

# Shipping, Return and Exchange Policy

## ***Shipping***

### ***Standard 3-7 Day Delivery:***

Your package will ship to arrive within 3-7 business days. We are unable to guarantee delivery on Saturday. Shipping cost is based on the total weight amount shipped to each "Ship-To" address within the continental U.S. We do not require a signature at delivery unless your order includes wine. \$14.00 additional fee for address corrections.

### ***3 Day Delivery:***

Your package will ship to arrive in 3 business days from the date of the order, if placed before 3PM PST during the business week. If placed after 3PM PST during the business week, or on a weekend, your order will ship the next business day. We are unable to offer delivery on Saturdays or Sundays using this delivery option. We do not require a signature at delivery unless your order includes wine. \$14.00 additional fee for address corrections.

### ***2 Day Delivery:***

Your package will ship to arrive in 2 business days from the date of the order, if placed before 3PM PST during the business week. If placed after 3PM PST during the business week, or on a weekend, your order will ship the next business day. We are unable to offer delivery on Saturdays or Sundays using this delivery option. We do not require a signature at delivery unless your order includes wine. \$14.00 additional fee for address corrections.

### ***Overnight Delivery:***

Your package will ship to arrive in 1 business days from the date of the order, if placed before 3PM PST during the business week. If placed after 3PM PST during the business week, or on a weekend, your order will ship the next business day. We are unable to offer delivery on Saturdays or Sundays using this delivery option. We do not require a signature at delivery unless your order includes wine. \$14.00 additional fee for address corrections.

### ***DELIVERY TO CANADA:***

For delivery to Canada, PLEASE remember a \$35.00 monthly surcharge for memberships may be added to orders shipping to Canada. Orders to some destinations may take up to 2 weeks to arrive.

### ***DELIVERY ON WEEKENDS:***

We are unable to guarantee delivery of our products on Saturday unless you purchase the special Saturday option. We do not deliver on Sunday.

### ***INTERNATIONAL ORDERS:***

Once an order is shipped we cannot make adjustments to it or remove items to reduce shipping. Please be aware that orders sent outside the USA do not have tracking and insurance available, so all orders sent to other countries are done at your own risk.

### ***Tracking packages:***

When your order has been sent you will receive an email confirming that it has been shipped and it will include a UPS, USPS or GSO tracking number (USA and some Canadian orders only). You can track your order directly to [www.UPS.com](http://www.UPS.com), [www.GSO.com](http://www.GSO.com) or [www.USPS.com](http://www.USPS.com) and use their online tracking feature to find out where your order is at any given time.

For orders outside the USA which are sent via USPS Air Mail, we unfortunately have no way to track these orders. Also, should a package be lost or stolen in transit, we can file a claim with UPS to try and get a 2nd shipment out to you at no additional charge, but this cannot be done with orders outside the USA, so order at your own risk. However, if there is information from your local post office to show that

the package was delivered and you say that you did not receive the package, you will need to contact USPS to initiate a claim for lost package – this situation is not the responsibility of the shipper to follow up on as once a package has left our warehouse we have no control over the situations which may occur.

### ***Backordered Items:***

If you choose to purchase an item that is on backorder, or, if you purchase a quantity of an item where some are listed as being on backorder, we will hold your entire order until the backordered items arrive in (normally 1-5 business days). If you require some items to be sent immediately and the backordered items to be sent at a later time, please note this in your order if you will be willing to pay extra shipping costs to have the items sent (the cost to send the backordered will be no more than the original ship cost). Please be aware that unless you do wish to pay extra shipping, all orders containing backordered items will be held until the entire order is in stock and ready to ship.

## **Return Policy**

Exchanges and Store credits can only be given for non perishable items within 14 days of purchase date. There are NO refunds or exchange of perishable items. This period begins on the date the product is shipped out to the customer [NOTE: If there is a special circumstance whereby you cannot get your products returned within this 30 days please be sure to contact us before mailing them back.] Simply mail the products you would like to return back to us (with a note of reason for return enclosed) at our address listed at the bottom of this page and we'll refund your money via charge or check, depending on how you paid for your order. Returns can be sent for exchange, store credit or refund depending on what you'd like. We will reimburse you for any items that have been sent incorrectly but under normal return circumstances you are responsible for the expense of shipping products back to our location. Exchanges will be sent for a small fee to reshipping (fee depends on product ordered) but any subsequent returns or exchanges will be paid for at the customer's expense.

