

RETURNS & CANCELLATIONS

We ship via UPS and FedEx.

We currently ship to Alaska, the District of Columbia, Florida, and Virginia. Product availability varies by state and certain states are subject to volume limitations.

We don't ship to counties or cities where wine shipping is prohibited, and we don't ship to these states at all: Alabama, Arkansas, Delaware, Kentucky, Mississippi, Ohio, Oklahoma, Rhode Island, and Utah.

We do our best to make sure shipments arrive quickly and in good condition. For that reason, if the weather is too hot or too cold, we may delay shipment until conditions are more favorable. We will keep you notified if this happens.

Proof of age — we can deliver only to people aged 21 and over, so our drivers will require a signature from someone with a valid ID.

At 7 Lady Vineyards, our top priority is making sure our customers are completely satisfied with their wine purchase. If for any reason you receive a damaged or flawed bottle, or simply find it unsatisfactory, we will replace it or give you a refund. We understand that sometimes accidents happen during shipping. We want you to feel confident in your purchase, and know that we stand behind the quality of our wine.

If you do receive a flawed bottle, we kindly ask that you return the unfinished portion of the original bottle to us for replacement. Unfortunately, we are unable to accept returns for wine that was damaged due to adverse weather conditions during shipment, or for wine that was ordered in error. However, if the original shipment was damaged or flawed, we will provide a full refund, including shipping and handling charges.

To arrange for the return of a corked or flawed product, please send an email to info@7Ladyvineyards.com. Once we receive the wine, we will promptly refund your credit card account for the cost of the wine, less shipping and handling charges. If returning the product is not feasible, please call us at (804) 784-6051 Ext 702, or email us at info@7Ladyvineyards.com for more information.

Thank you for choosing 7 Lady Vineyards. We appreciate your business and are committed to providing you with the best possible wine experience.

