

Frequently Asked Questions

Q: Do You have organic wines?

A: Yes, we do! Some of our wines are certified organic. To find which wines are certified organic, the easiest way is to:

1. Go to our Shop Page (<http://thevinoshop.com.au/the-shop/>)
1. Navigate to the right hand side of the page, under 'Type of Drink'.
2. Click 'Organic'. This will filter all of our wines and only show you the wines which are certified organic.

Q: Where are The Vino Shop based?

A: Our business operations are based in Melbourne, but we are a fully online store

Q: What are the Shipping Timelines?

Please note Covid 19 Changes to Delivery times:

Though we are still dispatching orders as normal, the current surge in online deliveries means that delivery time frames and standards for our delivery partners including Australia Post and Fastway have been extended.

Further to this, for orders in Metro and Greater Melbourne, we have moved our own 'The Vino Shop' delivery staff windows to weekly on Monday & Thursdays. We are doing this because:

- We care about our wider Melbourne Community, and hope to drive down the movement of our staff in line with Dan Andrew's directives to Melbourne businesses &
- We want to take care of our staff's wellbeing.

A: We will try to pick & dispatch all new orders placed before 4pm within 2 business days. **After this time**, delivery time frames will differ depending on the delivery address specified.

Delivery Time frames are indicative only:

Melbourne Metro: Deliveries will be made Mondays and Thursdays weekly,

East Coast deliveries (e.g. Sydney, Brisbane etc): Expect 1-2 business days after dispatch date for your box to arrive. (These are their agreed times, but please allow for some delay due to the recent surge in online deliveries).

West Coast deliveries (e.g. Perth): Expect 5-7 business days for your box to arrive after dispatch date. (These are their agreed times, but please allow for some delay due to the recent surge in online deliveries).

In-between Coasts deliveries (e.g. Adelaide & Alice Springs): Expect between 2-5 business days for your box to arrive after dispatch date. (These are their agreed times, but please allow for some delay due to the recent surge in online deliveries).

The delivery times for our partners (who do most deliveries outside of Metro Melbourne), are detailed below: Australia Post [here](#), and Fastway [here](#).

Q: Can I collect my order from your warehouse, so I don't have to pay shipping?

A: Unfortunately, our current structure does not allow this, as we have strict safety standards for any workers within the warehouse, and our liquor licence covers only deliveries to instructed addresses.

Further to this, due to the current climate, safe & contact – free delivery is preferred at this time, for your safety and ours.

Q: Do you deliver to parcel lockers or P.O Boxes?

A: Unfortunately, at this early stage we don't, all deliveries must be to a residential or business address.

Q: Can I have a discount code please?

A: We issue our discount codes for promotional periods, usually valid for certain periods of time. To make sure you never miss out on these amazing deals, follow us on social media (@thevinoshop) and keep an eye on announcements!

Q: I'm not sure what wine I'll like, help!?

A: That's okay! We have provided some pretty details descriptions of each product, which you can read by scrolling down each individual product page.

You will find a profile of the flavours, aromas and type of wine, some 'food matching' Sommelier notes, recommended serving temperature, and even some information about the producers themselves!

If after all this, you're still unsure which wine to buy, drop us a line at info@thevinoshop.com.au or DM us on Instagram, and we'd be happy to recommend a wine you might like.

Q: I'd love to tag you in a social media post/be featured on your social media/give you a shout out for the delicious wine I purchased from you, how do I do this?

A: You're welcome to tag us in any post of yours where you are enjoying our 'The Vino Shop' products. Do so by tagging @thevinoshop or using the hashtag #thevinoshop. We may or may not use (repost) your snaps of our products, but we truly appreciate any shout outs!

Please also refer to our Terms & Conditions relating to Photography and social media.