



CELLAR CLUB TIPS AND TRICKS

WAYS TO IMPROVE YOUR WINE CLUB EXPERIENCE

Communicating 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 is also email at members@eberlewinery.com.

Scheduled Shipments

- Bi-Annual Cellar Club: Two Shipments per Year, March and October
- Quarterly Cellar Club: Four Shipments per Year, February, May, September, and November
- Rare & Reserve: Two Shipments per Year, April and December

Customizing Shipments Standard

- Eberle Cellar Club shipments are a set format. We do not allow any customization. Each shipment is thoughtfully crafted for our members to make sure they are getting a variety of our wines in 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 of credit cards being processed. Any changes that are requested after credit cards are processed may have a \$20 adjustment fee. The adjustment fee is because our fulfillment company in Santa Maria has captured the orders once the credit cards are run and they have already begun working on the orders.
- If you need to update any of your information (credit cards, address, phone number, email etc.) you can login online to update your information. Go to Eberle's website, click login at the top right corner, fill in your email address we have on file and the password. If you can't remember your password, click forgot password and reset it (must have at least 1 capital letter, 6 characters and 1 number). On your account you can see your order history, what credit 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 run the first Tuesday of the month your shipment is supposed to go out (unless a holiday is on a Monday, forcing the card run 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 Members

- All members who are set up as default will call will have their shipments automatically shipped after 6 weeks unless other arrangements have been made prior to the planned ship date.

Cancelling Your Cellar Club

- If you wish to no longer be a club member you need to email the Wine Club Manager at members@eberlewinery.com or call 805-238-9607. All cancellations need to be placed prior the credit cards being processed.