

Tips from the Custom Shipping Department

It is our goal to provide the best service possible and process your orders correctly and efficiently the first time every time. In an effort to achieve this we provide the following tips in regards to custom shipping requests:

- 1) Use the Custom Shipping Request form. This will ensure we send the right wine to the right person the right way. It also makes tracking of your order through our system much easier. For a digital version of the form email us at customshipping@trappistabbey.org.
- 2) The deadline for guaranteed shipment is 24 Business Hours. This ensures we will have enough time to correctly process your order. However, we will do our best to fulfill your needs, same day, if orders are received by noon. Please understand that rushing creates the opportunity for mistakes to occur at multiple steps along the processing path.
- 3) Please include the recipient's phone number *and* an email whenever possible. This helps us to resolve any delivery issues PRIOR to the package being returned. Fed Ex REQUIRES a phone number.
- 4) All packages shipped are insured to their full value, if the value per bottle is entered on the Custom Shipping Request form when the order is placed.
- 5) During seasons of adverse weather conditions consider shipping ONLY on Monday or Tuesday if the package must cross the country. 2 Day or 3 Day Air is recommended.
- 6) We should *always* confirm receipt of your order. If you do not hear from the Custom Shipping Department please follow up, we may not have received your order.

If you have any questions at all regarding a shipment please call the Custom Shipping Department at 503-852-0108. We are here to help!

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