

EMPRESS

1908

— GIN —

## BUY NOW SHIPPING FAQs

All of our orders are sent through our partner, [Mash&Grape](#). Please see below for more shipping information.

If you have any further questions or need some assistance, please contact customer service at [openbar@mashandgrape.com](mailto:openbar@mashandgrape.com).

### SHIPPING

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#### What States do you ship to?

We work with our retail partners to ship to all states in the **continental United States** except for the following:

- Alabama
- Arkansas
- Michigan
- Mississippi
- Oklahoma
- South Dakota
- Tennessee
- Utah
- Vermont

#### Should I ship to my work or home?

We **strongly** recommend you ship to your work/office. Someone over the age of 21 with a valid ID must sign for the package, and packages cannot be left on stoops or at doorways due to the laws surrounding alcohol in the States.

#### How do you ship your products?

We offer Flat Rate shipping of \$19.99 for one bottle of Empress 1908 and \$14.99 Flat Rate shipping for orders of two or more bottles via a common carrier like FedEx, UPS etc. We offer other expedited shipping options at checkout.

#### Must I be home to receive my order?

Yes! As per alcohol laws, someone over the age of 21 must sign for the package. UPS/FedEx will not receive packages on doorways/stoops. As such, we *highly recommend* you get the order shipped to your place of work/office.

#### Can I get my order shipped to a P.O.Box?

Nope, sorry. With alcohol deliveries, someone 21 years old or older with a valid ID must sign for the package or UPS/FedEx will not deliver it.

#### Can I track my package?

Absolutely. Once your order is fulfilled, you will receive a shipping notification email and a tracking number.

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**What happens if I place an order on a Friday?**

Orders placed on a Friday after 1PM will not be picked up by UPS/FedEx till the following Monday, subject to availability. As soon as the package is ready to be shipped, we will send you a notification email with a tracking number so you can anticipate delivery.

**What happens if I miss delivery of my order because I was not home?**

Typically after three unsuccessful attempts at delivery, the shipment is returned to us at our hub. At this point, we will refund you for the item(s) minus a restocking/reshipping fee of \$15. Rest assured, restocking fees are by no means a way for us to get rich and retire - they just allow us to offset the costs we bear when we ship your products out and receive them back if you're unavailable.

**Can I change the delivery address of my order when the package is in enroute?**

If the updated address is within the same state, you may be able to make changes (no guarantees though!), but if you would like to change the address to a different state, this is not possible unfortunately. Let us know **right away** if you want an updated address by emailing us at [openbar@mashandgrape.com](mailto:openbar@mashandgrape.com). Note, an address change fee will apply.

**What is the return policy?**

According to New York State law, Mash&Grape can only accept the return of defective goods. In such instances we will offer a replacement of the same item (subject to availability), refund the credit card used to purchase the item, or issue a store credit for the amount that was paid for the item. We cannot accept returns of items that have been opened already.

Shipping and handling costs are non-refundable.

All returns must be made within 30 days of purchase.

Please contact customer service at [openbar@mashandgrape.com](mailto:openbar@mashandgrape.com) with any specific questions regarding returns and refunds.