

HESTER CREEK



BENCH CLUB FAQs

Understanding the Hester Creek Bench Club,
from placing an order to using points!

Thank you for your support. This document will assist you with answers to the most frequently asked questions regarding the Bench Club. If you still have questions after reading this document or if your question is not answered here, please reach out directly to our club team.

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How do I join the Loyalty Club?

To join the Loyalty Club, you are required to purchase a case of wine (12 bottles) all at once, this can be a mix and match of any of our available products or sign up for one of our quarterly subscriptions. If you decide to make a purchase of a case, we will automatically apply the Loyalty Club to your account and apply the appropriate points after the purchase is finalized. After we have made these additions, you will part of our Loyalty Club for life as long as you are making a purchase with us every three years.

How do I create an account?

If you are online and looking to make a purchase, go through the order/check out process and the system will automatically create an account for you. If you are making this purchase in the wine shop, we will create an account automatically for you. Either way, shortly after your purchase, (2-5 days) you will receive an email welcoming you to the Loyalty Bench Club. Once your account has been set up, you can now log in and see your order history and saved personal information. See “How do I log into my account?” for assistance.

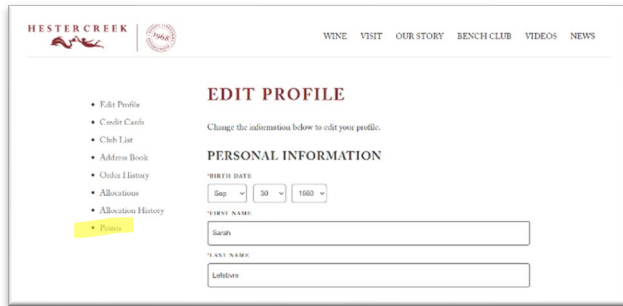
How do I log into my account?

Please head to our website www.hestercreek.com and click “CLUB” on the top bar. Scroll down on this page and click “SIGN IN”. If you know your password, please log in using the email address that you gave on sign up and the password you have created. If this is the first time you are logging in, please scroll down and click on the “CLICK HERE” beside the “Forgot your username or password?”. Enter the email address that you gave on sign up and is receiving our emails and click “SUBMIT”. You will receive an email to reset/create your password. If the system says your email is not set up with an account or if you do not receive an email after checking your Junk folder, please call or email our club team as there may be a grammatical error in our entry of your email.

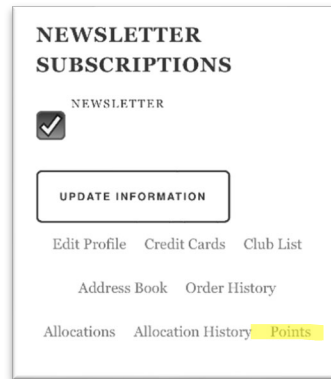
How do I see how many points I have?

Log into your account by clicking on “CLUB” at the top of the screen and then click on “SIGN IN”. Use your username or email and your password and click “LOG IN”, if you do not know how to log in, please refer to “How do I log into my account?” above. This will land you at the “EDIT PROFILE” page. On a computer, the list of options will be on the left and “POINTS” are located at the bottom of this list. On a smartphone, the “POINTS” are located at the bottom of this screen, scroll down, and locate this.

Example on computer:



Example on smartphone:



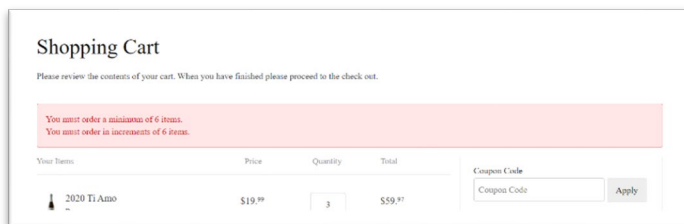
Click on “POINTS” and you will see your current balance and your history of earning and redemption. If there is anything here that you feel is in error, please call or email our club team.

PS. Now you know our club manager’s birthday, she expects many wishes!!

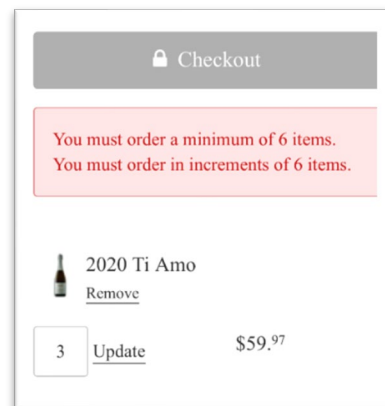
How do I place an order?

