



# The Barry Brothers Wine Club

## FAQ's

### **Which wine club package did I sign up for?**

Sign in with your email address and password and click on 'My Account' and select 'My Portal'. Then select 'My WineClub' from the left-hand side to view your membership details.

### **Can I change which pack I am subscribed to?**

Yes, you are able to switch to another pack. At this stage the only way to do this is to cancel your current subscription and re-subscribe to another pack. You can make these changes online by logging into your account and selecting 'Wine Club' and choosing your new pack. Please note we do not keep credit card details on file, and you will need to add the credit card details again to your new pack. Alternatively, you can make this request via email: [communications@jimbarry.com](mailto:communications@jimbarry.com) or phone: (08) 8842 2261.

### **When will my credit card be charged?**

Credit cards will be processed 1 - 2 weeks prior to shipping, starting from the 5th of the month that the shipment occurs (February, May, August, November). We will notify you by email 3 weeks before we begin processing credit cards.

### **How secure is my credit card information?**

We do not keep a record of your credit card details. All your information is stored online, and to make your information more secure, your credit card details are not displayed in full.

### **Will you contact me if there are issues with processing my credit card**

In most instances, our team try to contact you by phone, email and/or text message advising we are having issues processing your card. We kindly ask that you respond to these messages, as we will automatically cancel your membership should you fail to resolve your payment issue within two shipment periods.

### **When will the next package be shipped?**

All shipping will commence from the 17th of the month that the shipments occur (February, May, August, November).

### **What wines will be in my shipment?**

We will notify you by email 3 weeks before shipment a brief overview of what your pack will include. Please note that the exact wines are chosen by our winemaker just prior to each shipment.



**I will be away during my next shipment, what can I do?**

If you will be away during the time of shipping, you can suspend or skip your Wine Club membership at any time. Simply log in to your account and go to 'My WineClub' and you will see on the right-hand side the wine club you have signed up for. Click on 'View' and select 'Suspend' or 'Skip'. Once you are home and ready to receive wine, select 'Resume'.

**What does suspend mean?**

You can suspend your membership for an unknown time (due to ongoing circumstances). You will still be a member of our Wine Club, however you won't be receiving the packs of wine. After a year, our Wine Club manager will contact you to determine if you would like to recommence receiving your packs or if you would like to cease your membership with us.

**What does skip mean?**

You can now manage your shipments better with the 'skip' functionality. This is ideal for holiday makers who won't be at home to receive their packs. You simply identify how many packs you will be away for and write this in the skipped section.

**Can I change the address my wine is shipped to?**

If you would like to change your shipping address, you can do this by logging in to your account and updating the shipping address associated with your Wine Club subscription under 'My WineClub'. Please note that we will lock your account 2 weeks before shipment.

**Can I cancel my membership?**

Yes, you can cancel your membership at any time, but please note that we process payments from the 5th day of the month that the shipment occurs. Log in to your account and select "cancel" under 'My WineClub' details. You can also make this request via email: [communications@jimbarry.com](mailto:communications@jimbarry.com) or phone: (08) 8842 2261.

**Can the courier leave my wine on my porch?**

Please include any special instructions in the shipping section of the checkout process. All wines will be delivered to your home or office via Australia Post or courier during normal business hours. Please allow 5 - 10 days for delivery. For more information, please contact us on: (08) 8842 2261 or via email: [communications@jimbarry.com](mailto:communications@jimbarry.com)

**I live overseas, am I able to sign up to the Wine Club?**

The Wine Club is currently open to customers with Australian postal addresses only. For customers outside of Australia, please refer to our distributors page to find your nearest agent.

**Don't forget to check your spam/junk folder for wine club updates**

Unfortunately, some of our correspondence is automatically sent to your spam/junk folder (often because it refers to the words 'credit card'). Please check this folder around shipment time, as we may be trying to contact you to update your credit card details. Failure to respond to our requests may result in your membership being cancelled.

