

Walla Walla Vintners Wine Club FAQ's

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Account Access

1. I've never logged in before/I don't have an account.

It's easy to access your wine club member account. If you haven't activated your account with us yet, navigate to wallavintners.com, click "Login" in the top right corner, and then click "Forgot Password?" Use the email address associated with your club member account (hint: it's most likely the email this communication was sent to) and follow the instructions to set a password.

2. How do I update my credit card information?

When you are logged in to your account, navigate to the “Credit Cards” link.

Your Account

[Dashboard](#)[Your Information](#)[Order History](#)[Club Memberships](#)[Reservations](#)[Address Book](#)[Credit Cards](#)[Logout](#)

Select the “Add a new card” link. Enter your credit card information, and make sure to check the “Default Credit Card” box.

Add new credit card

Card Number

Expiry Mo

Expiry Yr

CVV

Name On Card

Default Credit Card

Cancel

ADD CREDIT CARD

A pop-up will immediately appear asking if you would like to assign the new credit card to your club account. Be sure to select YES, and you are all set!

Customization

1. Can I customize my shipment?

Absolutely! When logged in to your account, first select “Club Memberships.”

Your Account

Dashboard | Your Information | Order History | **Club Memberships** | Reservations | Address Book | Credit Cards | Logout

Here, you will be able to see all past and current memberships, including packages ready to be adjusted. Click “Adjust your shipment.”

Demonstration Club

Your next shipment is Jun 1, 2022

Ship To

Emma Crockett
Walla Walla Vintners
225 Vineyard Lane
Walla Walla WA 99362
United States
Phone: (509) 525-4724

Edit

2



2019 Sangiovese
Columbia Valley
750ml

~~\$28.00~~
\$25.20

\$50.40

2



2018 Cabernet
Franc Columbia
Valley
750ml

~~\$30.00~~
\$27.00

\$54.00

2



2018 Cabernet
Sauvignon
Sagemoor
Vineyard
750ml

~~\$55.00~~
\$49.50

\$99.00

Adjust your shipment

Payment details

Edit

From here you will see the details of your membership, including ship to/pick up information and payment details.

You will see all the wines available to add/swap for your member allocation. Any changes you make here will be saved automatically.

2. Why isn't a specific wine offered as an add-on or substitution?

We want you to get the wines you want, but due to inventory and software constraints we cannot make every wine available as a club selection.

We only allow current release 750 mL bottles as club selections. Large formats and library wines cannot be added to a club shipment.

If there is a current release wine you desire, but it is not listed as an option, it is likely that we have such low inventory that including it as a club option would result in us overselling the wine and disappointing our members. If you want any low inventory current releases, you will have to place a separate order for them. We cannot include them in club packages.

Shipping

1. I need to change my shipping address.

Changing your shipping address is simple. From your club member account, select “Address Book.”

Your Account

[Dashboard](#)

[Your Information](#)

[Order History](#)

[Club Memberships](#)

[Reservations](#)

[Address Book](#)

[Credit Cards](#)

[Logout](#)

From here, you can edit existing addresses or add a new one. After making changes, you can set an address as default, if you want your wine to always be shipped there.

After adding a new address or updating an existing one, a pop up will immediately appear asking if you would like to assign the new address to your club account. Be sure to select YES, and you are all set!

2. I need to change my ship date.

Is our set ship date inconvenient for you? Not a problem. We will happily ship according to your schedule. Call us at (509) 525-4724 or send an email to emma@wallavintners.com with your request.

3. I need to switch my account from ship to pickup (or vice versa).

From Your Account, select "Club Memberships."

Your Account

[Dashboard](#) | [Your Information](#) | [Order History](#) | [Club Memberships](#) | [Reservations](#) | [Address Book](#) | [Credit Cards](#) | [Logout](#)

Find your relevant club membership to change, and select the "Edit" button next to the ship/pick up information.

Demonstration Club

Your next shipment is Jun 1, 2022

Ship To

Emma Crockett
Walla Walla Vintners
225 Vineyard Lane
Walla Walla WA 99362
United States
Phone: (509) 525-4724

Edit

Demonstration Club

Your next shipment is Jun 1, 2022

Pickup By

Emma Crockett
Phone: (509) 525-4724

Edit

Pick Up At

225 Vineyard Lane
Walla Walla WA 99362
United States
Phone: (509) 525-4724

From the pop up screen that appears, you can select another address to ship to, or click the "Pickup" link to switch to pickup.