



## CUSTOMER SERVICE FAQ'S FOR BUY NOW INTERNATIONAL

All customer service for orders outside of the US are handled by our partner, Selection Prestige / Direct Drinks Distribution. Please see below for more information.

### CONTACT

-----

#### What's the best way to contact customer service?

By direct email - [support@selection-prestige.de](mailto:support@selection-prestige.de) . Someone will get back to you ASAP - between the hours of 9:00 to 20:00, Monday-Friday. If you're emailing on weekends or holidays responses may be delayed.

#### Why haven't I received a response to my email?

We try our best to respond satisfactorily and promptly to your request. If you don't get a response from us within 24 hours during the week, please check your spam filters, or add our email address ([support@selection-prestige.com](mailto:support@selection-prestige.com)) to your email "safe" list (or mark as "not spam"/ "not junk").

### SHIPPING, DELIVERY TIMES etc.

-----

The shipping price is based on the weight (the bottle specifications are estimates) of your shipment. The maximum weight of a package is 25 kg. For orders with a higher weight, your order will ship in several packages, and the shipping costs increase accordingly.

Preparation and shipment of your order generally takes place the same day of receipt of payment if placed by 14:00, otherwise the following business day. Therefore, orders paid by credit card will ship faster. Please note that there are no deliveries on Sundays and public holidays.

An adult with ID will need to be present at the time of delivery, or the package cannot be delivered.

The following are **estimated** transit times once your order has shipped:

Germany	1-2 Business Days
Austria	2-3 Business Days
France (depending on location in France)	2-4 Business Days
Netherlands	2-3 Business Days
Sweden	2-3 Business Days

Please contact [support@selection-prestige.de](mailto:support@selection-prestige.de) for questions about shipping or deliveries.

**CANCELLATIONS, DAMAGES etc.**

---

**What if I want to cancel my order or change the shipping address, etc.?**

If your order hasn't shipped, we will gladly cancel your order. However, contact us immediately via email as we ship most orders on the same day and cannot cancel an order once it has shipped. Normally, if you contact us more than one hour after placing your order, we cannot guarantee that any changes will be made.

**What if my product is damaged when they arrive?**

In the rare case that your parcel is visibly wet or damaged, or shows signs of having been tampered with, you should either sign for it as 'Arrived Damaged' or refuse to sign for it and have it returned to us. You should contact us immediately if this happens at [support@selection-prestige.de](mailto:support@selection-prestige.de). If you sign for your parcel and subsequently find that something inside is damaged, please take photos of the damaged box and contents before disposing of them and email them to us immediately so that we can arrange a replacement for you.

**Can I return my order?**

Please contact [support@selection-prestige.de](mailto:support@selection-prestige.de) for questions about returns.

**Can I use a different billing and shipping address?**

Absolutely. At the checkout page, just be sure to uncheck the "same as billing address" option and you will then be prompted to enter a different billing address (the first address you enter when you checkout is the shipping address).