



SHIPPING AND RETURN POLICY

SHIPPING

Rodrigue Molyneaux Winery can not ship wine to the following states:

AL, AR, DE, KY, MA, MD, MS, MT, NB, NJ, OK, PA, SD, UT

IMPORTANT SHIPPING INFORMATION

All orders containing alcoholic beverages are shipped out from a licensee. We have partnered with Fed Ex and Golden State Overnight to provide legal delivery of wine to some states in the United States. We are always hoping to add states to our distribution.

SHIPPING METHODS AND COSTS

Standard shipping includes costs for third party transit and all product-handling costs.

- Standard delivery for shipping will arrive within 7 to 10 days, following credit card authorization.
- Standard deliveries are handled by various carriers based on state availability.
- All wine shipments require a signature for receipt. Signatures must be obtained from individuals over the age of 21 years.
- Shipping charges are calculated when you check out.
- You will be e-mailed with tracking information.
- In instances where one or more items in your order is not available for immediate shipment, we will notify you and offer a substitution recommendation or offer to hold your order until all items are available for shipment.
- Unfortunately, we cannot ship alcohol to PO Boxes or APO/FPO addresses.

We process orders within five business days after the order have been received, pending credit card verification. Rodrigue Molyneaux Winery does not ship on major holidays or weekends. Additionally, in cases of extreme weather conditions (i.e., heat and/or cold), Rodrigue Molyneaux Winery reserves the right to delay the release of shipments to ensure the highest quality of products at the time of arrival.

STANDARD GROUND SHIPPING

The standard shipping option for all orders is the Ground Delivery service of Fed Ex. Orders shipped Ground will typically arrive 3 - 6 business days after the order leaves our winery. Fed Ex deliveries will occur between Mondays and Fridays, excluding any holidays.



ORDER TRACKING

Please contact info@rmwinery.com for order tracking information.

SHIPPING & HANDLING CHARGES

Shipping & Handling charges are noted during the check-out process.

MULTIPLE DELIVERY ATTEMPTS

If no one is available to receive the package and it can not be left in a secure location, two subsequent attempts to deliver will be made. Wine orders required an adult signature, so whenever possible, we strongly encourage you to use a commercial business address to assure the fastest delivery time.

BENEFITS OF USING A COMMERCIAL DELIVERY ADDRESS

We strongly encourage you to provide us, whenever possible, with a commercial address for the delivery of your order. Wine orders require the signature of an adult.

BOTTLE LIMITS AND AVAILABILITY

In some instances, state laws regulate product availability and/or wine purchase limitations. Working within state and local laws may prevent our ability to fulfill your order requests.

OUT OF STOCK ITEMS

While we continually monitor inventory to ensure our website's accuracy, there are occasions when certain vintages sell out or simply are no longer available. When that occurs, our Wine Specialists will replace the wine with a comparable vintage or varietals substitutions only after confirming this with the customer.

RETURNED SHIPMENTS

Rodrigue Molyneaux Winery guarantees quality products and service. Your satisfaction is our first priority. If for any reason you are dissatisfied with your order, please contact us within 10 days of receipt of your order for assistance. For fastest results, email info@rmwinery.com

All wine purchases are final sales. We cannot refund or exchange wine for any reason. However, we will make some exceptions to this rule. We will refund if the customer was overcharged or charged in error. We will exchange any opened bottle of wine for off-tasting or smelling wine for no more than 30 days after the wine is purchased. Wine opened and accompanied by a receipt. Wine can only be exchanged for the same bottle of wine. Wines that are "almost gone" can't be exchanged for any reason including off-tasting or smelling.

Rodrigue Molyneaux

When shipping wine, we recommend shipping wine when temperatures are between 55 & 85 degrees. If wine is requested to be shipped outside of the recommended temperatures, we can't guarantee the quality of the wine upon arrival. If wines arrive broken, please contact the shipping agency for a refund.

Any library & future wine purchases cannot be refunded or credited on any reason including spoilage or off-tasting. A buyer assumes some risk of possible spoilage when buying older or younger wines. We cannot predict what happens inside an individual bottle when it is cellared for any amount of time. We can let you know that all these wines have been cellared in a controlled environment, all vintages have been tasted at some time, all bottles checked for ullage, all corks have been checked for leakage, and anything older than 2005 have been re-foiled.