**RETURNS & CANCELLATIONS**

CANCELLED ORDERS

Wine Orders: If you cancel your order after it has been sent to our fulfillment center, a 25% restocking fee will be applied before a refund is issued. Please send an email to [info@giracci.com](mailto:info@giracci.com)  if you need to cancel your order. Once the wine has been received at our warehouse, we will refund your credit card account for the cost of the wine less shipping, handling, and the 25% restocking fee.

Other goods, services and events: There will be no refund on goods, services and/or event fees once purchased unless specifically in writing and in accordance with Special Events Agreement and or contract. Where a written agreement states a refund is appropriate a 25% administrative fee will be applied before a refund is issued.

DAMAGED OR FLAWED WINES

Giracci Vineyards and Farms guarantee quality products and service. Your satisfaction is our first priority. We will replace or refund your cost for any bottle of wine that is damaged or flawed that was purchased through our website or on site at our winery. Wines purchased through retailers must be returned to them. We ask that you return the unfinished portion of the original bottle for replacement. By law, we cannot accept returns of alcoholic beverages unless the products are corked or flawed. We are also unable to accept return of wine that was damaged due to adverse weather conditions during shipment, or wine that is ordered in error. Weather damage may include leakage, freezing, and/or corks pushing. Please be sure to check shipping destination weather conditions before placing your order.

To arrange for the return of corked or flawed products, please send an email to [info@giracci.com](mailto:info@giracci.com).

If the original shipment was damaged or flawed, you will receive a full refund, including shipping and handling charges or you will receive a full replacement order.

DELIVERY REQUIREMENTS

Federal law requires a signature be obtained from an individual over the age of 21 for all wine shipments. Notes with a signature, left for the delivery companies, cannot be accepted as a replacement for an individual signing for the shipment. We recommend that orders be shipped to a business address for prompt delivery. We cannot guarantee the condition of any wine if delivery is not made on the first delivery attempt. Orders that are not delivered on the initial attempt may be held in a facility that is not temperature controlled.