



FAQ'S FOR BUY NOW

All of the customer service for orders placed on our site will be handled by our partner [Barcart](#). Please see below for more information.

Shipping Policies

All purchases of alcohol made on this website are managed by an independent technology provider, [Barcart](#), and processed & fulfilled by licensed alcohol retailers across the country.

Empress 1908 Gin is not a licensed beverage alcohol retailer and is not involved with the sale or delivery of alcohol products.

Please review the FAQ's below and [Barcart's terms](#) for more information about orders placed on this website.

If you have issues with an order you placed on this website, please either reply to your order confirmation email or [reach out to Barcart here](#).

Frequently Asked Questions

What is the typical processing time?

Most orders are processed within 1-2 business days after placing the order. Delivery time will vary depending on your location, the carrier used by the licensed retailer who processed your order, and external factors that impact shipments.

My order is taking longer than expected to process. Where is my order?

We're so sorry to hear that! Although most orders are processed within 1-2 business days, there may be occasional delays depending on product availability.

Your order confirmation email contains a tracking link that has up-to-date information on where your order is at any given moment. Feel free to [reach out to Barcart here](#) if you have any questions about your order.

How can I cancel my order?

[Please reach out to Barcart here](#) right away! Be aware if your order has already been confirmed by a retailer, Barcart cannot guarantee they will be able to cancel your order.

What name will appear on my bank statement?

All payments are processed by our ecommerce fulfillment partner, Barcart, so you will see *BARCART/MASH&GRAPE* on your statement when completing your purchase.

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).



I need to change my address.

[Please reach out to Barcart here](#) right away! Be aware if you're reaching out longer than two hours after your order has been placed, or you're looking to change your address to a different state, Barcart cannot guarantee that they will be able to satisfy your request.

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.

I missed the carrier's delivery attempt. What do I do next?

Please be aware it is every customer's responsibility to ensure that someone 21+ is home to sign for the package. Typically, a carrier will attempt delivery 3 times before returning the package to the sender. If the package is returned to the sender, please [reach out to Barcart here](#). Be aware that there may be additional fees to help offset the costs of retailers accepting returned packages or reshipping orders.

What if my product is damaged?

[Reach out to Barcart here](#) and they will be happy to help.

How do refunds work?

Barcart cannot guarantee that a retailer will agree to accept a return or exchange. Please review [Barcart's terms](#) before purchasing and [contact Barcart](#) if requesting a refund.

In the event that your order is refunded, the refund will be processed directly by Barcart and may take 5-10 days to post back to your original payment method.

Due to policies set in place by our payment processor, Barcart must refund back to the original payment method. If this payment method is no longer available, you must work directly with your financial institution to retrieve those funds.

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 [Barcart here](#) with any specific questions regarding returns and refunds.

What's the best way to contact customer service?

By direct email - openbar@mashandgrape.com. Someone will get back to you ASAP - between the hours of 9AM - 6PM EST, Monday-Friday. If you're emailing them on weekends or holidays our responses may be delayed as well.