

PAUL HOBBS WINES

General Questions:

My state is not listed for shipping, can you ship to me?

State laws vary for imported wines and several states do not allow direct shipment. Please contact us other ways to acquire our wines. (707) 824-9879 (option 5) or orders@paulhobbs.com.

When will my order ship?

Orders ship within two weeks, weather permitting. Please note that if you live in a three tier state, (AZ, IL, IN, LA, MA, NJ, TX) your order may take up to 2 weeks for delivery.

What is 3 tier shipping?

Some states require wine shipments to go through a retailer in their state before being delivered to a customer. While shipping transit time may be slightly increased, the wine is still delivered directly to you by a common carrier (UPS or Fed Ex)

Do I have to order online?

No, you can also place your order by phone: (707) 824-9879 (option 5) or by fax: (707) 824-5843.

Are there any advantages to ordering online?

Yes. The benefits of placing your order online include the ability to:

- Modify billing and shipping information and enter multiple ship-to addresses
- Review order status at any time

Is the online order system safe? Yes. We have taken every possible precaution to ensure the safety of your information. Our site is equipped with the most advanced Secure Socket Layer (SSL) technology available to ensure the privacy of any information you submit. In addition, though we set up your initial Paul Hobbs Selections account, you are able to reset your password and enter your billing and shipping information. As always, we will not sell or share your information outside of the Paul Hobbs Wines family.

What if I've forgotten my account password?

You may retrieve your password by going to the login page and following the prompts. A password will be emailed to you.

How can I contact your office?

If you have any questions or problems regarding your order, please contact our office by phone at 707.824.9879 (option 5), by fax at 707.824.5843, or by email at orders@paulhobbs.com. We can be reached Monday to Friday from 8am to 5pm Pacific Time.

Placing an Order:

How do I set up my online account and/or change my email address?

Setting up your account is easy. You simply need a functional email address and access to the Internet

1. Go to <https://shop.paulhobbswines.com/profile.ams>
2. Log in to your account using your email address and password. For login assistance, please email us at orders@paulhobbs.com or call us at 707.824.9879 (option 5).

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3. To update your personal information, select My Account on the left hand navigation. For additional addresses (such as a Shipping address), go to Address Book within the Account Option section.

Why is my birth date required?

You must be at least 21 years of age to purchase wine. Paul Hobbs Selections is legally required to maintain the birthdates of its customers and all the people they ship to.

How do I place an order online? Please make sure your account information is accurate before placing your order.

1. Go to <https://shop.paulhobbswines.com/SHOP.AMS>
2. Log in to your account using your email address and password.
3. To order wine, select the quantity and add to cart.
4. To submit your order, use the Checkout button. You will be able to confirm or change order totals, addresses, and billing information.

Can I change or remove wine in my Shopping Cart? Yes. You can change your order by selecting a new quantity in the drop down box next to each item. To remove a wine from your shopping cart, select the x button.

Can I view the shipping and sales tax charges before I place my order?

You will be able to review Shipping and Sales Tax before confirming your order.

What are the payment options?

Only credit card payments will be accepted through our online order system. However, checks will be accepted for orders placed via fax or email.