

Milton Road Trading Company

Shipping/Return Policy

Wine is perishable and fragile. First and foremost, we do everything possible to make sure your wine arrives to you unharmed!

Rates: We strongly advise shipping to a business to ensure that your wines are delivered on the first attempt. The rates below are for shipping to a business. Please add an additional \$4 for residential home delivery. Rates are subject to change without notice and be adjusted based on weight, packaging, service options, and/or delivery options. We use Fedex and GSO as our preferred carriers.

Eastern/Central Time Zones	12pk	6pk	3pk
Ground	\$40.00	\$25.00	\$20.00
Express Saver	\$60.00	\$40.00	\$30.00
2 Day	\$85.00	\$60.00	\$45.00
Overnight	\$125.00	\$85.00	\$60.00

Mountain/Pacific Time Zones	12pk	6pk	3pk
Ground	\$30.00	\$22.00	\$18.00
Express Saver	\$45.00	\$32.00	\$25.00
2 Day	\$65.00	\$45.00	\$32.00
Overnight	\$105.00	\$75.00	\$50.00

California	12pk	6pk	3pk
GSO Overnight	\$30.00	\$22.00	\$18.00
GSO Priority Overnight	\$65.00	\$45.00	\$32.00

General Delivery Information

- Orders are typically shipped early in the week, on Monday or Tuesday.
- Orders placed late in the week are prepared and held until the following Monday unless alternate shipping plans are communicated and confirmed with our shipping department.
- The delivery date for your wines will depend on the distance from our warehouse and the day the order was received.
- Deliveries occur Monday through Friday (and Saturday when using Home Delivery). You will receive an email confirmation with tracking information from FedEx or GSO once the wines have been shipped.

- We cannot request a specific time of delivery on your behalf. However, an estimate of the delivery day and window of time can be provided. Fedex Residential Home Delivery customers can potentially request a specific time for a fee.
- International shipping is possible. Rates can be provided once the destination address and order size is supplied to our shipping department.
- An adult (21 years of age and older) signature is required at delivery. Packages will not be left on a door step. Customers can have packages held at the local Fedex hub or Fedex Office, visit Fedex.com with your tracking number to request this service.
- Fedex/GSO will attempt to deliver packages containing alcohol 3 times before sending it back to our warehouse in Napa. "Return to Sender" is very costly and easily avoided if the recipient communicates with the shipper. We cannot be held responsible for charges incurred for the return and re-shipping of the package.
- Inquire with our shipping department about sending large format bottles as these require different packaging and handling.

Age Disclaimer

Wine may only be purchased and delivered to persons who are at least 21 years of age. By placing an order, you validate that you and the person who accepts delivery will be 21 years of age or older. When your wine is delivered, the person accepting delivery may be required to show identification. Wine will not be delivered to a visibly intoxicated person

Wine Shipping Restrictions and Ordering Limits

Due to many state and local laws, Milton Road Trading Company is only able to ship wine to certain states. The laws regarding the direct shipment of wine are constantly changing. Please inquire with us to see if we can ship to you.

Hot & Cold Weather Advisory

We are very cautious when it comes to shipping our wines and look at temperature maps and the forecast across the United States multiple times a day! Extremely hot weather (80 degrees and above) and cold weather (30 degrees and below) can damage wine. We use Styrofoam shippers and limit the exposure of your wine to extreme temperatures. We know

the shipping routes used for certain states and many times have to hold shipments due to extreme weather in the middle of the route even when weather on the shipping and receiving end is perfectly fine. We institute a seasonal shipment hold during the coldest winter months and warmest summer months. Storage in our refrigerated warehouse is free during these months. Should you require a shipment out of or into an area affected by extreme temperature, will we require an email authorizing us to ship and highly recommend using express/air service.

Cancellation Policy

There is a 10% re-stocking fee for all canceled orders.

Refund Policy

Generally speaking we are unable to accept returns of wine. We will, however, evaluate every inquiry on a case by case basis.

We take every step ensure the wines we sell have excellent provenance. In instances whereby MRTC made an error (for example, wrong vintage, wrong wine, etc.), we will organize a return, refund, credit and/or exchange.

MRTC is also unable to credit for “corked” or TCA tainted wines since this is completely out of our control and an issue which should be addressed with the producer. If MRTC has a direct line to the producer, we will make an inquiry on your behalf.