



Frequently Asked Questions

I saw a charge to my credit-card, but haven't received wine yet. Where is my wine?

If you live outside of Washington, Oregon, California or Idaho, you likely have not received your wine due to extreme weather. Though we are happy to ship your wine GROUND, it has been our experience that wine can be damaged when shipped this way during times of extreme temperatures. Because we have no control over the weather, we cannot take responsibility for damaged wine when it is shipped GROUND during these times and suggest that you consider shipping 2nd day air, instead. If you would like to wait, we will hold your wine in our cellar until weather improves. We will always send an email before shipping your wine, and will wait for your response. If you would like to have your wine now, or would like to discuss alternate shipping options, please contact Nikki at nikki@noveltyhilljanuik.com

Why am I not getting my email notifications?

Usually, we find that the emails leave OUR server just fine, only to be either "junked" or deflected by aggressive spam filters. This issue can usually be solved by adding a few email addresses to your "list of safe contacts". Adding info@noveltyhilljanuik.com and info@cellarcircle.com will allow messages from us to appear in your inbox. Usually, we find that the emails leave OUR server just fine, only to be either "junked" or deflected by aggressive spam filters.

We may also have incorrect information in our database. Contact Nikki if you believe all is well on your end.

I am going to be out of town when my wine ships and won't be available to sign for the package. Will UPS leave the package on my doorstep?

NO! Federal regulations require package carriers to verify age upon delivery of alcoholic beverages. This means that if you are not at home when the UPS driver arrives, they will re-try two more times before the package is returned to us here at the winery. Look for a package slip left on your door which may allow you to retrieve your package at a local UPS location. Often, a tracking number will be e-mailed to you from the UPS website, allowing you to track the progress of your package and determine when delivery will occur. Go to ups.com and choose "track and package" or call 1-800-PICK UPS to find out more about your progress of your package.

*Whenever possible, use a workplace address for shipping wine. This will ensure that an adult will be available during business (and delivery) hours to sign for the package.

I have plenty of red wine in my cellar. Can I receive white AND red wines instead?

Yes! You may alter your wine-club preferences any time prior to a selection. Also, if you find you have too much wine, consider reducing your selection to a silver membership (2 bottles a quarter) instead of canceling. This ensures that you won't miss out on any exciting wines, and will continue to enjoy the many benefits of Cellar Circle membership. Contact Nikki to make changes to your membership.

Can I receive my emails at more than one address?

Absolutely! This is helpful if you are never in one place for long, or for families and couples. Many choose to receive emails at their work place, and at home. This ensures that everyone will always be informed.