

FAQ: FREQUENTLY ASKED QUESTIONS ABOUT THE CARDINAL POINT WINE COOPERATIVE

WHAT IS THE CARDINAL POINT WINE COOPERATIVE?

The Wine Cooperative (the Co-op) is Cardinal Point's take on a traditional wine club. We take our inspiration from the Community Supported Agriculture movement (CSA). Among other benefits, our members receive shipments of wine at set intervals during the year. The term "Cooperative" reflects the close relationship with our most loyal customers that we have set out to achieve.

WHY SHOULD I JOIN?

Membership in the Co-op provides you with many benefits. The 20% discount on all purchases including your wine shipments is the most valuable benefit; this level of discount is usually only available to industry insiders (and friends and family, of course). You'll also get free tastings for four each time you visit, two tickets to the Oyster Festival, and access to pre-release and small production wines. Other benefits include suggestions for food-pairing, additional discounts, and promotions. Finally, membership makes you an active participant in the winery as your feedback and suggestions are important to us.

WHAT ARE MY MEMBERSHIP OPTIONS?

Currently we have two types of membership. We launched the Co-op with the "**Biannual Six Select**" option, which allows our winemaker to put together a package of 6 wines twice a year that he feels is very special. These shipments include access to our pre-release wines, small production wines as well as our classics.

We offer the "**Quarterly Quattro**" option especially for the Quattro fans. It includes 3 bottles of Quattro shipped 4 times a year.

WHY CAN'T I PICK OUT MY OWN WINE?

We plan well in advance what combination of wines we think our members will enjoy. Selecting in advance makes us more efficient so that we can offer the significant discounts to our members. And remember, you can always supplement your shipment with wines of your choice, at 20% off of retail.

WHAT IF I ONLY LIKE REDS (OR WHITES)?

Many of our members have a similar preference but joined to receive all of the member benefits. They say it is helpful to have a variety of wines on-hand to accommodate the tastes of friends who stop by or to give as gifts.

WHEN WILL I RECEIVE MY SHIPMENTS?

The Biannual Six Select option ships twice a year, in the fall and spring; typically, this is in May and November. The exact dates depend on bottling which is affected by a number of factors in our winemaking process.

The Quarterly Quattro is shipped four times a year: March, June, and September, and December.

DOES MY WINE HAVE TO BE SHIPPED OR CAN I PICK IT UP AT THE WINERY?

You can do either one! You will be asked to specify your preference when you sign up.

WILL I GET ANY WARNING BEFORE MY SHIPMENT ARRIVES?

Yes, you will receive an email approximately one week before we ship to give you a heads-up.

HOW MUCH DOES IT COST?

The wines change with each shipment in the **Biannual Six Select** so we cannot give an exact figure. The typical cost for each package is \$90 if you pick up at the winery and \$100 if we ship it to you, give or take \$10.

The **Quarterly Quattro** is approximately \$43 for each package if you pick it up at the Winery. Add approximately \$10 for shipping and handling if you live at a distance.

HOW WILL I BE CHARGED?

Your credit card will be billed automatically at the time of shipment for the discounted price of the wine, tax, and shipping (if selected).

HOW DO I SIGN UP?

You can sign up online (<https://www.cardinalpointwinery.com/Admin/ProductOrder.php>) or in the Winery.

HOW DO I ORDER MORE WINE AT THE 20% DISCOUNT?

Simply use your email address at the "Club Member Login" on the Cardinal Point "Wine Club" page: <http://www.cardinalpointwinery.com/wineclub.php>

WHAT IF I MOVE?

Let us know! Call us during business hours (everyday, 11:00 to 5:30) at [540.456.8400](tel:540.456.8400), or email your relationship manager, Rebecca Coleman at rebecca@cardinalpointwinery.com. (Remember to let us know of an address change even if your delivery method is "pickup;" your credit card is authorized partly based on your billing address, so a change in address can result in your credit card being declined.) The email you receive before your shipment arrives will be a good reminder to review your address and credit card information. It is your responsibility to update Cardinal Point of address changes.

HOW CAN I GIVE A GIFT MEMBERSHIP?

A gift membership is a unique and fun gift to give because each time your friend receives their shipment they will be reminded of you! Simply check the "This is a gift membership" box on the order page under "Wine Cooperative" <https://www.cardinalpointwinery.com/Admin/ProductOrder.php>
Type in your information for the Billing section. Include your friend's information in the Shipping portion of the online form.

HOW DO I CANCEL MY MEMBERSHIP?

After you have received two automatic shipments from Cardinal Point, you may cancel your membership. Cancellations must be received in writing (email is sufficient) or by phone, and *confirmed* by Cardinal Point.

WHO DO I CALL IF I HAVE A QUESTION ABOUT MY MEMBERSHIP?

If you have any questions, you can contact our Co-op Relationship Manager, Rebecca Coleman, at 540-456-8400 or Rebecca@cardinalpointwinery.com.