

How to Ship Your Wines



Wine Purchase

Select and purchase desired wines. The retailer will forward the order information directly to us.

Communication – You will be receiving e-mails from Burgundy Online when your order has been recorded in our system, when we send you a secure invoice for shipping, insurance and processing fees (if you did not pay your shipping fees at the retailers), and when the wines are ready to depart from France. Please check your spam and junk folder in case our emails were directed there.

If you have not heard from us within a week of placing your order, please reach out to our team to be sure that we have your order in our system as well as the correct email address on file.



Shipping Payment

You can pay for the shipping fees at the time of your wine purchase at the retailer. **If you plan to consolidate multiple orders, Burgundy Online will email you an invoice directly to charge you for the overall shipping fees, based on our volume-based price list.**

Shipping prices include receipt of order, order verification and preparation, customs documentation, export formalities, available air transport, and home delivery.

One case cannot mix bottles of different sizes (more details on our price list).



Order Preparation

Your wines are prepared for legal French export at our Burgundy warehouse. We will repack them in appropriate and secure packaging.

Protecting your wines from the elements: we will take every necessary precaution to avoid risk of any damage during transit due to extreme weather conditions. If weather is not appropriate to ship, we will contact you to discuss possible additional delays in departures.



International Transit

Your wines are shipped from France to the country of destination. You will receive a tracking number via email when your wines leave our French warehouse.

Timing for delivery depends upon when we receive your order in our French warehouse, and when your payment has been processed (if shipping fees were not paid at the retailer). Please note that we **cannot** arrange departure from France until we have received payment for the shipping fees.

Lead times for delivery depend on the destination and can range from **2 to 5 business days** (except remote areas) from the time your wine leaves our French warehouse until customs arrival.



Duties & taxes Payment

You will be contacted by our partner to pay applicable import fees + duties & taxes at arrival in customs. Final delivery can only be planned once import fees have been paid with customs of the country of destination.

Please read and acknowledge our « *Duties Information* » document, which includes all information related to duties & taxes payment.



Final Delivery

Our team will track up your shipment until final delivery. Please feel free to contact us if you have any question during the shipping process.

Insurance process : your wines are covered for breakage and loss during transit. If you notice any signs of damage upon receipt, a claim must be filed within 72 hours of delivery. Please open your cases immediately upon delivery, note any damage on the couriers delivery paperwork and notify us via email with photos ASAP.