

# CINDER

**Welcome To The Club!** This page serves to quickly educate new Club Members on how to access, navigate and manage their club accounts online, including contact information, billing/shipping addresses, credit card details, and wine orders. Questions? Please contact Brandon St-Martin or Jennie David | Wine Club Liaisons, at 208-906-0555 (direct) or [wineclub@cinderwines.com](mailto:wineclub@cinderwines.com) .

## CINDER WINE CLUB MEMBER ACCOUNT ACCESS & MANAGEMENT

<b>Spring 2020 Wine Club Release Dates</b>	<b>For Out-of-Area Ship Members, beginning Monday, March 16th</b> , Cinder will commence shipping wine release orders across the USA (weather permitting). For northern States, wine shipments may be postponed until milder weather prevails. On the date of shipment, Members receive FedEx tracking details via email. <b>Pickup-at-Winery Members may pick up their orders in the winery beginning Thursday March 26th through the next 60 consecutive days. Thereafter, any unclaimed pickup order is shipped to the Member billing address on file, at a discounted flat shipping rate.</b>
<b>Do I Need To Set Up My Account?</b>	There is no need for you to re-enter your contact information. Your club account was instantly established on the date you joined Cinder Wine Club.
<b>How Do I Login?</b>	From a desktop or laptop, visit <a href="http://CinderWines.com">CinderWines.com</a> and select "Sign In+" at the top right hand corner. From a tablet or phone, go to <a href="http://CinderWines.com">CinderWines.com</a> , select the "SHOP NOW" button, then select "Sign In+" at top right. You may also simply visit <a href="http://CinderWines.com/ClubLogin">CinderWines.com/ClubLogin</a> from any device.
<b>What Is My Username and Password?</b>	Your username is the primary email address associated with your club account. Only one username email address may be used to your access account information. To either set or reset an account password, select "Forgot your password?" underneath the "SIGN IN" button on the "Sign In+" page. You may also contact the Wine Club to have us reset your password.
<b>SECTION I My Account</b>	Within Section I of your online club account, you may edit your billing address, phone number, DOB, email address(es), as well as password.
<b>SECTION II Card On File List</b>	Here you may edit credit card information associated with your club account, as well as add/delete credit cards on file. You may also designate a primary card for wine club authorizations. We accept MasterCard, Visa, American Express & Discover.
<b>SECTION III Wine Club Membership</b>	Here you may view and edit certain Wine Club details, such as delivery method (ship wine orders or pick up wine orders at the winery), primary shipping address (if applicable), and primary credit card designation for wine club authorizations.  Cinder Wine Club membership is At-Will. There are neither fees, nor dues associated with membership, beyond the minimum wine club purchases each Spring and Fall. We welcome your club membership and participation for as long as you please. You may move from one Cinder Wine Club to another, at anytime, at your discretion. To switch clubs, please contact the Wine Club or come by the winery tasting room for assistance. You may cancel your wine club membership at anytime by contacting the Wine Club.

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<p><b>SECTION IV</b></p> <p><b>Wine Club Pending Releases</b></p>	<p>Here you may view and edit your Spring Wine allocation order, as well as change your default delivery method (Pick-Up At Winery vs. Ship My Order). You may also designate another shipping address. Select "UPDATE ORDER" and then "CLOSE" to revise your wine selections.</p> <p><u>As the order is "Pending," no charges have transacted to your credit card. For <b>Out-of-Area Ship Members, on Thursday, February 26th</b>, we will process your Spring wine allocation order to your credit card on file in your club account. for <b>Pickup-at-Winery Members, on Thursday, March 26th</b>, we will process your Spring wine allocation order to your credit card on file in your club account. <u>Between now and the morning of your respective bill date, you may return often to this section to revise your final wine selections.</u></u></p> <p><u>Please Remember:</u> For all 6-Bottle Wine Club Members, should your wine order total 12 or more bottles, wine club discounts increase from 10% to 15%, and complimentary FedEx Ground shipping is included (where applicable). All 12-Bottle Club Members receive 20% off 12 (or more) bottle orders, and complimentary FedEx Ground shipping is always included on ship orders of 12 (or more) bottles.</p> <p>Specific wines and their quantities are allocated for all 6-Bottle Wine Clubs. Allocated wines may not be substituted. However, Members may personalize their wine orders beyond the allocated wines and minimums set forth by the winemaker. 12-Mix/Choice, 12-Red/Choice, and 12-White/Choice Members have a pending allotment of 12 wines, suggested by our winemaker. Still, 12-Choice members are most welcome to designate any 12 (or more) bottles of their choosing for their Spring wine allotment. If we receive no changes to these initial suggestions by the order bill date (above in bold), this case of wine will be processed to the credit card on file. Even then, 12-Choice members may still revise their final selections upon pick-up in the tasting room, or via email or phone, up to the date of shipping as applicable.</p>
<p><b>SECTION V</b></p> <p><b>Order History</b></p>	<p>Here you will find your complete order archives. You may review, reprint, and/or reorder previous online and tasting room orders.</p>