

Club Membership Frequently Asked Questions

Timing of shipments:

Q: When will my wine be shipped?

A: Your first case will be shipped when you join and subsequent vintages will be shipped at the monthly intervals you signed up to.

Q: Can I change the timing of my shipments?

A: Yes, If you want to change the shipment month/s send us an email to sales@grasshopperrock.co.nz or call us on 021 853 908.

Re-ordering: Q: I would like to re-order wine before my scheduled delivery?

A: To re-order, send us an email to sales@grasshopperrock.co.nz or call us on 021 853 908.

Re-order price: Q: If I order more cases than scheduled in my plan what price will I pay.

A: You pay the same Club price for the current (most recent) vintage.

Temporarily hold shipments: Q: I am going away, how do I delay shipments until I am return?

A: Send us an email to sales@grasshopperrock.co.nz or call us on 021 853 908 and we will adjust shipment times.

Credit Card changes: Q: How do I update my credit card information for my wine membership?

A: Send us an email to sales@grasshopperrock.co.nz or call us on 021 853 908 to update your credit card.

Address update: Q: How do I update my delivery address for wine shipments?

A: Send us an email to sales@grasshopperrock.co.nz or call us on 021 853 908 and we will update the delivery address.

Membership cancellation: Q: How can I cancel my membership?

A: Send us an email to sales@grasshopperrock.co.nz or call us on 021 853 908 to cancel your membership.

Membership cancellation and waitlists: Q: If I cancel my membership, will I need to be added to a waitlist if I wish to rejoin?

A: Club membership are currently open. You may rejoin at any time, as long as the club remains open.

**If you have any other questions email or call Phil
at sales@grasshopperrock.co.nz or 021 853 908**