

## LIEB FAMILY CELLARS

# WELCOME TO THE PLATINUM CLUB

Thank you for joining the Lieb Wine Club. This brochure summarizes the key features of the club and details your membership. Please review and keep for future reference.

### CLUB BENEFITS

Platinum card holders receive 12 bottles of wine three times each year (fall, winter, and spring) for a total of 36 bottles a year. Members have complete flexibility to customize their shipments through our Personal Sommelier Service, which provides assistance in selecting wines for your favorite foods and events. The price for each case selection includes a 20% discount, plus tax, and an additional charge for shipping, although pick-up in the Lieb Cellars tasting room is also available.

Benefits Include:

- Customize wine selection via Lieb's personal sommelier service
- 20% discount on all wine purchases (via mail or in our tasting room)
- Complimentary tastings for member and three guests in our tasting room
- Advanced invitations to order new releases/access to special library wines
- Special events free of charge
- Exclusive Platinum Club Events

For questions about your wine club membership or to update your personal information contact: 631.734.1100 or e-mail at [wineclub@liebcellars.com](mailto:wineclub@liebcellars.com)

## TERMS AND CONDITIONS

### MEMBERSHIP

Members agree to a one year membership. Club benefits are activated upon receipt of first wine selection (new members may purchase their first wines in our tasting room, or we will ship the most recent club selection upon joining). Club membership renews automatically; after 12 months members may cancel their membership at any time in writing to: (Lieb Cellars PO Box 907, Cutchogue, NY 11935, or via e-mail to [wineclub@liebcellars.com](mailto:wineclub@liebcellars.com)).

### WINE SELECTION

Platinum Club members receive 3 shipments of wine a year (fall, winter, and spring) containing 12 bottles (1 case) each, for a total of 36 bottles a year. Members receive notification of the shipments via mail, including 1) description of the wines, 2) pricing, 3) billing date, 4) pick-up availability/shipping dates. This information will also be posted on the website ([www.liebcellars.com](http://www.liebcellars.com)). Platinum members will be contacted by phone via Lieb's Personal Sommelier Service which provides assistance in selecting wines for your 12 bottle shipments. Members may also contact Lieb Cellars to customize. Members may purchase additional wine at the club discounted rate at any time, either in the tasting room, via the website ([www.liebcellars.com](http://www.liebcellars.com)), or by phone (631.734.1100).

### BILLING INFORMATION

Members are charged for each 12 bottle selection at the billing date. The supplied credit card information (provided by members upon joining the club) is used for billing. Club members certify to being at least 21 (twenty-one) years of age and legally able to purchase wine. Ownership of wine passes to members upon leaving the winery.

### PICK -UP/SHIPPING OPTIONS

Upon joining the club, members must select a preference to either pick up their wine at the tasting room, or to have the wine shipped to them. Members selecting the Pick-Up option will be billed at the same time as those selecting the Shipment option (see the 'billing date' as described above), and their wine selection will be pre-paid and available for pick-up at our tasting room (see the pick-up availability/shipping date' described above). Members selecting the shipping option will receive their wine approximately 1-2 weeks after the 'shipping date', allowing for handling and shipping time.

### SHIPPING POLICY

Lieb cellars will only ship to members in New York and states which allow direct wine shipments. If you do not live in New York state, please contact us to verify that we can ship wine to your state. Deliveries are provided by FedEx Ground. By law, FedEx requires an adult signature to deliver wine. Recipient must be at least 21 years of age (a photo ID is required) FedEx will attempt delivery up to 3 times (they will not leave wine at an address without an adult signature), after which time the wine is returned to Lieb Cellars. Members will be responsible for additional shipping charges if the wine must be resent. If a member is unlikely to be home to accept delivery, we suggest you either select the Pick-Up/Will Call option, or have us ship to your office. You may also contact us and request the special home delivery options now available from FedEx:

- FedEx Date Certain Home Delivery - Additional \$3.00
- FedEx Evening Home Delivery - Additional \$7.00
- FedEx Appointment Home Delivery - Additional \$15.00

Damaged/broken wine must be reported to us promptly (FedEx requires that the shipper, i.e. Lieb Cellars, reports damage claims within 10 days, or else forfeit any claims).

### UNCLAIMED/RETURNED WINE

Due to space constraints, we are not able to provide storage for extended periods. Members are expected to pick-up their wine selection within a reasonable time. After 60 days, we will attempt to contact members regarding unclaimed and returned wine. Second attempts to ship returned wine will be at the club member expense, after confirmation of delivery address and available adult to accept delivery. If we are unable to contact a member, we will refund the price of the wine selection using the credit card information on file and terminate club membership.

### PERSONAL INFORMATION/PRIVACY

Club members are responsible for providing accurate and current billing and shipping information to Lieb Cellars, and for having an adult available to accept the wine delivery. Please notify us of any changes in billing and shipping information before the approaching billing and shipping dates. It is important that we have current telephone and e-mail addresses so we may contact you. Lieb Cellars will terminate club members if a valid credit card is not provided. All customer information, including names, credit card and contact information is held in strict confidentiality by Lieb Cellars. We do not sell customer information to third parties.