

## Customer Service / Contact Us

For order-related questions or inquiries, please contact us at the following:

By Email: [winery.info@trumpwinery.com](mailto:winery.info@trumpwinery.com)

By Phone: 434-977-3895 x100 (Monday - Friday, 9 AM - 5 PM EST)

## Shipping & Handling

[View our shipping map](#) for estimated shipping times

FedEx Ground & FedEx Home Delivery:

- Due to high order volume, please allow **up to 72 business hours** for ground orders to ship.
- FedEx offers weekend delivery in most parts of the country
- Transit time does not include the day the order leaves our warehouse
- You will receive an email when the shipment is scanned by FedEx with the tracking number. This email will be sent to the email address entered in the **shipping** address field.

FedEx Express:

- Expedited orders placed BEFORE 2:00 PM EST will ship the same day (excluding weekends and holidays)
- Expedited orders placed AFTER 2:00 PM EST will ship the next business day

UPS Ground:

- Due to high order volume, please allow **up to 72 business hours** for ground orders to ship.
- Transit time does not include the day the order leaves our warehouse
- You will receive an email when the shipment is scanned by UPS with the tracking number. This scan may occur the day after the shipment leaves our warehouse. The tracking email will be sent to the email address entered in the **shipping** address field.

UPS Express:

- Expedited orders placed BEFORE 2:00 PM EST will ship the same day (excluding weekends and holidays)
- Expedited orders placed AFTER 2:00 PM EST will ship the next business day

Transit Times:

- For more detailed transit maps, please click [here](#)

## Shipping Policy

FedEx and UPS will only leave packages with a person 21+ to sign for the package. They will make three attempts in total to deliver your package before returning to Trump Winery. To ensure your package is not returned, please arrange for someone to sign or ship it to a business address. If selecting FedEx, you can choose the "Hold at Location" option at checkout.

If your order is returned after failed delivery attempts:

- Our customer service team will contact you to arrange for a new delivery at a convenient time. You will be charged the returned shipment fee and a second delivery fee.
- If we are unable to contact you to reschedule a delivery, you will be refunded for the order minus all shipping charges and fees and a 25% restocking fee after 30 days of receiving the returned package.

We are not responsible for deliveries made to an address that is incorrect or missing information. To avoid additional fees, please double-check the address before completing checkout. If a package needs to be rerouted due to incorrect shipping information, customer service can assist with this request. Additional fees will apply as the carriers charge \$14+ (depending on location) for changes. Please be aware that we can only redirect shipments within the same state due to tax/compliance statutes.

## Returns / Exchanges

All sales of alcoholic beverages are final by law.

Merchandise returns are available for 30 days after receiving your order. The item must be unused and in the same condition in which you received it. Email [winery.info@trumpwinery.com](mailto:winery.info@trumpwinery.com) to request a return or exchange. Once your return is received and inspected, a credit will automatically be applied to your credit card, minus all shipping charges.

If an item is being exchanged or replaced, additional shipping charges may be applied.