

We ship via one of the following carriers: **FedEx, UPS, or GSO.**

We cannot ship to **Arkansas, Illinois, Mississippi, North Dakota, Ohio.**

You must be 21 years of age or older to purchase alcohol. An adult must be present upon delivery to sign for your package.

Please Note: While we do our best to ship out all orders on the next business day, orders placed after 9:00AM PST might experience a 2 business day shipment delay. Some orders may also take additional business days to ship, however, as demand for limited supplies may deplete our stock of a particular item.

We charge a flat rate for ground shipping within the continental United States except for shipments to: **AI, DE, KY, MA, MI, NH, OK, UT, VA.** Shipments to these states require additional shipping fees that are passed on to the customer. Shipping rates for other destinations are based on our actual shipping cost. Shipments can be expedited at the customer's request. Shipping charges for expedited orders will be based on our actual shipping cost.

When the weather is hot, we may choose to add ice packs to your shipment to ensure wine integrity. A charge of \$5 per ice pack will be added to the order. At the customer's request, we will hold shipment of an order until the customer releases it.

Weather Shipping Policy:

You may experience shipping delays if temperatures are higher than 85 degrees or lower than 32 degrees between our door and yours.

Cancellation Policy:

If an order has been charged and is cancelled prior to shipment, we will refund the full cost of the order. If the order has shipped we will refund the cost of the order minus our cost to ship and recall it.

We will accept order change requests prior to shipment. The order cost will be adjusted accordingly. We will not accept order changes after it has shipped.

Shipping Terms:

- We cannot ship to PO Boxes, freight forwarders, APO/FPO addresses, or internationally.

- We can ship to a home or business address, however we PREFER to ship to a business address where someone will be available to sign or to a UPS Store location where it will be held for pickup at the recipient's convenience for up to a week.
- Your credit card will be charged before the order ships. Charges will be captured shortly after the order has been placed.
- Any order that is refused or returned after three attempts to deliver shall be refunded for the amount of the product ONLY. Our actual cost for shipping and return of the product will not be refunded.
- All wines are sold in CA, and title passes to the buyer in CA. In addition, all orders are subject to CA and County sales tax. We make no representation to the legal rights of anyone to ship or import wines into any state outside of CA. The buyer is solely responsible for the shipment of wines. By placing an order, you authorize us to act on your behalf to engage a common carrier to deliver your order to you.
- For wines that are ten years old or older (industry standard being five years old or older), it is the policy of Kessler-Haak Wines that they are purchased at the buyers risk.
- Should any product be damaged during shipping, Please email us so we can pursue a claim with the shipping company. If you receive a wine that is off-condition, please contact our Customer Service department by email at info@kesslerhaakwine.com or call us toll free 805.479.0093 to replace or refund it.