



# Marita's Vineyard Privacy Policies



## Privacy Policy

We respect your privacy. The information that you provide Marita's Vineyard will never be shared nor sold to anyone. We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, unless it is necessary to fulfill your request, e.g. to ship an order.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy. You may opt out of any future contacts from us at any time by calling us directly at 707.259.5313 or via email address at [mv@maritasvineyard.com](mailto:mv@maritasvineyard.com).

## Notification of Privacy Changes

On occasion, we may change the Privacy Policy and reserve the right to do so at any time. Changes will be posted to our website immediately. It is your obligation and responsibility, as the User, to be aware of the current Marita's Vineyard Privacy Policy and any changes to Wine Club, Shipping and Return Policies which are located in our website.

## Terms and Conditions

Welcome to the Marita's Vineyard website. Please review our terms and conditions carefully. It is the Users responsibility to review our Terms and Conditions for any updates. By using this site, you agree to comply with and be bound by the following terms and conditions of use. If you do not agree with our terms, please do not use our website.

All content included on this website is the property of Marita's Vineyard, LLC. It's content is protected under applicable copyright, patent, trademark, and other proprietary rights. Any copying, redistribution, use or publication by you of any such content or any part of the Site is prohibited.

## Audience and Site Use

This website is intended for viewers that are 21 years of age or older. You agree to comply with all applicable laws regarding your use of the website. You further agree that information provided by you is truthful and accurate to the best of your knowledge.

Marita's Vineyard LLC, grants you a limited, revocable, nonexclusive license to use this site solely for your own personal use and not for republication, distribution, assignment, sublicense, sale, preparation of derivative works, or other use. You agree not to copy materials on the site, reverse engineer or break into the site, or use materials, products or services in violation of any law. Marita's Vineyard LLC reserves the right to terminate your use of this website at any time.

## Linked Sites

Third Party Web sites including but not limited to partners and affiliates are not controlled by Marita's Vineyard LLC . It is the Users responsibility to review all their Terms and Conditions, including their Privacy Policies. Marita's Vineyard LLC, does not accept any legal responsibility of data collection, information or privacy infringements gathered by the linked sites.

## Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the address of the web page.

Contact us with any questions or comments via email: [mv@maritasvineyard.com](mailto:mv@maritasvineyard.com) or call 707.259.5313

## Shipping Policy

Orders are processed within 48 hours of being received. Unless specified, all shipments are sent via 2 to 3 days on Monday and Tuesdays, unless specified by customer. We are not responsible for flawed product caused by the shipping company. Please refer to our Return Policy. There are certain states that we cannot ship to. Some states that we can ship to have volume limits or other restrictions. If for some reason an order that you place is not compliant with the shipping laws of your state, we will contact you and explain what options may be available. By placing an order, you authorize us to act on your behalf to engage a common carrier to deliver your order to your selected destination.



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All wine orders must be placed by a person 21 years of age or older. Verification of age is required at the time of delivery. We recommend that you use a business address to facilitate delivery of your purchase. Failure to produce age verification forfeits the right to receive the shipment until identification is produced. In such circumstances, the order may be held in storage at a local depot of the shipping company until appropriate identification is produced, or it may be shipped back to the winery. All associated costs will be the responsibility of the customer and will be charged directly to the customer.

## Return Policy

### • *Returns and Exchanges*

#### **A 10% restocking fee will be applied to all canceled orders.**

We will replace or refund you for any bottle of wine that is damaged or flawed. In order to process your refund, you must return the unfinished portion of the original bottle for replacement. By law, we cannot accept returns of alcoholic beverages unless the product is corked or flawed. If the complaint is caused by freight damage we will work on your behalf to get reimbursement from the shipping company. Once the wine is received we will refund your credit card account for the cost of the wine less shipping. If the original shipment was damaged or flawed (corked) by Marita's Vineyard you will receive a full refund, including shipping charges.

### • *Wine Club*

#### **A 30 DAY CANCELLATION IS REQUIRED**

Wine Club shipments are shipped every May and November, unless otherwise arranged by both parties. The initial Wine Club order is shipped upon joining, unless there is an agreement between Marita's

Vineyard LLC and Wine Club Member. Wine club shipments automatically renew and we require a 30 day cancellation prior to shipment, including the initial Wine Club Shipment. All cancellations must be in writing via email to [mv@maritasvineyard.com](mailto:mv@maritasvineyard.com) or mail to PO BOX 4164, Napa, CA 94558. If cancellation is via mail we take the postmark date as the cancellation date. It is the member's responsibility to inform Marita's Vineyard in writing of any changes in shipment address, credit card information or any pertinent information that is required for your Wine Club Membership. Wine Club Members will be charged all shipping costs, including returns charges for undeliverable, refused or improperly cancelled shipments.

To return or exchange an item, please complete the following steps:

1. Please contact the winery as soon as possible at 707.259.5313 or via email to [mv@maritasvineyard.com](mailto:mv@maritasvineyard.com)
2. Clearly explain your dissatisfaction with the product.
3. Return the unfinished bottle(s) that were corked or flawed.
3. If the complaint has to do with freight damage, we will work on your behalf to gain reimbursement from the appropriate freight company.

**Note:** The credit card used for the original purchase will be credited in the amount of the product sale. Please allow 1-2 billing cycles for the credit to appear on your bill. Shipping and handling costs are not refundable unless we have sent the wrong item.