



## **PRIVACY POLICY**

Robinson Family Vineyards is committed to keeping any and all personal information collected of those individuals that visit our website and make use of our online facilities and services accurate, confidential, secure and private. Our privacy policy has been designed and created to ensure those affiliated with Robinson Family Vineyards, Inc. of our commitment and realization of our obligation not only to meet but to exceed most existing privacy standards. THEREFORE, this Privacy Policy Agreement shall apply to Robinson Family Vineyards, Inc., and thus it shall govern any and all data collection and usage thereof. Through the use of [www.robinsonfamilyvineyards.com](http://www.robinsonfamilyvineyards.com) you are herein consenting to the following data procedures expressed within this agreement.

## **COLLECTION OF INFORMATION**

This website collects various types of information, such as:

- Voluntarily provided information which may include your name, address, email address, billing and/or credit card information, date of birth, etc., which may be used when you purchase products and/or services and to deliver the services you have requested.

Please rest assured that this site shall only collect personal information that you knowingly and willingly provide by way of surveys, completed membership forms, and emails. It is the intent of this site to use personal information only for the purpose for which it was requested and any additional uses specifically provided on this site.

Robinson Family Vineyards, Inc. may have the occasion to collect anonymous demographic information. It is highly recommended and suggested that you review the privacy policies and statements of any website you choose to use or frequent as a means to better understand the way in which other websites garner, make use of, and share information collected.

## **USE OF INFORMATION COLLECTED**

Robinson Family Vineyards, Inc. may collect and may make use of personal information to assist in the operation of our website and to ensure delivery of the services you need and request. At times, we may find it necessary to use personally identifiable information as a means to keep you informed of other possible products and/or services that may be available to you from [www.robinsonfamilyvineyards.com](http://www.robinsonfamilyvineyards.com) and our subsidiaries. Robinson Family Vineyards, Inc. and our subsidiaries may also be in contact with you with regards to completing surveys and/or research questionnaires related to your opinion of current or potential future services that may be offered. Robinson Family Vineyards, Inc. does **not** now, nor will it in the future, sell, rent or lease any of our customer lists

and/or names to any third parties. Robinson Family Vineyards, Inc. may disclose your personal information, without prior notice to you, only if required to do so in accordance with applicable laws and/or in a good faith belief that such action is deemed necessary or is required in an effort to:

- Remain in conformance with any decrees, laws and/or statutes or in an effort to comply with any process which may be served upon Robinson Family Vineyards, Inc. and/or our website.
- Maintain, safeguard and/or preserve all the rights and/or property of Robinson Family Vineyards, Inc.
- Perform under demanding conditions in an effort to safeguard the personal safety of users of [www.robinsongfamilyvineyards.com](http://www.robinsongfamilyvineyards.com) and/or the general public.

### **UNSUBSCRIBE OR OPT-OUT**

All users and/or visitors to our website have the option to discontinue receiving communication from us and/or reserve the right to discontinue receiving communications by way of email or newsletters. To discontinue or unsubscribe to our website please send an email that you wish to unsubscribe to [carrie@robinsongfamilyvineyards.com](mailto:carrie@robinsongfamilyvineyards.com). If you wish to unsubscribe or opt-out from any third party websites, you must go to that specific website to unsubscribe and/or opt-out.

### **LINKS TO OTHER WEBSITES**

Our website does contain links to affiliate and other websites. Robinson Family Vineyards, Inc. does not claim nor accept responsibility for any privacy policies, practices and/or procedures of other such websites.

Therefore, we encourage all users and visitors to be aware when they leave our website and to read the privacy statements of each and every website that collects personally identifiable information. The aforementioned Privacy Policy Agreement applies only and solely to the information collected by our website.

### **SECURITY**

Robinson Family Vineyards, Inc. shall endeavor and shall take every precaution to maintain adequate physical, procedural and technical security with respect to our offices and information storage facilities so as to prevent any loss, misuse, unauthorized access, disclosure or modification of the user's personal information under our control. The company also uses Secure Socket Layer (SSL) for authentication and private communications in an effort to build users' trust and confidence in the internet and website use by providing simple and secure access and communication of credit card and personal information.

