

Frequently Asked Questions: Shipping

Where do you ship your wines?

We are happy to ship to the following states: AK, AL, AZ, CA, CO, CT, DC, FL, GA, HI, IA, ID, IL, IN, KS, LA, MA, MD, ME, MI, MN, MO, MT, NC, ND, NE, NH, NJ, NM, NV, NY, OH, OK, OR, PA, SC, TN, TX, VA, VT, WA, WI, WV, WY.

Unfortunately, we cannot ship to the following states at this time: AR, DE, KY, MS, RI, SD, UT.

When and how are wines shipped?

Pending weather, shipping is scheduled in April for the spring release and November for the fall release. Turley Cabernet Sauvignon ships in December. Couriers and methods vary, optimizing quality control and expediency. If you prefer a specific courier, please let us know.

How do I get tracking information?

Once the carrier picks up your package(s) from our fulfillment house, tracking information and an estimated delivery date will be emailed directly to you. Please be sure that an adult 21 years of age or older is available to sign for the shipment when it arrives on the estimated delivery date. In the event of extreme weather conditions, Turley Wine Cellars may delay shipping.

What if my shipping address has changed on my current order?

Please contact Turley ASAP! Shipping address changes can be made up to two weeks prior to the scheduled ship date. Any changes submitted after that date may result in a per-package carrier fee. **Changing your shipping address on your account will *not* update the shipping address on an existing order.**

Is a signature *really* required?

All orders *must* be signed for by a person 21 years of age or older upon receipt (because it's the law), so please choose your shipping address accordingly. Turley Wine Cellars recommends shipping to a business address to ensure a successful first delivery attempt. Shipping fees incurred to reship orders returned to Turley Wine Cellars due to failed signature and delivery attempts will be the responsibility of the customer. A restocking fee of 15% will apply to cancelled orders.

I can no longer pick up my wine.

For Paso Robles, please contact Kate@turleywinecellars.com to arrange shipping or by phone at 805-221-1114. For Amador, please contact Amador@turleywinecellars.com or call 209-245-3738.

AMADOR TASTING ROOM
10851 SHENANDOAH RD
PLYMOUTH, CA 95669
TEL (209) 245-3938
FAX (209) 245-3657



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