

# CROSSBARN

BY PAUL HOBBS

## FAQ

### General Questions:

#### **Why can't I log in to my account?**

Passwords may differ between Paul Hobbs Winery, Paul Hobbs Imports, and CrossBarn accounts. The 'forgot password' link resets your password for that account only.

#### **How do I purchase CrossBarn wines?**

1. Go to [www.crossbarnwinery.com](http://www.crossbarnwinery.com)
2. Click on 'Buy Wine' to view the current wines available
3. Select the wine and quantity desired and 'Add to Cart'
4. To complete your order, click on 'Checkout', located on the upper right hand corner, and follow the prompts. You will be able to confirm or change order totals, addresses, and billing information.

#### **What are the payment options?**

Only credit card payments will be accepted through our online order system.

#### **Is the online order system safe?**

Yes. We have taken every possible precaution to ensure the safety of your information. Our site is equipped with the most advanced Secure Socket Layer (SSL) technology available to ensure the privacy of any information you submit. In addition, though we set up your initial Paul Hobbs Winery account, you are able to reset your password and enter your billing and shipping information. As always we will not sell or share your information outside of the Paul Hobbs Wines family.

#### **What do I do if I've forgotten my account password?**

You may retrieve your password by going to the login page and clicking the 'forgot password' link. A new password will be emailed to you.

#### **How can I contact your office?**

If you have any questions or problems regarding your order, please contact our office by phone at 707.824.9879, by fax at 707.824.5843, or by email at [orders@paulhobbs.com](mailto:orders@paulhobbs.com). Our office is open Monday to Friday from 8am to 5pm PT.

## CrossBarn Winery Account

### How do I set up my online account?

1. Go to [www.crossbarnwinery.com](http://www.crossbarnwinery.com)
2. Select 'Mail List' on the upper right hand corner
3. Fill out the required fields and select 'submit.'
4. Once logged in, you may choose from the options on the left to manage your account settings.

### Why is my birthdate required?

You must be at least 21 years of age to purchase wine. Paul Hobbs Winery is legally required to maintain the birthdates of its customers and all the people they ship to.

## Shipping

### What are my shipping options?

In our continued efforts to lower shipping costs for our members, we are now offering a temperature controlled ground option at no additional cost and available to all states open for direct shipping. If you prefer, two-day delivery is still available.

Unfortunately, due to state restrictions, we are not able to ship to every state.

If you have an account with 55 Degrees, All Ways Cool, Stagecoach Express, Fitch Mountain Packaging, Vinfolio, or Oeno Vaults, please use their company name and address for your shipping preference, and be sure to provide their phone number in the Shipping field. We will automatically eliminate your shipping costs if your account permits complimentary pick up.

If you have special requests regarding delivery date or time, please notify us at the time you place your order.

Please note that changes made after the order has shipped may be subject to additional charges.

### Can we ship to all states?

No. Due to state laws, shipments are not available to AR,DE,IN,KY, MT,MS,OK,PA,RI, SD,UT, VT. Please contact us for alternate shipping options 707.824.9879 x 17 or [order@paulhobbs.com](mailto:order@paulhobbs.com).

### What is a "3-Tier" shipment?

Shipments to customers in 3-tier states (LA, AZ, MA) must be routed via a 3-tier network of intermediaries in order to comply with those states' laws. Please allow up to two weeks for delivery to these states.

**What are the shipping charges?**

Our shipping charges cover the cost charged by our fulfillment center, though we often subsidize these costs.

Please note that changes made after the order has shipped may be subject to additional charges.

**Can I ship to multiple recipients?**

Use our online order system to ship to multiple addresses. On the main menu, select My Address Book and add a new address. When checking out, you will be asked to choose the address for shipping; you can select any address entered in your Address Book.

**After Order Is Submitted****Can I change my order after submitting it?**

You cannot make changes online to submitted orders. If you need to change an existing order, please contact our office via email or phone.

**When will my payment be processed?**

Credit card payments will be processed once your allocation is secured.

**When will I receive my wine?**

Your order will ship within two weeks, weather permitting. You will receive an automatic email confirmation with tracking numbers when the wines ship. Delivery times depend on the method.

UPS Ground service is usually 1-7 days; Air is 2 days; and 3-Tier is 4-14 days.

All wine deliveries must be signed by someone at least 21 years of age.

**What is the return policy?**

We take great care to ensure the safe shipment of your order. However, if your wine has been visibly damaged during shipment, please contact us within 30 days of delivery to arrange for an exchange or refund.