

Cartons & Crates

Packaging and Shipping Company

3250 California Blvd, Napa, Ca 94558

707.224.7447 Fax 707.224.7448

LOCALLY OWNED AND OPERATED FOR ALMOST 30 YEARS

Check out our new website www.cartonsandcrates.com

WINE CLUB SHIPPING PROCEDURES

- As we are in the Wine Club Shipping Season we are requesting that spreadsheets be emailed with no later than a 7-10 day lead time to be able to process by the shipping date required. As formatting, running credit cards, packaging and labeling requires this allotted time.
- Wine Club Shipments are on a first in first out basis for processing and shipping.
- Email Spreadsheets directly to Diane at Shipping@CartonsandCrates.com.
- We recommend using a Business address for deliveries as we are required by law to have an "Adult Signature Required" for wine shipments. UPS will make 3 attempts to deliver otherwise after the 3rd attempt UPS will return the package to Cartons & Crates via Ground Service.
- Any updates or changes need to be sent to Diane via email at Shipping@CartonsandCrates.com
- Custom Package Shipping Rates are based on Standard Shipping Rates, not our negotiated Wine Discount Rates for Foam and Pulp Wine Shippers. Custom Shipping Rates are based on dimension, weight, zip code, residential or commercial delivery, and service level requested.
- Standard Insurance for Loss or Damage is included up to the first \$100 value of a package. It is \$2 per \$100 value thereafter. If no additional Insurance is taken out the maximum settlement per package is \$100. There is NO COVERAGE for Heat or Cold Damage, Cork Push, Cooked Wine, Seepage, Ruined Labels and Foils.
- All Risk Insurance for Heat and Cold Damage, Loss or Damage, is \$2 per \$100 value of a package. If no Insurance is taken out, there is NO COVERAGE for Heat or Cold Damage, Cork Push, Cooked Wine, Seepage, Ruined Labels and Foils. (Not available for all areas and service levels. Not available on International or GSO shipments)
- Fulfilment Labor Charges are billed at \$1 per minute per person or \$60 per hour per person when we provide additional labor to prepare a package for shipping.
- Any additional Packaging and Shipping Materials needed such as Excelsior, Sizzle Pack or Gift Packages will be charged additionally.
- There is a \$2 processing fee per package when charging Customers Credit Cards.
- If you have any questions please contact Diane at 707.224.7447 or email Shipping@CartonsandCrates.com.

THANK YOU VERY MUCH FOR YOUR BUSINESS!