



## **FREQUENTLY ASKED QUESTIONS**

Hello! See below some of the most common questions we get but please just get in touch if you have any others: [ciderclub@williesmiths.com.au](mailto:ciderclub@williesmiths.com.au) | 03 6266 4345 ext. 1

### **How much does each pack cost?**

\$195 per pack including shipping

By joining the Cider Club you agree to purchase two Cider Club packs per year, and you can opt-out any time, but you won't want too – promise.

### **Is shipping included in the cost of the club?**

Yes. Note, the shipping labels on our packs identify the contents as alcohol and can only be accepted by someone at the residence 18 years of age or older.

### **Which ciders are included in the Cider Club packs? Can I choose?**

Each pack is curated by our Head Cider Maker – the most creative, interesting and sought-after ciders will be included in each Spring and Autumn pack. Cider Club members will get first and guaranteed access to our most limited and difficult to find ciders.

### **Do I get anything else when I sign up for the Cider Club?**

On top of your twice-yearly pack delivered to your door, you'll also get:

- 15% off our cider and spirits via our members-only online store
- Free shipping on all of the above
- First access to other experimental ciders and spirits throughout the year
- Cider tastings and dinner invitations you won't want to turn down

### **When does the Cider Club shipment go out?**

At the start of Spring and Autumn – the second week of September and the second week of March, every year.



**Can I track my pack delivery?**

You sure can. When your package leaves the farm, we'll send you a tracking code. We ship with Australia Post, so you'll be able to track it all the way through.

**Will I get a reminder before my card is charged?**

Yes, you'll receive a reminder email and text a fortnight prior to despatch – this will give you the opportunity to update your credit card details if need be or your address.

Your credit card will be charged prior to shipment in September and March

**What happens if I'm going to be away when the pack will be delivered?**

If you're going to be away and no one will be available to receive the consignment on the date of delivery, please let us know prior to the shipping week/s via [ciderclub@williesmiths.com.au](mailto:ciderclub@williesmiths.com.au) and we'll organise an alternative delivery day.

**What states can you ship to?**

We can ship to every state in Australia bar alcohol restricted areas in the Northern Territory.

**Got some more questions?**

Drop us an email at [ciderclub@williesmiths.com.au](mailto:ciderclub@williesmiths.com.au) or give us a buzz on 03 6266 4345 ext. 1 and we'll be happy to help.