



WINE SAMPLE POLICY FOR VIRTUAL PARTICIPANTS

Wine samples that are included in virtual classes, courses, or tasting tutorials offered by the Capital Wine School are intended to be picked up curbside on the date and timeframe specified in each class/course description.

The Capital Wine School may, at its discretion, offer shipping for an additional fee for students who are unable to come to the school to pick up their wine samples. Fees will vary depending on several factors including the number of wine samples and the address to which the samples are being shipped.

SHIPPING POLICY

WSET Courses

For WSET certification courses, wine samples will typically ship to arrive on the day of class for evening classes/tutorials, and the day before class for morning or early afternoon classes/tutorials, via FedEx or UPS, no signature required, although sometimes they may arrive a day or two earlier. We cannot accommodate requests for shipping outside of these parameters, nor can we guarantee a delivery date.

- For courses of up to five weeks' duration, all wine samples will be shipped at once to arrive by the first class, and these samples should be refrigerated until used.
- For 10-week Level 3 courses, there will be one shipment containing wine samples for classes 1-5 and another mid-way through the course for classes 6-10.
- Diploma Units D4 and D5 Online Live courses will require two shipments: One containing the course samples and another toward the end of the course containing the practice exam samples.
- Diploma Unit D3 Online Live courses will require multiple shipments: One shipment for each of the weekend sessions and a final shipment with the practice exam samples.

Themed Tastings

For our hybrid themed evening tastings, patrons who request shipping rather than curbside pickup will **not** receive their wine samples in time to taste along live during the Zoom session. Due to various factors, we are no longer able to guarantee delivery by the event date. Participants who choose the shipping option are welcome to attend the Zoom session live without samples and will receive a recording of the tasting so that they may enjoy the wines alongside the recording at their convenience.

Additional Shipping Policy Information

Customers are responsible for informing the school by email if they wish to have their samples shipped to an address other than the one provided on their registration form (CWS does NOT check payment receipts for different shipping addresses entered when the shipping invoice is paid).

The Capital Wine School is not responsible for late or missed deliveries due to weather delays, courier errors, theft, or other circumstances beyond the control of the Capital Wine School, and no refunds for shipping fees will be possible for shipments that fail to arrive under these circumstances.

Students who have paid for shipping who do not receive their samples in time for their scheduled class will be able to view a recorded session of the class so that they may taste their samples along with the recording.

The above policies also apply to printed study materials for WSET certification courses, which are typically mailed via USPS Priority Mail, no signature required.

HOLDING OF WINE SAMPLES

We are unable to hold samples for participants longer than 10 days following their class or course session, nor can we delay the shipping date for participants who choose to have their samples shipped.

Wine samples that have not been collected within 10 days following the class or course will be disposed of and no refunds will be issued.

RECORDED CLASS SESSIONS

The Capital Wine School makes every effort to record each class and to make the recorded session available to participating students for up to one week after the scheduled class. While we have been able to successfully record these sessions for the vast majority of our classes, occasionally a technical glitch or human error will result in a failure to record some or all of a class. The Capital Wine School will not offer refunds or other concessions for classes that a student is unable to attend live, and for which a recorded session is unavailable due to an unexpected error. It is for this reason that we strongly encourage students to try to attend the live, online class session(s) as scheduled whenever possible, or to consider a different class or course that may work better with their schedule if they cannot.