CUSTOMIZED GIFTING FAQs

How long does it take to send a gift?

- Business gifts typically take two weeks to process, plus shipping. Exact timing depends on the size and customization of your order.
- We need all order details at least 10 business days before the ship date: recipient names and addresses, wine selections, any add-ons, and the wording for gift notes. Any additional collateral you would like shipped with the wine (if it fits in the package) is due by the same deadline.
- Orders of more than 50 individual shipments may need additional lead time.

Where can I send wine?

- By law, we can ship to all states except DE, HI, KY, RI, UT, and VT.
- All recipients must be 21 or older, and every package requires a signature from someone 21 or older. Please choose an address where a person of that age is readily available to sign.

What information do I need to provide?

- Names, addresses, your wine selections, and any add-ons. We will provide a template for you to fill out once you decide to gift with us.

Are gift notes available?

- Yes, a gift note can be included with each shipment. Please send the exact wording at least 10 business days before the ship date; large orders may need more notice.

How much does each gift cost?

- It depends on what you want to send. Approximate quotes are available on request. For an exact quote, we need all shipping information and quantities.
- Depending on the number of shipments and add-ons, a packaging fee may apply.

How much does it cost to ship wine?

- Shipping costs depend on the destination, the quantity of wine, and whether other goods are included in the shipment.
- For orders of 3 or more cases, we offer a flat-rate fee (based on the number of bottles per shipment) to reduce shipping costs.

Important additional information

- **Point of contact:** All corporate orders require a direct, prompt point of contact from setup through delivery.
- **Delivery attempts:** Carriers make three attempts before a shipment is returned. We will send updates on each shipment to help avoid returns.
- **Returns:** We do not issue refunds on shipments returned to the warehouse, so please confirm current addresses where someone 21 or older can sign.
- **Reshipments:** If a package needs to be reshipped, it will be processed as a new transaction that will include the cost of the wine, any additional items, and shipping fees.

Still have questions? Contact Sarah Tomasetti at Sarah@JDusiWines.com, or 800-674-3874.