CRCLES

Shipping & Storage

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Shipping

How shipping works

Once your bottles have been received and processed in our warehouse, they appear in your cellar as ready to ship. Your cellar shows, for each wine, the date from which you can request delivery. Select the bottles and quantities you want, and we prepare a shipping quote for you. Where an offer states a shipping restriction, it applies to your delivery request.

Until a wine can be delivered, it stays in storage with us.

The shipping quote is where the cost of getting the wine to you is worked out for the first time, and it is deliberate: the price you paid for the wine was the price of the wine alone. The quote sets out the shipping charge, as described under "Shipping rates" below, the taxes and duties applicable to your destination, and any storage that has accrued on those bottles and has not yet been billed. When you accept it, the figures in it are the most you pay us for that shipment; we do not dispatch until you have paid. If you do not pay within the time allowed, the request lapses, your Voucher stays in your cellar and you owe nothing. The shipment invoice is issued when we dispatch, already paid.

How later charges are calculated

The wine price you pay at purchase is the price of the wine only, unless we expressly say otherwise. It does not include VAT, excise duty, import duty, customs or carrier charges, delivery, packaging, or storage charges after the free storage period. These later charges depend on choices you make later and cannot all be calculated at purchase, because you may choose the shipment date and destination later, rates and delivery routes may change, and the amount depends on which bottles are in the shipment. Where we can, we show an indicative estimate of these later charges for your country; estimates are guidance only, based on the assumptions stated with them.

When you request shipment we calculate the quote using the delivery country and address, the number and format of bottles, the VAT, excise, duty and customs rules and rates in force at that time, the taxable or customs value required by law, the delivery route available, the rates on this page (or, for a shipment of more than sixty bottles that we quote separately, the carrier’s charges), and any unbilled storage for those bottles. We show you the quote before dispatch, and we do not dispatch until you have accepted it and paid. The charge is made up of what actually ships, not of what you originally requested: if a bottle is withdrawn from a shipment that has already been formed, you are not charged its share; each component of the charge is capped at the figure you accepted on the quote, and any excess you have paid is returned to you.

For some destinations we collect taxes and duties from you on the shipment invoice. For others, the carrier, the importer or the customs authority may collect them from you before or

on delivery, and they are not on our invoice. Your shipping quote tells you which applies to your shipment before you accept it, and the shipment invoice confirms it.

Where we ship

We deliver only to the countries listed in the table under "Shipping rates" below, at the rates shown there, and only to addresses that our logistics, alcohol, customs and compliance checks allow at the time of your request. If your country is not on the list, you can still buy wine and store it with us, and you can collect it from our warehouse by appointment, as set out under "Collecting your wine from the warehouse" below. For special requests, such as delivery to a bonded warehouse, a delivery time slot or collecting your wine in person, contact us at hello@crcles.com before you pay the shipping quote. Some destinations limit the quantity of wine you can import, require import permits, or have taxes and charges collected by the carrier on delivery. We tell you before you accept the shipping quote whether we can serve your destination and on what terms.

Collecting your wine from the warehouse

You can collect your wine from our warehouse in Beaune, France, by appointment: write to us at hello@crcles.com and we agree a date with you. Collection is requested from your cellar like a delivery: the quote shows anything due (for example VAT and excise) and, once it is settled, we agree the date with you by email. Any VAT and excise due on collection must be paid at least two (2) working days before the collection date. If someone else collects on your behalf, you must authorise them in advance by email from the email address registered on your account, and they must show an identity document at collection.

Shipping rates

Rates are set by destination zone and by the number of bottles in the shipment, apply to wine, and are for our standard courier service. Each zone has a flat rate per shipment for up to six (6) standard 0.75 litre bottles, and a rate for each additional bottle above six. All rates exclude VAT, excise duty and any other duties or taxes: these are always charged on top of the rate, either by us on the shipment invoice or, for some destinations, by the carrier on delivery.

Zone	Countries	Up to 6 bottles	Each additional bottle
Zone 1 - Europe	France, Italy, Netherlands, Germany, United Kingdom, Luxembourg, Portugal	EUR 24 flat	EUR 4.00 per bottle
Zone 2 - Europe	Belgium, Spain, Denmark, Austria, Sweden, Switzerland, Norway, Czech Republic, Lithuania, Slovakia	EUR 30 flat	EUR 5.00 per bottle
Zone 3a - Asia	Japan (*), South Korea (*)	EUR 48 flat	EUR 8 per bottle

Zone 3b - Asia	Hong Kong, Singapore (*), Macao, Taiwan (*), Thailand (*)	EUR 54 flat	EUR 9 per bottle
Zone 4 - Oceania and United States	Australia, New Zealand, United States	EUR 96 flat	EUR 16 per bottle

(*) Limits apply to the quantity you can ship to these countries; we tell you the limit before you accept the shipping quote.