### **CHANGES TO PRIVACY POLICY AGREEMENT**

Robinson Family Vineyards, Inc. reserves the right to update and/or change the terms of our privacy policy, and as such we will post those changes to our website homepage at [www.robinsongfamilyvineyards.com](http://www.robinsongfamilyvineyards.com), so that our users and/or visitors are always aware of the type of information we collect, how it will be used, and under what circumstances, if any, we may disclose such information. If at any point in time Robinson Family Vineyards, Inc.

decides to make use of any personally identifiable information on file, in a manner vastly different from that which was stated when this information was initially collected, the user or users shall be promptly notified by email. Users at that time shall have the option as to whether or not to permit the use of their information in this separate manner.

### **ACCEPTANCE OF TERMS**

Through the use of this website, you are hereby accepting the terms and conditions stipulated within the aforementioned Privacy Policy Agreement. If you are not in agreement with our terms and conditions, then you should refrain from further use of our sites. In addition, your continued use of our website following the posting of any updates or changes to our terms and conditions shall mean that you are in agreement and acceptance of such changes.

### **HOW TO CONTACT US**

If you have any questions or concerns regarding the Privacy Policy Agreement related to our website, please feel free to contact us at the following email, telephone number or mailing address.

Email: [carrie@robinsonfamilyvineyards.com](mailto:carrie@robinsonfamilyvineyards.com)

Telephone Number: 707-944-8004

Mailing Address:

Robinson Family Vineyards, Inc.

5880 Silverado Trail

Napa, CA 94558

### **SHIPPING INFORMATION**

Robinson Family Vineyards complies with all federal, state and local laws regarding sale of alcohol to minors. All wine shipments require an adult signature (21 years old or older with proper identification of age) for delivery. If no one is available to receive the package, normally 2 additional attempts to deliver will be made. If these attempts are unsuccessful, your order will be returned to the distribution center it originated from, resulting in additional shipping costs. We strongly recommend delivery of wine shipments to a business, rather than a home address. Many states now require the collection and remittance of sales and/or excise taxes. If your state is one of them, we will calculate these taxes for you and include them in the total amount charged to your credit card. Orders are processed as quickly as possible upon receipt, but may take up to 5 business days to process. Credit card authorization and verification must be received prior to processing, you will be sent your sales receipt via email. You will also be notified and provided with a tracking number at the email address you provided us when your order ships.

All orders are shipped via the best possible manner depending on your location. Most orders are shipped within 1-5 business days, excluding holidays and weekends. If your order needs to arrive by a specific date, such as for a gift or prior to travel, please call us directly at 707-944-8004. Weather conditions (heat or cold) may delay shipments until more favorable conditions exist. To protect wine from potential damage in winter and summer, we recommend expedited shipping. If you have concerns about weather conditions or wish to arrange for specific timing of your order, please call us at 707-944-8004 or email us at [carrie@robinsonfamilyvineyards.com](mailto:carrie@robinsonfamilyvineyards.com)

## **WINE CLUB ORDERS**

You must be 21 or over to join our Wine Club or to gift a Wine Club membership to another party. Membership can be cancelled after receiving two wine club shipments by phoning us or sending an email to [carrie@robinsonfamilyvineyards.com](mailto:carrie@robinsonfamilyvineyards.com). If you terminate your membership before receiving 2 shipments, we reserve the right to charge a \$50.00 cancellation fee, to the credit card we have on file. Shipping is available to most states, call us with any questions. The dollar amount of each Wine Club shipment will vary with the value of the wine being shipped, and Robinson Family Vineyards maintains the right to ship fewer bottles than requested due to inventory restrictions.

## **RETURNS**

Robinson Family Vineyards guarantees our wines. Your satisfaction is our priority. If you are dissatisfied with your order, please contact us.