

# Friends of TarraWarra Estate

## The TarraWarra Estate Wine Buying Program

### Requirements of Membership

As a member of the TarraWarra Estate Wine Buying Program, you are required to commit to purchase four (4) wine packs during a 12 month period. The wine packs will be despatched in June, September, December and March.

You will be required to provide details of your credit card so that this can be charged once every three months. The wine pack will be despatched once payment has been received and recorded together with your credit card receipt and pertinent information regarding winemaking and tasting notes and suggested cellaring times (provided by our Winemaker, Clare Halloran).

Should you wish to cancel your membership, a request should be forwarded to TarraWarra Estate in writing. This will need to be received at least five (5) working days prior to the next scheduled shipment. Cancellation will only be possible after two (2) Wine Packs are purchased.

### Protecting Your Privacy and Financial Details

TarraWarra Estate is committed to protecting your privacy.

When you order, we need to know your name, e-mail address, mailing and delivery address, credit card number and expiration date. This allows us to process and fulfill your orders and to notify you of your order status.

TarraWarra Estate does not sell, trade or rent your personal information to third parties.

Confidential information, such as your address, credit card details and order history, is not stored on the web server but on TarraWarra Estate's own database, which is protected against unauthorised access. This information will be updated when required to protect the integrity of the database, ensuring this information is correct and complete.

By supplying your personal information, we are able to notify you of special announcements, wine offers and Cellar Club events.

### Guarantee

As a member of the TarraWarra Estate Wine Buying Program, you will be guaranteed a minimum saving of 25% on all wines purchased. This is a 25% saving on the Cellar Door price. You will also have access to other special offers including 'bin ends' which will often result in a saving of more than 25%.

Exclusive pre-release wines and back vintages will also be offered to you. These offers will not normally be available to the general public.

You can be assured that if you are not completely happy with a wine for any reason, we will replace it expeditiously and free of charge. Simply let us know and we will arrange a replacement immediately.

All wines are fully guaranteed against breakage or loss in transit. We will replace or refund anything you order but do not receive.

### Further Information or Orders

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