In the United Kingdom, Norway, Switzerland, the United States, Japan, South Korea, Singapore, Taiwan, Thailand, Australia and New Zealand, import VAT, excise and duties are not on our invoice: the carrier collects them from you on delivery.

Our rates include the cardboard cases and protective materials your wine is packed in: there is no separate charge for packaging.

Rates also exclude any customs-clearance, carrier-collection or importer charges that may be payable for your destination, unless we expressly include them in your shipping quote.

Formats of 0.75 litres or smaller count as one bottle. Larger formats count proportionally on the 0.75 litre equivalent, so a 1.5 litre magnum counts as two bottles and a 3 litre jeroboam as four. The same conversion applies both to the flat rate for up to six bottles and to the rate for each additional bottle: three magnums count as six bottles, four magnums as eight.

For shipments of more than sixty (60) bottles, contact us at hello@crcles.com and we will quote separately; large shipments can travel palletised.

When we ship, and when we do not

Extreme temperatures damage wine in transit. To protect your wine, in periods of extreme heat or cold we tell you the risk before you confirm a delivery request, and we ship only if you confirm that you accept it; you can instead keep your wine in storage until the period ends. For shipments of more than sixty bottles that we quote separately, in those periods we may make temperature-controlled transport a condition of the quote - its cost is shown in the quote - or suggest that you wait until the period ends. What we owe you if wine is lost or damaged before delivery is set out in the Platform Terms & Conditions.

Bottles are inspected and packed in protective containers. Original wooden cases are kept where possible, subject to shipping regulations and to what the shipment allows. If an order includes an original wooden case, it is currently shipped together with the bottles at no extra cost; this may change, and any change applies only to delivery requests made after we update this page.

When we dispatch, and the delivery date

After you accept the shipping quote and pay, we dispatch your wine within ten (10) calendar days, except in periods we have announced in advance in which we do not ship (for example for warehouse maintenance) and where something outside our control prevents it. Once your

wine has been dispatched we show you an estimated delivery date: it is an estimate, not a promise of a delivery date. If seasonal weather, customs requirements, a restricted destination, a stock check or carrier availability affects your shipment, we contact you.

Age checks on delivery

Deliveries of wine require an adult signature. The person receiving the shipment must be an adult. The carrier may refuse delivery if age cannot be verified.

If we cannot send or deliver all or part of a shipment

If a shipment is refused, cannot be delivered, is not collected, is returned to us, or cannot be sent in full, we contact you and, where we can recover the wine, we return it to storage for you. When it is back in our warehouse, your wine is as it was before your delivery request: your Voucher is valid again, storage resumes from the day the wine is back, with no free months added back (if the free period has not ended the wine stays free until it ends, otherwise storage is charged from the month it is back), and your right to change your mind does not reopen - it ends once a delivery request has been completed and paid. Where the wine cannot be recovered, it is lost. That does not mean the loss is yours: the risk in your wine stays with us until it is delivered to you (or, where you arrange your own carriage, until it is handed to your carrier), and where wine is lost before delivery we replace it with an equivalent bottle where one is reasonably available, or refund you the higher of the price you paid and the most recent price at which we sold the same wine (same producer, wine, vintage and bottle size) on the Platform in the previous twelve months (if there is no such sale, the price you paid), as set out in the Platform Terms & Conditions; the remedies the law gives you are not limited by this and you may always claim those instead. If a shipment is lost or damaged because of something you did or failed to do - for example an incorrect or incomplete address you gave us, a refusal of delivery without a legal right to refuse, or a failure to collect it within the time stated - we are not responsible for that loss to the extent that it was caused by you; this does not affect your statutory rights and does not apply where the cause was ours or the carrier's. You may have to pay reasonable return, re-delivery, storage, customs, tax (including excise duty) or carrier charges that arise because all or part of a shipment could not be sent or delivered, unless the cause was ours or the carrier's. We do not charge you twice for the same storage month. If customs or another authority outside the European Union holds, seizes or refuses a shipment because of something that was your responsibility (for example duties or taxes you were told you would have to pay on delivery and did not, a document we asked you to provide and you did not, or an import restriction that applies to you and that we told you about before you accepted the quote), we are not responsible for that loss and you pay the reasonable costs that follow (return, storage, disposal, and fines or charges imposed on us); in every other case the loss remains ours.

