

# PINE RIDGE

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## VINEYARDS

As wine is a perishable product, the weather can pose challenges to ship during extreme temperatures throughout the year. It is our goal to protect the integrity of your wine to ensure delivery of your order arrives in the most optimal condition. The temperature-controlled method provides transportation on a 55-degree refrigerated truck, with the inclusion of cold packaging, when applicable. As the logistics vary from standard ground carrier methods, please review the timing and delivery expectations below.

A list of states on weather hold can be found in the order confirmation email. Orders shipping via temperature-control to a state on weather hold will not be released, unless by customer request. When temperatures fall within our guidelines, a shipping update will be provided via email or text.

**Ship Date:** Orders placed with the temperature-control method ship on Fridays only. If a future ship date is specified on the order, it will ship in accordance with the order deadline as outlined below.

**Order Deadline:** Orders must be received in our system no later than 3pm (PDT) on Tuesdays to ship that Friday. Orders received after the Tuesday deadline will be shipped the following Friday.

**Expected Delivery Date:** Once the package has left our fulfillment partner on Friday, the initial tracking notification will be provided indicating a label has been created, along with an estimated delivery date. The tracking status will continue to be updated throughout the transit process.

**Transit time:** On average, delivery occurs within 5-10 business days from the date the order is placed. Extended delays may occur if unforeseen circumstances arise, and our team will make every effort to notify you.

**Ice packs:** The inclusion of ice packs provides an extra level of protection during the transit process during the warmer months. While ice packs are intended to last up to 48 hours, it is common they will not be frozen upon delivery. The main purpose is to keep the wine at an ambient temperature to prevent pushed corks and/or leakage.

For additional inquiries, please contact [ordersupport@crimsonwinegroup.com](mailto:ordersupport@crimsonwinegroup.com) and a member of our team will be happy to provide assistance.