Head to our website, www.hestercreek.com and click “WINE”. On a computer this is on the top screen and on a smartphone, it is the first choice in the dropdown menu. Choose the wines you wish and add them to your cart. We only ship in multiples of 6, if you click on “CHECKOUT” and have an odd number in your cart, the system will give you a note that you must order a minimum of 6 items or must order in increments of 6. Please remember that the order of 6, 12, 18 etc. can be a mix and match of any of our available products.

Example on computer:



Example on smartphone:



Once you have the right number of items in your cart, click “CHECKOUT”. If you haven’t logged in yet, now is the time, refer to question 1 for assistance. Go through the checkout screens; “DELIVERY/PICKUP INFORMATION” is the first page after you have logged in in the checkout pages. This page will have your saved shipping address, you can edit one of these addresses or add a new one. If you wish to use your billing address, you will need to add it as a shipping address. If

you have no shipping address saved in your account, the system will default to ship to your billing address. The “SHIPPING ADDRESS” is a drop-down menu, choose the address you wish and if edits are required, click “EDIT SELECTED ADDRESS”. Alternatively, click “ADD A NEW SHIPPING ADDRESS” to save a new one.

Example on computer:

The screenshot shows a web page titled "Delivery / Pickup Information". At the top, it states "Signature is required for delivery". Below this are two buttons: "Shipping" (highlighted in blue) and "Pickup". Underneath is a "Shipping Address" dropdown menu with a yellow arrow icon. Below the dropdown are two links: "Add a new shipping address" and "Edit selected address", both highlighted in yellow. There is a checkbox for "Add a gift message or special instructions". At the bottom is a grey button labeled "Next: Shipping Options".

Example on smartphone:

The screenshot shows a mobile app screen titled "Signature is required for delivery". It features two buttons: "Shipping" (highlighted in blue) and "Pickup". Below is a "Shipping Address" dropdown menu with a yellow arrow icon. Below the dropdown are two links: "Add a new shipping address" and "Edit selected address", both highlighted in yellow. There is a checkbox for "Add a gift message or special instructions". At the bottom is a grey button labeled "Next: Shipping Options".

Once your shipping address is correct, click “NEXT: SHIPPING OPTIONS”. There will not be choices on this screen, based on your shipping address and the number of wines in your cart, the system will automatically add a shipping charge to the account. If this is a time when we are offering complimentary shipping, please see “How to apply a coupon code or receive complimentary shipping?” below for assistance. Click “NEXT: PAYMENT” and verify the credit card on file. If this is not the card you wish to use or it needs updating, please click “ADD A NEW CREDIT CARD.” Even if you just need to edit the expiry date, you will have to add the whole card again. When adding a new card, you can choose to save it in the system for future orders by clicking the check box “SAVE CARD FOR FUTURE USE.”

Example on computer:

The screenshot shows a web page titled "Payment Method". At the top are three buttons: "Credit Card" (highlighted in blue), "Gift Card", and "Points". Below is a "Secure Payment" section with a warning about sensitive information. It features logos for VISA and Mastercard. Below the logos are input fields for "Card Number", "Name On Card", "Expiration Date" (with MM and YR dropdowns), and "CVV2" (with a 3 digits input). At the bottom are two checkboxes: "Save card for future use" (highlighted in yellow) and "Use existing card".

Example on smartphone:

The screenshot shows a mobile app screen titled "Order Summary" with a "View" link. It features logos for VISA and Mastercard. Below the logos are input fields for "Card Number", "Name On Card", "Expiration Date" (with MM and YR dropdowns), and "CVV2" (with a 3 digits input). At the bottom are two checkboxes: "Save card for future use" (highlighted in yellow) and "Use existing card".

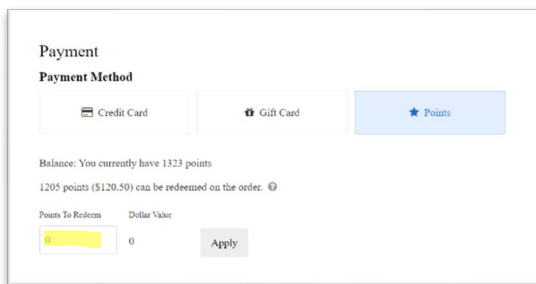
If you wish to use points, now is your chance! Please refer to “How do I use my points?” above for assistance and be aware that points cannot be redeemed after a purchase is finalized. Below your credit card information is your save billing address, verify or edit as necessary. Click “I CONFIRM I AM OVER THE LEGAL DRINKING AGE” and click, “NEXT: REVIEW ORDER.” The review order screen will have: the items in your cart, your shipping address, payment details, and

billing address. Beside each of these options is an “EDIT” button should you wish to make any changes prior to finalizing your order. Once all items are correct, click “PLACE ORDER”. You will get to an order confirmation screen or if there was an error with your credit card, you’ll get a payment failed screen. You can review the payment, make the correct changes to the card, and go through the “REVIEW ORDER” and “PLACE ORDER” screens again. Shortly after placing an order, you will receive an order confirmation email to the email you entered or the primary email on the account. If you do not receive an email in 15-30 minutes of placing the order, please call or email our club team.

