivery, as required by UPS and Fed-Ex. For this reason, we encourage shipping recipients to consider providing a business address for delivery.
- If you've signed up to be a shipping recipient, your wine release will generally ship out the week following club processing. Tracking information will automatically be emailed to you once your wine has shipped! It is important that we have your current email address on file so that you can track your package successfully.
- We are more than happy to hold scheduled shipments if you know that you will be unable to receive the package. Please contact us via [email](#) or phone prior to the ship date we have provided; we will gladly acknowledge your request and set up a new shipping date for you!
- After wine has shipped out, 3 delivery attempts will be made. If a shipment is returned to Harney Lane Winery after 3 attempts, the club member will be responsible for any re-shipment charges.
- For easier access to your shipping information, sign-up for [UPSMYCHOICE](#) to receive proactive delivery alerts, Reroute or reschedule home deliveries and view inbound shipment information on the UPS My Choice Delivery Planner.

## I am a shipping recipient, but will be in the area. Can I pick up my wines?

- As a shipping recipient, you are always welcome to pick up your wines! We just ask that you [let us know](#) at least one week before the processing date, so we can arrange to hold your wine and remove any shipping fees associated.

## What happens if I am unable to pick up my wine?

- We encourage club members to pick up their wines within a month of the release. Wine held for 3 quarters or more may be shipped to the address provided on file. The member will be responsible for any shipping charges at this time. We make several attempts to contact members with wine on hold prior to shipping.

## I would like to make updates to my membership. Where do I start?

- You can update your Wine:30 Membership [on our website](#) or by [emailing us](#) with your preferences. This includes updates to your billing information, name, address and even your club preferences.

### **I cancelled my membership, but would like to re-join. What are the next steps?**

- We would love to have you as part of the family again! Stop by our Tasting Room, open daily 11am-5pm or [email us](#) to reinstate your membership. We've missed you!

### **What is the best way to get in touch with someone regarding my membership?**

- You can contact the Tasting Room at 209.365.1900 or email your Wine Club Manager Tori -[WineClub@HarneyLane.com](mailto:WineClub@HarneyLane.com), with any questions about your Wine:30 Membership.

### **If I would like to bring a group for tasting, what steps do I take?**

- Please [click here](#) to read more about our group tasting and touring opportunities. Contact our Tasting Room at 209.365.1900 or [Info@HarneyLane.com](mailto:Info@HarneyLane.com) to set up your group reservation. We look forward to seeing you soon!

### **I want to purchase a gift membership; how does that work?**

- Our wine club membership makes a great gift. You may give the gift of a Wine:30 Membership by signing-up online at [www.HarneyLane.com](http://www.HarneyLane.com) or call our Tasting Room, open daily from 11am-5pm, 209.365.1900. Your credit card will be charged quarterly for the Wine:30 releases and your gift recipient receives all the benefits that come with being a member. Each Gift Member will receive a packet with information of their membership, a membership card, and gift notification shortly after you sign them up. You may choose the length of membership when you enroll them, or enroll them indefinitely and simply notify us in writing when you are ready for the membership to end.