Damage or loss in transit

If a bottle or package arrives damaged, tell us in writing within fourteen (14) days of delivery, and the same if bottles are missing; keep the bottle, the packaging and the delivery paperwork, so that we can investigate and make any claim against the carrier and its insurance.

Reporting after fourteen days does not limit your rights or our responsibility to you and is not a time limit for making a legal claim. It may, however, make it harder to establish what happened or to recover from the carrier.

Storage

How and where your wine is kept

Your bottles are kept in a temperature-controlled warehouse in France, run by a specialist wine-logistics operator, under a customs and excise duty-suspension regime - which means duty is not paid while the wine is in store, and becomes payable only when it leaves for a destination that charges it. Amounts owed between us and the warehouse operator are for us to pay: they never entitle us or the operator to withhold, delay or reduce the delivery of wine you have paid for, and we are responsible to you for the operator as for ourselves.

We hold and store your wine at our risk, and the risk stays with us until the wine is delivered to you (or, where you arrange your own carriage, until it is handed to your carrier). If wine of yours is lost or physically damaged while it is in our custody, or in transit we have arranged, we replace it with an equivalent bottle where one is reasonably available; if not, we refund you the higher of the price you paid and the most recent price at which we sold the same wine (same producer, wine, vintage and bottle size) on the Platform in the previous twelve months, as set out in the Platform Terms & Conditions. The remedies the law gives you where wine is lost or damaged before it reaches you are not limited by this, and you may always claim those instead.

The warehouse maintains property insurance on the stock it holds, on the terms of that policy. That is our arrangement, not yours: what you are entitled to from us does not depend on it, and we will never reduce what we owe you because of an insurance exclusion, excess or limit.

What storage costs

	Rate
Free storage period	Storage is free for an initial period for each bottle. Currently the free period is six (6) months, the same for every producer club and for Discovery and private-sale purchases. It runs from the later of your purchase invoice and the bottle physically arriving in the warehouse, so a bottle that has not arrived yet is not using up your free period. The length of the free period that applies to a bottle is the one published when you bought it; a later change to the published free period does not shorten it.
After the free period	EUR 0.40 per bottle per month, plus VAT. Part months count as whole months.
Late payment	No surcharge and no interest. If storage charges for particular bottles are overdue and undisputed, we may hold back release of those bottles until the overdue undisputed charges relating to them are

	paid, but never bottles on your account that are paid and up to date. We will tell you which bottles are affected and why: those bottles stay visible in your cellar, and we tell you the reason for the block. While storage charges are overdue and undisputed, we may also prevent new purchases on your account until they are paid. This does not affect wine you have already paid for. We will not hold back release because of an amount you genuinely dispute while we look into it, although you must still pay any separate amount that is not in dispute.

Storage is billed twice a year, in early July and early January, in arrears for the six months just ended. Before we charge the card saved on your account we tell you the amount, the bottles covered, the period covered, the VAT, the card to be charged and the date we expect to charge it. If a bottle ships part-way through a period, the storage months that have not yet been billed are added to that shipment invoice instead. Each storage month is billed once and once only, and storage stops the moment a bottle ships. You can update your saved card in your account at any time, and if a payment fails we will tell you and give you a chance to pay.

Getting your wine

From the date shown in your cellar for each wine, you can request shipment whenever the bottles are ready to ship and your destination can be served. You can end the storage service at any time by settling any open storage invoices and requesting delivery of your wine; for a bottle that has not yet arrived at the warehouse, you can do so once it has arrived. You do not have to take delivery by any fixed date: subject to these arrangements and the Platform Terms & Conditions, to payment of storage charges, to legal and compliance restrictions and to any safety or recall issue, your wine can stay in storage with us. The charge for leaving it there is the storage rate above; taxes, duties and the cost of delivery are charged only if and when you ask us to ship. We may end the storage service, or stop operating the Platform, only for a serious reason (for example, the loss of a licence or authorisation we need to store or sell wine, a change in the law that prevents the service, or the warehouse becoming unavailable) or on at least three (3) months' written notice; during the notice period your wine stays in storage on the same terms and we do not cancel your Vouchers, and you may choose delivery to you or transfer to another storage provider, subject to the reasonable conditions of the warehouse operator. If we end the service or stop operating the Platform, delivery or transfer is at your expense, and we never send your wine to an address we hold for you without your confirmation.

