

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 in April each year. If you select more than one case per year your wine will be shipped at equal intervals over the 12 months.

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 price as your club price.

Temporarily hold shipments: Q: I am going away, how do I delay shipments until I 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 now, will I need to be added to a waitlist if I wish to re-enrol?

A: Club memberships are currently open. You may re-enrol 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**