

WINE TASMANIA

TASMANIAN MIXED WINE DOZEN DELIVERY PROGRAM OUTLINE OF PROCEDURES Updated: December 2023

Introduction

- Promote this great program to cellar door visitors and offer them an empty box to start collecting wines.
- Wine Tasmania has produced a poster for display at cellar door, which can be printed or copies can be ordered from Wine Tasmania - view [here](#).
- Explain that when visitors have a dozen wines, they can ask any participating vineyard from which they've purchased wine to send the wines home for the cost of the freight.
- You'll find a list of participating vineyards in Wine Tasmania's Wine Trails publication - view the latest version [here](#).

Recording Procedure

- Keep a list of all wines being sent, so the shipment can be traced or replaced if wines are broken in transit (see further details below).

Sending Procedure

- We recommend charging the Australia Post freight rates for mixed dozens, so there are no cost discrepancies between cellar doors. If you have a policy of free freight or a fixed freight rate, this therefore does not apply to the mixed dozen. You may use whichever freight company you usually use, but applying the Australia Post rates mean that all cellar doors charge the same pricing.
- The Australia Post rates offered exclusively for Wine Tasmania members are available [here](#).
- The sending vineyard should manually take out transit cover to cover any potential breakages or losses - this is not automatic. Wine Tasmania members can access [reduced insurance rates](#).
- The carton is either collected from your vineyard (if you have that arrangement in place) or is taken to your usual post office.
- The sending vineyard should give the customer their contact details in case the wine does not arrive or is damaged.
- The sending vineyard should advise the customer not to accept the package if there are any broken bottles, and it should instead be returned to sender by Australia Post.



Lost or damaged wine procedures

If a customer advises that wine is missing:

- Investigate via Australia Post using the consignment number - use the eParcel portal or phone **13 13 18**. If you use another transport company, you will need to follow their procedures.
- If the wine has been damaged or broken, the complete carton needs to be returned to the sender. You can then check the authenticity of the claim and also know which bottles need to be replaced. Damaged labels and glass chips embedded in labels from a broken bottle may mean other bottles also need to be replaced.
- The sending vineyard is responsible for collecting the replacement bottles from other vineyards and then resending the complete carton of wine. These wines should be purchased at wholesale, as the sending vineyard is able to claim transit cover for any breakages - of your wine as well as wine from other producers. (Advise your customer that the replacement will take time to collect).
- Australia Post provides transit cover for wines at wholesale value - the sending vineyard should claim for the wholesale value of any wines broken or lost plus the freight charged for the original shipment. The replacement wine should therefore be sent free of charge to the customer.
- Fortunately there are very few damages to wine sent via Australia Post. It is important to make sure the wines you send are securely packed so that breakages are minimal.

For Australia Post enquiries, contact Donald Parton, Account Manager - Tasmania, on 0409 241 267 or Donald.Parton@startrack.com.au.

Originally based on information provided by the Tamar Valley Wine Route (TVWR).