How do I use my points?

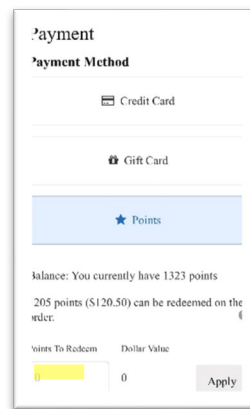
Once you have items in your cart, you will need to log into your account. If you are unsure how to do this, please refer to question one. Once logged in and having wine in your cart, click “CHECKOUT”. Enter or verify shipping address and click “NEXT: SHIPPING OPTIONS” and then “NEXT: PAYMENT”. If your credit card is saved in your account, it will show up here; verify it or add a new card. Within the Payment Method screen, there are three choices: Credit Card, Gift Card, Points. Click on “POINTS” and you will see your current balance and how many points you can use towards your order. In the example below, this guest has 1323 points, the equivalent of \$132.30, but can only use 1205 points (\$120.50) towards this order as points cannot be used toward the tax of shipping amounts of orders.

Example on computer:



The screenshot shows a 'Payment' screen with three options: Credit Card, Gift Card, and Points. The 'Points' option is selected and highlighted in blue. Below the options, it states: 'Balance: You currently have 1323 points' and '1205 points (\$120.50) can be redeemed on the order.' There is a table with two columns: 'Points To Redeem' and 'Dollar Value'. The 'Points To Redeem' column has a text input field containing '0' and an 'Apply' button next to it.

Example on smartphone:



The screenshot shows a 'Payment' screen with three options: Credit Card, Gift Card, and Points. The 'Points' option is selected and highlighted in blue. Below the options, it states: 'Balance: You currently have 1323 points' and '205 points (\$120.50) can be redeemed on the order.' There is a table with two columns: 'Points To Redeem' and 'Dollar Value'. The 'Points To Redeem' column has a text input field containing '0' and an 'Apply' button next to it.

When entering the amount to use, make sure you use the point value, not the dollar value. If you wish to use \$100.00, enter 1000 in the “POINTS TO REDEEM” box and click apply. This amount will automatically be removed from your total, and you will see the balance that will go on your credit card. If there are still issues with point redemption, please call or email our club team.

How do I add a note to an order?

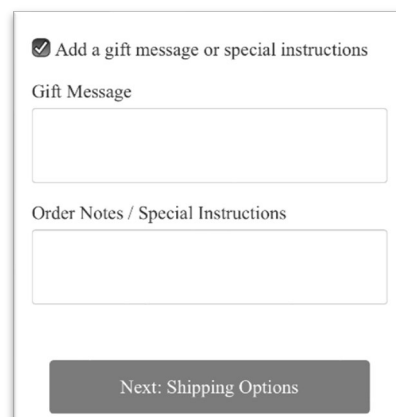
When placing an order, you can add a note to communicate a future shipping date or a message for a gift in the checkout process. At the bottom of the “DELIVERY/PICKUP INFORMATION” page, there is a check box that says, “ADD A GIFT MESSAGE OR SPECIAL INSTRUCTIONS.” Check this box and enter either a gift message, a note, or a specific instruction for shipping. Eg. “ship March 15th”, “will be picked up by Jan Smith”, or “Happy Birthday Joe, love from Jane and John.”

Example on computer:



The screenshot shows a checkout screen with a checkbox labeled 'Add a gift message or special instructions' which is checked. Below the checkbox are two text input fields: 'Gift Message' and 'Order Notes / Special Instructions'. At the bottom of the screen is a button labeled 'Next: Shipping Options'.

Example on smartphone



The screenshot shows a checkout screen with a checkbox labeled 'Add a gift message or special instructions' which is checked. Below the checkbox are two text input fields: 'Gift Message' and 'Order Notes / Special Instructions'. At the bottom of the screen is a button labeled 'Next: Shipping Options'.

How do I apply a coupon code or receive complimentary shipping?

