

FIDDLEHEAD CELLARS

Fiddlehead Shipping Policy

Thank you for your interest in Fiddlehead!

Where We Ship

We are currently licensed to ship wine direct-to-consumer in the following states ONLY:

AK, AZ, CA, CO, CT, DC, FL, GA, HI, IA, ID, IL, KS, MD, ME, MI, MN, MO, NC, ND, NH, NM, NV, NY, OH, OR, SC, TN, TX, VA, VT, WA and WI.

For Connecticut shipments, some restrictions apply and must be placed Winery direct by calling 800-251-1225.

If your state is not listed above, please email us (info@fiddleheadcellars.com) or call 800-251-1225. We are constantly updating our direct shipping opportunities.

How We Ship

We ship wine via UPS Ground service. Orders generally ship Monday through Wednesday to minimize the time your package sits in a warehouse. Packages typically arrive within 1 to 7 business days, depending upon your location.

All orders shipping to Vermont are sent via FedEx.

Wine will be shipped as weather permits to prevent exposure to temperate extremes. We recommend expedited shipping in warm, Summer months (generally June – August) and in cold, Winter months (generally December – February). Or we are happy to hold your package until the weather improves. Of course, we can ship expedited at any time of the year upon request,

We are not responsible for wine damaged by the weather.

Please don't assume your order will arrive by a particular date if your delivery is important to you. Make us aware of your event so we may help!

Adult Signature

All packages (except for non-wine items) require an adult signature (you must be 21!) at delivery. We strongly encourage you to use a business address to assure smooth delivery.

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Multiple Delivery Attempts

If no one is available to sign for the package on the first delivery, UPS will attempt to deliver your package two additional times (on subsequent business days), before the package is returned to us. We would hate for you to incur additional delivery expenses, so please ensure an adult will be able to sign for your package. You may also schedule your package to be delivered to your local UPS Store.

Any changes made to a package in route must be made by the purchaser by calling UPS directly at 1-800-PICK UPS.

Gift Purchases

If your order is a gift, we are happy to enclose a card and keep your purchase a surprise. Just let us know! Due to the adult signature requirement, please provide a business address for the recipient, if possible.

Bottle Limits – state specific

Certain states have strict cap restrictions for allowable quantity limits within a given time period. We will contact you if your order is affected by these limits.

Returned Shipments

We pride ourselves on quality products and service. Your satisfaction is important to us. If for any reason you are dissatisfied with your order, please contact us within 10 days of receipt of your order for assistance. Wine purchases are non-refundable.

Out of Stock Items

While we continually monitor to ensure our website's accuracy, there are occasions when certain vintages sell out or simply are no longer available. When that occurs, we will do our best to replace the wine ordered with the new vintage release, if available.

Shipping Charges

Our shipping charges simply cover our costs. We receive negotiated, reduced shipping rates through UPS and we pass those savings along to you!

Green Shipping

We proudly use Earth friendly, sturdy cardboard as our wine shippers.

Cheers!