

# MALENE

While the summer months can pose challenges with shipping wine to certain states experiencing extreme temperatures, our goal is to protect the integrity of your wine to ensure your order is delivered in the most optimal condition. Our fulfillment partner offers a cold chain shipping method (aka temperature-controlled), which is a ground service allowing wine to be transported on a refrigerated truck, along with the addition of cold packs. As the cold chain method differs from the standard carrier methods, please take a moment to review the timing and logistics below.

Please note, any orders going to a state on weather hold will not be released for shipping, regardless of the method selected, unless requested by the customer. A full list of weather hold states is noted on the confirmation email. When temperatures fall within our guidelines, a shipping update will be provided via email.

**Ship Date:** Orders placed with cold chain shipping are shipped on Fridays only. If a future ship date is specified on the order, it will be shipped in accordance with the order deadline as outlined below.

**Order Deadline:** Orders must be received in our system no later than 11am (PDT) on Thursdays to ship the next day. For orders received after the 11am deadline on Thursday, it 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 sent indicating a label has been created, along with an expected delivery date. **IMPORTANT:** The initial delivery date will not be accurate as the order has not been received by UPS or FedEx. Once the order has arrived at the local hub, a final tracking notification will be sent with the updated delivery date, approximately one to two days prior to delivery.

**Transit time:** On average, delivery occurs within 5-10 business days from the date the order is placed. For orders submitted after the cutoff, extended delays will occur.

**Tracking Visibility:** While orders are being transported on the refrigerated truck, the tracking status will be untraceable until it reaches the local hub. Once it has been scanned by the carrier, the expected delivery date and further status updates will be available and visible.

For additional inquiries, please contact [orders@crimsonwinegroup.com](mailto:orders@crimsonwinegroup.com) and someone from our team will be happy to further assist.

