

# Shipping Policy

## Free shipping \*

\*For orders over \$300 before taxes, you will receive free shipping in AB + BC. A \$30 shipping credit will apply for orders to all other provinces in Canada. This standard shipping offer may be superseded by promotional offers; the most advantageous shipping option available at the time of purchase will be applied to your order.

Additional fees may apply for shipments to rural areas. We will contact you, should your order's destination require extra shipping fees. If you are unsure of your location's shipping requirements or have specialized instructions, please feel free to contact us 236-422-2556 or [info@timewines.ca](mailto:info@timewines.ca) to inquire about fees prior to ordering.

## Delivery Time

Orders are typically processed and shipped within 3–5 business days. Delivery times vary by destination. Most shipments within British Columbia and Alberta arrive within 3–5 business days after dispatch.

Deliveries to rural areas and other Canadian provinces may take up to 7–9 business days.

Delays might occur during busier peak times (holidays) & inclement weather. Orders are not delivered or processed on holidays and the weekends.

## General Shipping Terms

These are Time Family of Wines General Shipping Terms that apply to all shipping options.

- We do not deliver to PO boxes.
- Delivery times are measured in business days.
- Signature is required by an individual over 19 years of age at time of delivery.
- All orders are subject to a processing time of 3-5 business days prior to shipping.
- The estimated arrival date is not a guarantee of when the package will be delivered.
- While Time Family of Wines and our shippers will make every effort to get your order to you within the allotted time, processing changes may occasionally delay shipments.
- Delivery costs include applicable taxes.
- We do not deliver to PO boxes.

## Apartments and Condominiums

If access to your location requires an access code or use of a buzzer, please include instructions in the "Add a comment to your order" during checkout.

At this time, couriers will not be responsible for delivering parcels above the main floor level in apartments or condos for safety purposes. Deliveries to apartment complexes require customer signature at the time of delivery, in the lobby with the courier. Deliveries will not be left in the lobby or common area of apartment buildings or delivered directly to the apartment unit. If we are required to redeliver to your location, you will be responsible for additional delivery charges.

## **Exceptions**

Our goal is to provide delivery services for all customers; however, some rural locations are currently unavailable and require special shipping arrangements. We also do not ship outside of Canada.

## **Returns & Exchanges**

Due to the consumable and temperature-sensitive nature of wine, all sales are final and we do not accept returns.

Wine is a perishable product and can be adversely affected by extreme temperatures, including hot summer conditions and cold winter weather. To mitigate this, Time Family of Wines uses temperature-controlled freight services whenever possible.

Once delivered, it is the customer's responsibility to promptly transfer wine to a temperature-controlled environment. Time Family of Wines is not responsible for, and will not replace, products that are compromised due to temperature exposure after delivery.

If your shipment is damaged in transit, our carriers are instructed not to deliver it. However, if a damaged order is received, please take date- and time-stamped photos and contact us to initiate a claim.

Please contact us within a reasonable timeframe at 1-236-422-2556 or [info@timewines.ca](mailto:info@timewines.ca) to arrange a replacement.

## **Contact Us**

Our service team is here ready to assist you with your order. If you require any assistance in completing your order, delivery options or questions about your order simply call 1-236-422-2556 or e-mail [info@timewines.ca](mailto:info@timewines.ca) for support.