

ONE HOPE

ORDER WORKSHEET

Host/Event Name _____

Event Date _____

Your Cause Entrepreneur _____

CE Contact Info _____

I'M INTERESTED IN:

- Hosting an Event Corporate Gifting
 Joining as a Cause Entrepreneur

SHIPPING INFORMATION:

Name _____

Address _____

City _____

State _____ Zip _____

Email _____

Phone: _____ Date of Birth ____/____/____

I understand that someone 21+ needs to be available to sign for the shipment upon its arrival.

PAYMENT INFORMATION:

Name _____

Card Number _____

Expiration _____ CVV _____

Signature _____

GIFT MESSAGE:

CUSTOMER PERKS: Get 5% back in rewards that can be used for discounts on wine or donated to a ONEHOPE featured nonprofit. Enjoy 5% off 4+ bottles, 10% off 6+ bottles, and 20% off 12+ bottles, and \$15 flat-rate shipping on 4+ bottle orders!

WINE

QTY	VARIETAL	PRICE

JOIN THE WINE CLUB

Get 5% back in rewards and FREE shipping

Build Your Own: Subscribe to the Wines Above

- Monthly Every Other Month Quarterly

Curated Option: Winemaker's Selections

Shipped every 3 months

- 4 Bottles 6 Bottles 12 Bottles

Wine Subtotal _____

Pack Discount _____

Shipping _____

Subtotal 1 _____

PROMOS & GIFTS

QTY	DESCRIPTION	PRICE

Promo & Gift Subtotal _____

Promo & Gift Shipping _____

Subtotal 2 _____

Subtotal 1 + Subtotal 2 _____

Tax _____

ORDER TOTAL _____

ONEHOPE

RETURN POLICY

We want you to be more than satisfied with every item you purchase from ONEHOPE. Your happiness is our first priority. ONEHOPE will replace or refund any item that is damaged or flawed. If 90 days have gone by since your purchase, unfortunately, we cannot offer you a refund or exchange. We will not refund for unwanted wines. We will, however, allow the order to be canceled within 48 hours of purchase. ONEHOPE is not responsible for shipping charges incurred due to misdirected or returned shipments. If a purchase is returned for an incorrect address or three failed delivery attempts, you will be responsible for the additional cost of reshipping of \$15.00. We pride ourselves in perfect taste and quality and will take back any wine that does not meet these standards. If you have any questions please scan the QR code below and submit a form to Customer Support.

1. CUSTOMER ORDERS

If you are dissatisfied with your purchase or would like to cancel your order please scan the QR code below and submit a form to Customer Support.

If you cancel, you must return all goods undamaged and unopened, that may have been delivered to you under this contract or sale, or you may, if you wish, comply with the instructions of the Seller regarding the return shipment of the goods at the Seller's expense and risk.

The Seller is not responsible for damaged goods caused by the Buyer or the Seller's FedEx fulfillment representatives. If you do make the goods available to the Seller's FedEx fulfillment representatives and the Seller's FedEx fulfillment representative does not pick them up within 20 days of the date of your Notice of Cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the Seller, or if you agree to return the goods to the Seller and fail to do so, then you remain liable for performance of all obligations under the contract.

2. SUBSCRIPTION ORDERS

To lock in your free shipping benefit, you must receive at least two (2) shipments. If you choose to cancel before your second shipment, Support will bill you a \$15 cancellation fee.

To cancel this transaction please scan the QR code below and submit a form to Customer Support.

EXCHANGES AND REFUNDS

ONEHOPE is committed to 100% customer satisfaction. If there is a problem with your order, we want to hear about it. If you receive a bad bottle, simply put the cork back in the bottle and call (949) 424-6539. We will send out a replacement shipment to you right away.

DELIVERY

We ship via FedEx Ground. The product is shipped to arrive within 7 business days (on the West Coast but up to 10 business days on the East Coast) from the date the order is received from a ONEHOPE Cause Entrepreneur. You will receive a tracking number and receipt via email once your order is processed and packaged for shipment. ONEHOPE is not liable for any delay in shipment that is caused in whole or in part by circumstances beyond ONEHOPE's control. Note: During the holidays we recommend padding the transit times by 2-4 days, due to increased package volume and potential for weather delays.

FedEx will make 3 delivery attempts. If they are unsuccessful the shipment will be returned to our warehouse. If you have any questions please scan the QR code below and submit a form to Customer Support.

LEGAL SHIPPING STATES

We can ship wine purchased online or by phone to the following states:

AZ, CA, CO, CT, DC, FL, GA, ID, IL, IN, IA, KS, LA, MA, MD, ME, MI, MN, MO, MT, NC, ND, NE, NH, NJ, NM, NV, NY, OH, OK, OR, SC, SD, TN, TX, VA, VT, WA, WV, WI, WY. We can NOT ship wine purchased online or by phone to the following states due to state laws: AK, AL, AR, DE, HI, KY, MS, RI, UT.

EXTREME WEATHER SHIPMENT HOLDS

During periods of extreme weather, we attempt to ship wines at the beginning of each week in order to get shipments to you before the weekend. This is to prevent your wines from becoming damaged due unknown temperature conditions at our shipping carriers' warehouses. While we always attempt to ship packages within 1-2 business days from receipt of an order, we may have to hold packages during extreme heat or cold until the beginning of the next week or when conditions have improved. If you have any questions or would like to inquire about a shipment please scan the QR code below and submit a form to Customer Support.

21+ SIGNATURE REQUIRED

You must be 21 years of age to order or receive wine from ONEHOPE. Any shipments containing alcohol are sent with an "Adult Signature Required" sticker, and the delivery person is required to ask and review identification upon delivery. This means that you will have to be present at the time of delivery. We recommend shipping to a business address if no one over 21 will be present to receive and sign for the package.

LIMITATIONS

ONEHOPE reserves the right to substitute merchandise of similar quality and value for items that are out of stock. In this event you will be contacted about your order.

