

Wine Club Software FAQs Spring 2022

- Where do I go to log in?
- Where do I go to customize my shipment?
- How do I process my order right now?
- <u>Can I swap bottles out of my shipment?</u>
- Why won't my number of bottles save when I'm done?



Where do I go to log in?

In the top right corner of the website choose "login."





HOME WINE SHOP VIRTUAL EVENTS VISIT US WINE CLUB ABOUT

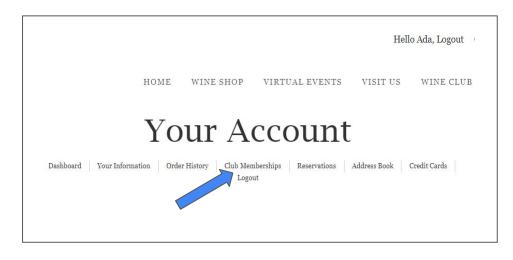


Or click this link: https://www.inmanfamilywines.com/profile/login

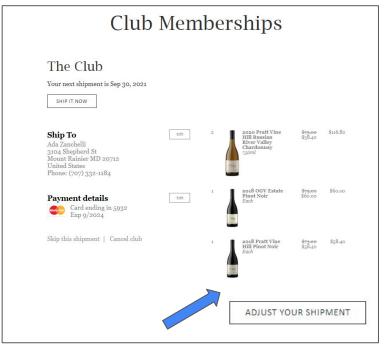


Where do I go to customize my shipment?

Once you've logged in, click on the "Club Membership" link



Then click the button "Adjust your Shipment"

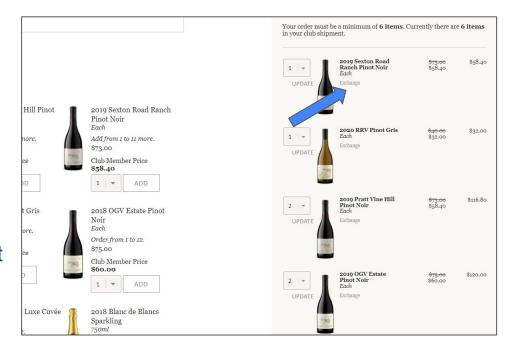




Can I swap bottles out of my shipment?

Yes - when you have the minimum number of bottles in your shipment it will ask you to "exchange" a product if you want to remove it. Once you have more than the minimum total number you'll be offered the option to "remove" a product you do not want in your cart.

If you run into any issues, it may be about making sure you maintain the minimum bottle number in your cart. Try adding to your order before removing an item.





Why won't the number of bottles save when I'm done?

When you go to change the number bottles of any particular wine you'd like to receive, make sure you press "update" next to the number to save your change.

Your next shipment is Sep 30, 2021 Your order must be a minimum of 6 items. Currently there are 8 items in your club shipment. 2020 Pratt Vine Hill \$116.80 \$73.00 \$58.40 **Russian River Valley** 2 -Chardonnay 750ml UPDATE 2018 OGV Estate \$180.00 \$75.00 Pinot Noir \$60.00 3 Each Exchange UPDATE 2018 Pratt Vine Hill \$58.40 \$73.00 1 + Pinot Noir Each UPDATE Remove 2018 Blanc de Blancs \$78.00 \$124.80 2 **Russian River Valley** \$62.40 Sparkling 750ml UPDATE Remove

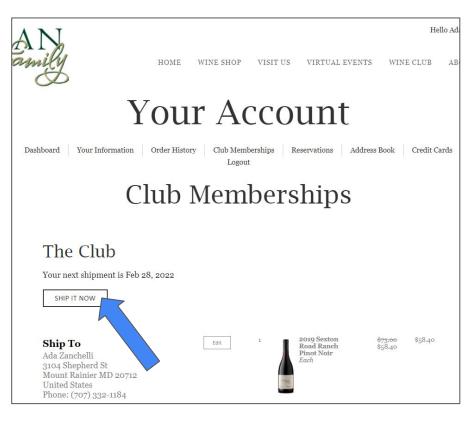


How do I process my order right now?

Want to ensure you secure a product that's low in stock in your club shipment? Don't want to wait for your order to be shipped for a few more weeks?

Press the "Ship It Now" button on your main Club Memberships account page. (Note: this is a different page from the page where you are customizing your club selection.)

https://www.inmanfamilywines.com/profile/clu b-membership



P.s. We will start working on your shipment when we see you have chosen to "Ship It Now", but your exact shipping date may be subject to delays due to weather conditions in your region.