

FAQS

Can I change my wine selection

Yes, you are in charge – members receive notification two weeks prior to their scheduled delivery and you are free to change your wine selection and update your delivery details.

What happens if the wine I have chosen in my initial order is sold out?

We will include a suggested replacement when we email you to let you know your subscription is due.

What is the cost of shipping?

Your subscription includes free shipping anywhere in Australia.

How do I receive my discount on purchases other than the Wine Club dozen?

If you are purchasing online, make sure you log into your wine club club account.. And if you are in cellar door just let us know you are a wine club member.

My card had been charged, but no wine has been delivered:

If your pack has not turned up two weeks after your card has been charged, contact Cellar Door on Ph 0402 475 622 or email cellardoor@linoramble.com.au and we will follow this up.

My shipment has arrived, but it is damaged:

Please let us know straight away a so that we can address it.

I am going to be away; can I reschedule my subscription:

You sure can! Please email us cellardoor@linoramble.com.au

Can I can cancel my membership:

Our membership is for a financial commitment to purchase 2 shipments of one dozen wine in a single shipment annually. However, should your situation change and you need to cancel before we have sent your 2nd shipment, simply contact us on m0402475622

My card has been charged, but I want to cancel my subscription:

If your payment has been processed and the wine has left our winery, we are unable to cancel your order.

Terms and Conditions

By joining the Lino Ramble Wine Club you are agreeing to a financial commitment to receive two deliveries of one dozen wines annually ongoing.

You may cancel your membership at any time after your second shipment.

We will send notification of all upcoming deliveries two weeks prior to shipping and members are welcome to change their wine preference or reschedule delivery. Should members not respond by email, shipping and billing will occur automatically.

Existing selections will automatically be rolled onto the next available vintage. The amount billed will be the total RRP of wines less 15% membership discount

To ensure your wine reaches you, please keep your personal, delivery, and credit card details up to date via your on line account if you've created one or simply email us at cellardoor@linoramble.com.au. Members are responsible for all costs incurred for undeliverable shipments due to lapsed information.

We aim to dispatch your wine one week after your card has been charged. Deliveries are made via Australia Post and must be signed for by a person 18 years or older. We won't send wine if it's forecasted to be above 35c, but we will let you know if there is an expected delay due to the heat.

Unless specified beforehand, wine will not be left unattended by Australia Post. A calling card will be left and you will need to collect your shipment from your local post office. Lino Ramble and Australia Post take no responsibility for wine requested to be left unattended.

By signing up to the Lino Ramble wine club you agree with the terms and conditions and that you are 18 years of age or older and reside in Australia.