When you request delivery you are asking us to do two separate things - release the wine, and arrange the shipment - and we ask you to confirm both. The delivery service has its own fourteen-day cancellation period: before we start it we ask you, as a separate step and before you pay the quote, to ask us expressly to start immediately; if you do and the service is then fully performed, that right ends. We also tell you what happens to your right to change

your mind. Your right to change your mind about a wine purchase lasts fourteen (14) days from the issue of its Voucher and ends earlier once your delivery request for that wine has been completed - you have accepted the shipping quote and paid it in full. An annual club case counts as one unit: a completed and paid delivery request for any bottle from it ends the right for the whole case, while a bottle bought on its own keeps the right until the delivery request for it has been completed and paid. Once that right has ended, and after delivery, we do not take wine back for change of mind. This does not affect your statutory rights if the wine is faulty, not as described, damaged, lost or not delivered.

If something goes wrong

If a bottle arrives damaged, or is not what you ordered, or does not arrive, contact us. Your legal rights come first and nothing on this page or in our terms limits them. Our usual remedy for a bottle that arrives in poor condition is a replacement at no charge; where the law entitles you to a refund, or where we agree one is right, you get a refund.

Your right to change your mind about a purchase runs for fourteen days from the day we issue its Voucher and ends earlier once your delivery request for that wine has been completed - you have accepted the shipping quote and paid it in full - as explained above and in the Platform Terms & Conditions. Once you have asked us to deliver wine and paid the shipping quote, you can no longer change your mind about it. We do not run a returns service for change of mind after delivery, because once a bottle has left our warehouse and our delivery chain we cannot verify how it has been kept.

None of this affects your statutory rights if the wine is faulty, damaged, not as described, not what you ordered, lost or not delivered.

If charges on your bottles go unpaid for a long time

If an amount you owe us on bottles we hold for you - principally storage charges - stays overdue and undisputed for more than twelve months after it was due, and after we have written to you and reminded you at least twice, we may cancel Vouchers for the bottles concerned, to the value owed. Before we do, we tell you in writing which Vouchers we propose to cancel and the overdue undisputed amount they are set against, and we cancel only as many as are reasonably necessary to cover that amount. A cancelled Voucher counts at the higher of the price you paid and the most recent price at which we sold the same wine (same producer, wine, vintage and bottle size) on the Platform in the previous twelve months (if there is no such sale, the price you paid); you may tell us which Vouchers to cancel, otherwise we cancel the lowest-value ones first. From that value we deduct only the overdue undisputed amount; anything left over is refunded to you in cash, with a statement showing the Vouchers cancelled, the value applied, the amount deducted and the excess. We do not keep any surplus and do not profit from this process. You can stop it at any time by paying the overdue undisputed amount, and it pauses while you have raised a genuine dispute about the amount or the Vouchers concerned; once the dispute is resolved, we give you a further reasonable opportunity to pay before any cancellation. We cancel Vouchers only for amounts owed on the bottles concerned, never to recover unrelated debts, and this is the only circumstance in which we cancel a Voucher because of money you owe us. It is set out in full in the Platform Terms & Conditions.

If our storage prices change

If our storage costs change we may adjust the storage rate. We give you at least sixty (60) days' notice, telling you the new rate and the reason. The new rate applies from the start of the first six-month storage period (1 January to 30 June, or 1 July to 31 December) that begins at least sixty (60) days after our notice, and never to earlier periods, whether or not they have been billed. You can ask us to ship your wine before the new rate applies, in which case you pay the current rate for the storage actually used.

This page and the Terms

This page is here to explain our shipping and storage arrangements in plain language before you buy. The Platform Terms & Conditions contain the full legal terms that apply to purchases, storage, delivery, cancellation, liability and remedies. If this page and the rest of the Terms appear to say different things, please contact us before buying; the rest of the Terms govern, unless consumer law requires otherwise. Nothing on this page or in the Terms limits your statutory rights. The countries, rates and free storage periods listed on this page are part of the Terms. We may update this page at any time: changes to destinations, shipping rates and shipping options apply to delivery requests made after the update, and a higher storage rate applies to wine already in storage only as described under "If our storage prices change" (Platform Terms & Conditions, Part 1, Section 4.3).