

CELLAR CLUB TIPS & TRICKS

Ways to improve your wine club experience

Communication with Eberle

Our main form of communication for the Cellar Club is email. All notifications about an upcoming shipment will be sent via email. The best way to reach the Wine Club Manager or Assistant Manager is via email. You can contact them at members@eberlewinery.com.

Scheduled Shipments

Pioneer Club: Two Shipments a Year; March & October

Legacy Club: Four Shipments a Year; February, May, September & November

Rare & Reserve Club: Two Shipments a Year; April & December.

Customization Standards

Eberle Cellar Club shipments are in a set format. Each shipment is thoughtfully crafted for our members to make sure they are getting a variety of wines in each shipment. The Legacy 12 Bottle Club is able to customize each shipment. The shipments are typically filled with new releases and exclusive club wines. You can add more wines during the reorder period and receive 30% off on any additional Cellar Club shipment wines.

Updating Your Information

If any changes need to be made to your shipment, please reach out within 2 weeks prior to credit cards being processed. Any changes that are requested after credit cards are processed may have a \$20 adjustment fee. The adjustment fee is to our fulfillment company capturing the orders once the cards are processed and are working on the order immediately.

If you need to update any of your information (credit cards, address, phone number, email, etc) you can log in online to update your information. Go to eberlewinery.com, click login in the top right corner/ fill in your email address we have on file and the password. If you can't remember what the password is, click forgot password and reset it (must have at least 1 letter, 1 number, 6 characters). On your account, you can see your order history, what card you have on file, and your current address. Must be an active member with up-to-date information to receive offers and benefits.

Processing Cellar Club

Credit cards will be processed on the 1st Tuesday of the month your shipments are supposed to go out (unless a holiday is on a Monday, in which case credit cards will be processed the following week). All members who are set up as default ship will have their packages sent out the following Monday unless coordinated otherwise or weather permitting.

Will Call/Pick Up Members

All will call orders will be automatically shipped after 6 weeks and charged for shipping. If you need an extension of a few weeks please contact our Wine Club Manager to request an extension.

Canceling Your Membership

By signing up for our membership, we do ask for a 1-year commitment to the wine club. If after that time has passed about you wish to no longer be a member please email members@eberlewinery.com or call 805.238.9607. Call cancellations need to be placed before credit cards are processed.