### ***Return Condition***

- For any discrepancy, please report it to us within 48 hours of receipt of product. Otherwise, we will assume that there is no problem with the order. Examples of discrepancy include wrong item or wrong quantity received, and when package received does not match with the order you placed.
- For any return, please send email to [baconfreak.com](http://baconfreak.com) or call 877-212-2266.
- Please make sure the item is in its original resalable condition. We are not responsible for condition of item changed by the carrier during the transit or by customer during their possession.
- For all U.S. domestic online or phone orders item must be returned within 15 calendar days from the date we shipped out. For oversea orders, return period is 30 calendar days. For holiday (e.g. Halloween, Christmas, etc.) orders, return period is 30 calendar days for all domestic and oversea orders.
- We calculate the calendar days from the date we shipped out to the date you shipped back the item (postmarked date).
- Holiday period is the date specified in the holiday shipping schedule page which will be posted on the website during the holiday.

## ***Buyer's Return Procedure***

Please read and follow the below Return procedure before sending any package back to us.

Return address:

**Coastal Vineyards, Inc 207 W. Los Angeles Ave #346 Moorpark, CA 93021**

Things to include:

- Complete return/exchange reason on the backside of the invoices.
- Copy of the original invoice
- Telephone number
- Last 4 digits of credit card to be refunded/charged

Package must be returned in its original or plain box. Make sure the merchandise is properly packaged to avoid damage during transit.

Return the package, and email us a tracking number.

## ***Our Refund & Exchange Process***

Approved Refunds will process within 1 week upon receipt of the returned package.

Approved Exchanges will be process within 1 week upon receipt as stock is available.

For Approved Refunds, resulting from our error or factory defect, cost of the item will be refunded.

For all other Approved Refund reasons, only cost of the item less a 15% restocking fee will be refunded. Shipping costs (both ways) will not be refunded.

All Approved Exchanges will be reshipped for a small fee. Customer will pay for the return shipping and any incurred cost of exchanging. (e.g. difference of item cost).  
- A Return label will only be issued when exchange reason was due to our error or factory defect. Customer pays

If a package is returned due to no adult signature, unclaimed, not at address or refused, we will not reship. The order will may be refunded only for cost of item less a 15% restocking fee. If you still need the items, we can reship for a fee.

We are not responsible for any error caused by the carrier. If the carrier agrees to a refund we will process the refund based on its decision.

Please note, if you return an item that qualified for free shipping, our actual outbound shipping costs will be deducted from your return refund.

If an item is returned as a result of an incorrect address provided by you, we can reship the product to the correct address at an additional cost to you. (Note there is also a \$14.00 fee charged by the carrier) Returned perishable items are not able to be repackaged and shipped; therefore you will be responsible for the cost of the new product and the new shipping charge.

### ***Damaged - Defective - Loss***

We also offer replacement for any damaged, loss or defective orders as long as the claim is placed within 48 HOURS of the order being received. All damage claims must be reported to us via email at [BaconFreak.com](mailto:info@BaconFreak.com) or phone within 48 HOURS of the order being delivered. Note: Replacements will only be issued if damaged orders or discrepancies can be verified by internal policies that may require you to submit a photo of damaged product.

#### **Loss Claims:**

Must be reported to us via email within 14 days from order date. We will need to file a claim with carrier. Most often, our delivery providers (UPS, USPS, GSO) have a signature release waiver on standard - Ground shipment, and will leave packages at their own discretion (front porch, backdoor, neighbor, etc.) if they feel it is a secure location. With the exceptions of wine which requires an adult signature. Expedited shipments may require a signature depending on the carrier. Delivery tracking information is provided on all packages. We are not responsible for lost or stolen packages after delivery, but we will gladly assist you filing a claim and putting a tracer on the package with the carrier for recovery or for a refund from the delivery carrier.

If a customer disposes of a gift and does not return the gift before we can verify the damages or discrepancy we will not issue any refund.

#### **Substitutions:**

Because of the popularity of our products at times we may need to substitute items, as we make changes to our inventory based upon discovery on new and unique items, product availability and seasonal difference. Therefore, substitution may be made, but quality will never be compromised. [BaconFreak.com](http://BaconFreak.com) reserves the right to substitute products.

#### **Cancellation Policy:**

We take pride in our customer service at [Baconfreak.com](http://Baconfreak.com) and this includes not only the quality of our products, but also the speed of our service and shipping. Keeping this in mind, we require that any cancellation be made within 12 hours of order confirmation.

Any orders not canceled within 12 hours will be subject to a non-refundable handling fee and service charge equal to 25% of the total order.

The 12 hours cancellation does not apply to orders where same day shipping has been requested. In the case of a same day shipping request, all order must be canceled within 3 hours of order confirmation or be subject to the same restrictions as outlined above. All canceled orders placed with a credit card that has already been processed will be subject to a \$6.00 cancellation fee.