

# WINE SHIPPING SERVICE TERMS AND CONDITIONS

## Package Preparation

- Suisun Valley Business Solutions, LLC ("SVBS") forms not displaying the correct shipping information will delay the shipment until we can verify the shipping details in writing.
- SVBS, at its sole discretion, has the right to select the packaging that best fits the shipment needs, even if you pack your items, due to the carrier's dimensional weight limits.
- All wine that is presented in wooden boxes will be shipped in approved wine packaging, with the wooden box shipped separately upon the Client's request.

## Shipping Costs and Billing Procedures

- All shipments picked up by or dropped off at SVBS will be paid for via the credit card on file prior to the shipment leaving our facility. Client is responsible for all charges, including duties, taxes, customs assessments, governmental penalties and fines, or any other fees, and our attorney fees and legal costs related to this shipment. It is absolutely essential that you retain these papers until your shipment arrives at its destination.
- If the credit card on the shipping form is declined when the shipment is processed, it will delay the shipment. You will receive an email with details on how to update your payment information.
- Any changes to the shipment requested by the Client after the package has been processed will be charged additional fees and may delay the delivery of the package. See the rate sheet for fees.
- The cost of undeliverable items, caused by Client error, will be charged directly to the paying Client, based on but not limited to the fees listed on our rate sheet, including return delivery fee.
- Client understand and agrees that SVBS will charge the credit card on file (or Client will reimburse SVBS) for any additional fees charged to SVBS by the carrier.

## Declared Value / Replacement Value

- No package has a declared value and insurance unless specified on the shipping form. See the declared value rate on the current rate sheet.
- Proof of purchase and actual cost of wine(s) must be presented prior to any claim being paid or wine(s) being replaced, regardless of the declared value amount stated on the shipping form.
- The SVBS Claim form must be completed and presented with proof of purchase before SVBS pays any claim.
- SVBS and assigned carriers are not responsible or liable for any heat, cold, foil, or label damage. You, the Client, are 100% responsible for temperature damage to wine when shipping with SVBS during inclement weather months (summer and winter).
- If the Client does not choose to declare their shipment and purchase insurance, SVBS WILL NOT cover any costs of damage for any reason. The declared value only covers damage to the wine, not any other items that may be shipped with the wine.
- Once proof of delivery has been received from the assigned carrier, SVBS is no longer liable for the shipment.
- Any damage must be reported to SVBS within 48 hours via email: [store@suisunvalleysolutions.com](mailto:store@suisunvalleysolutions.com).

**By signing the SVBS shipping form, the Client agrees to the terms and conditions listed above.**