



Medlock Ames

Shipping Policy

- Orders placed Monday-Friday before 9:00PST am will be shipped same day. Orders placed after 9:00amPST or over the weekend will not be shipped until the next available business day.
- We only ship to states where it is legally permitted. Contact us at info@medlockames.com with questions about where we can ship to.
- Orders ship via UPS ground unless specified otherwise.
- Orders may be held due to extreme cold or hot weather to protect wine quality. Contact us at info@medlockames.com to inquire about safe shipping options.

Return Policy

- We accept returns and exchanges within 30 days after purchase for merchandise items only. No returns or exchanges for alcoholic beverages.
- Original receipt required for returns in tasting room.
- Shipping orders containing can only be canceled before the order ships.
- "Corked" bottles and bottles damaged during shipping will be replaced, please contact us at info@medlockames.com if you receive damaged wine.