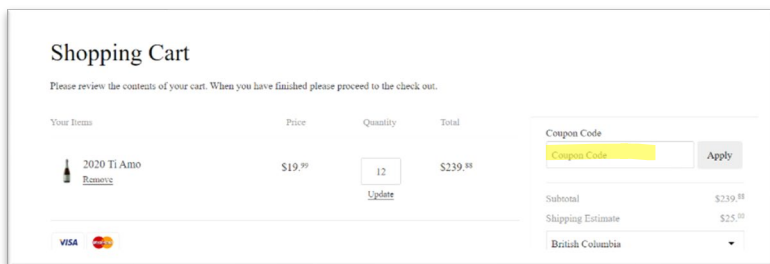
We generally offer our Loyalty Club members complimentary shipping 3-4 times per year, should you wish to place an order during these times you will need to check the email to see what the parameters are to obtain free shipping.

These free shipping windows are generally two weeks long and you will receive 2-3 emails regarding each one. As a business decision we have made the change to not offer complimentary shipping on a single 6-pack of wine. During these offers, only orders of 12 or more will be eligible for free shipping. More and more we are getting away from using a coupon code and as long as guests are logged into their account, the shipping will be removed.

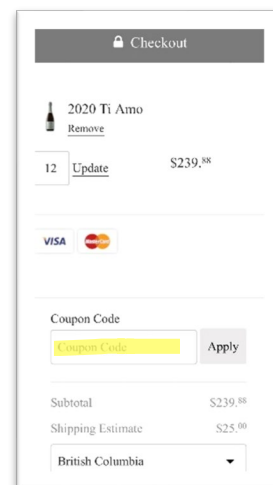
To place an order during these times, please place a minimum of 12 bottles into your cart and then log into your account. The account you log into needs to be the email/username that received the email offer. Once you are logged in, the shipping cost will be automatically removed. If you create a new account, you will not have the shipping cost removed as that new account will not be associated with the Loyalty Club. If you feel you have done all the steps correctly and there is still a shipping cost applied, please call, or email our club team.

In the event that we use a coupon code, please place a minimum of 12 bottles into your cart and then log into your account. Once logged in, and in the check out pages, you will see a box titled "COUPON CODE". Enter the coupon that has been created for that feature (check the more recent email) and click "APPLY."

Example on computer:



Example on smartphone:



How do I track my order?

Once an order is placed, you will receive an order confirmation. This confirmation will say that each order that requires shipping will be shipped within five business days. We are generally much quicker than five days, and mostly get orders out within two days. Once an order leaves the winery, you will get a follow up email with your tracking number and links to track either via ATS Healthcare or Canada Post.

If your shipping address is a PO Box, there is a specific note in your account, or your postal code has a zero as the first number (eg. V0H XXX, S0K XXX, M0J XXX) your order will be shipped via Canada Post, and you will receive a 16-digit tracking number. In remote areas, door delivery is not always possible, and your shipment would go to the closest post office. All other shipments will be shipped via ATS Healthcare and have an 8-digit tracking number.

In the body of the tracking email there are links to the tracking pages of both ATS and Canada Post. Please refer to your tracking number and chose the correct link. The tracking number is located under the order number and date and above your shipping address.

Example of the text in the body of the tracking email:

For ATS Healthcare orders, please visit the following link and enter your 8 digit tracking number listed below:

ATS Tracking Information

For Canada Post orders, please visit the following link and enter your 16 digit tracking number listed below:

Canada Post Tracking Information

Thanks for your order!

Order Information

Order Number 5-6-digit number

Order Date October 19, 2021

Tracking Number: 8- or 16-digit number

What are my commitments to the Loyalty Club?

Our Loyalty Club had no annual commitments or automatic shipments. The initiation is a purchase of 12 bottles of wine (one case) all at once or signing up for our Terra Unica subscription program.

How long is my account active for?

Your account remains active providing you are making a purchase with us every three years. Each purchase made does not have requirement or minimum, they can be a single bottle of wine if you wish.

Once guests have not made a purchase for three or more years, they will receive an email with a deadline to re-activate their account. If accounts are not re-activated with a purchase, the Loyalty Club and points associated with that account will be removed.

What happens with a club account in the case of a death or a divorce/separation?

In the unfortunate situation that a club member passes away, the club account will change hands to the partner or spouse. If there is no partner or spouse, the club account will be deactivated, and the credit card details and points will be removed. Club accounts and points are not transferrable to other family members or friends.

In the event of a separation or divorce, the club team will create a 2nd account and split the points in half equally, giving each partner an account and half of the points. Any credit card on file will be deleted and if there is a subscription in the account, it will be cancelled. As we are likely to only hear from one partner on this matter, we may not have full information regarding the other partner (phone number, email, address, etc.). This will be up to each guest to reach out to us and share current information to ensure they receive email communication, future orders, etc.