

Security Statement

For your security, Roche Winery's web-based ordering process utilizes the most up to date Secure Socket Layer (SSL) technology. The software ensures that all sales transaction information is transferred safely via encrypted methods.

Privacy Policy

Roche Winery will never share, sell or rent personal information with anyone without your advance permission or unless ordered by a court of law. Information submitted to us is only available to employees managing this information for purposes of contacting you or sending emails based on your request for information. All orders placed via this website require a credit card. Upon submitting an order, all credit card numbers are transmitted via secure and encrypted methods to keep your personal information safe. Credit card numbers are kept on file for future purchases. For your security, these credit card numbers are stored in secure, encrypted databases and are not accessible by company personnel or third parties.

Shipping Policy

Roche Winery complies with all federal, state and local laws regarding sale of alcohol to minors. All wine shipments require an adult signature (21 years old or older with proper identification of age) for delivery. If no one is available to receive the package, additional attempts to deliver will be made. If these attempts are unsuccessful, your order will be returned to the distribution center it originated from, resulting in additional shipping costs. We strongly recommend delivery of wine shipments to a business, rather than a home address. All orders are shipped via the best possible manner depending on your location. Most orders are shipped within 1-3 business days, excluding holidays and weekends. If your order needs to arrive by a specific date, such as for a gift or prior to travel, please call us directly. Weather conditions (heat or cold) may delay shipments until more favorable conditions exist. To protect wine from potential damage in winter and summer, we recommend expedited shipping. If you have concerns about weather conditions or wish to arrange for specific timing of your order, please call us at (800) 825-9475 or email us at info@rochewinery.com.

Product Satisfaction

Roche Winery guarantees its wines. Your satisfaction is our top priority. If for any reason you are dissatisfied with your order, please contact us within 30 days of receipt of your order at (800) 825-9475 or email us at info@rochewinery.com. Any unsatisfactory items need to be re-corked with remaining contents and returned to receive a refund. For all returns, please contact us to request a return shipping label. A refund will be issued upon confirmation of the return. Cancelled, returned, reshipped, or rerouted orders will be subject to additional charges.

Terms & Conditions

All wines are sold in California and title passes to buyer in California. We make no representation as to the legal right of anyone to ship or import wines into any state outside of California. By placing an order with us, you authorize us to act on your behalf to engage a common carrier to deliver your order to you.

Security

Enjoy safe shopping at www.rochewinery.com. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions.