

PACKAGING, FREIGHT & INSURANCE

Delivery, its your choice.

Wine packaging and freight handling vary substantially depending on what is being delivered and in particular where it is being delivered. The weather conditions and handling techniques whilst in transit can adversely affect and even destroy your wine.

To accommodate the best possible outcomes for customers, MW wines has a policy of using quality packaging and known carriers whereby the carriers selected are cognoscenti of how to handle wines and cater for the elements in a wine friendly manner. MW wines will accommodate international delivery needs on a case-by-case basis.

Delivery is available as per customer requirements but typically on a daily despatched basis Monday to Thursday except public holidays. Friday despatch for interstate deliveries is not recommended as many shipments will need to be stored at delivery depots over the weekend which is not ideal).

MW wines offers competitive freight charges and for larger volumes of freight, special rates are applicable. For any questions regarding our freight policies please email deliveries@mwines.com.au or by telephone 6 13 9988 9592.

FREIGHT

MW prefers to conduct business based on a Customer Pickup basis however, MW has arrangements with trusted professional local and international carriers well versed in the handling of wines and is pleased to organise delivery of wines anywhere possible and legal in the world.

Within Australia

MW wines will pack and prepare all wines for customer pickup free of charge at a time suitable to our customers requirements.

Where MW wines is requested to deliver wines, delivery charges will be quoted with the order (based on Postcode location). The goods are usually shipped same day or at the latest on a next day basis (except on Fridays unless specifically requested to do so).

International

Supplying wines for **International delivery** is made simple by MW wines. During the order processing system you will be prompted for your preferred contact details upon which we are to contact you once the total delivery costs (Freight, Packaging Insurance, Customs if any or other costs) become known. MW prefers email contact deliveries@mwines.com.au as this is the most efficient and cost effective manner to dialogue with our customers however, customers are welcome to telephone **Country Code+ 61 3 9388 9592** and ask for the Cellar Master.

PACKAGING

MW wines has two standards of packaging.

Local

When supplying wines for **local delivery** MW uses the original winery packaging where suitable, polystyrene packs for bottles or heavy-duty flat packed cardboard boxes (500mmx320mmx180mm with MW wines logos) using very thick egg carton material dividers. The wines will be safe from normal handling and will maintain the wines free of light and assist with keeping the contents as cool as the environment temperature will allow.

MW uses only heavy-duty wide industrial adhesive tape and applies it in a manner, which will not enable the bottom of the carton to "fall out" (unless the carton is damaged or wet).

International

When supplying wines for **International delivery** MW will pack bottles of wine in 3 pack polystyrene containers and pack them into heavy-duty cardboard boxes (625mmx380mmx245mm with MW wines logos). The wines will be very safe from normal handling and will resist a fair degree of rough treatment without damage to the wines. They will maintain the wines free of light and assist with keeping the contents as cool as the environment temperature will allow.

MW uses only heavy-duty wide industrial adhesive tape and applies it in a manner, which will not enable the bottom of the carton to "fall out" (unless the carton is damaged or wet).

INSURANCE

MW wines will insure each shipment of wine arranged whereby MW wines is the organiser of the carrier. The insurance cost may vary from time to time and will vary to different destinations. MW will insure for any loss or damage (not for quality in the bottle issues such as corked or faulty wines).