



## **SHIPPING AND ONLINE ORDERING**

### **ORDER MINIMUM**

At this time, Biza Cocktails requires a minimum order of 2 4-packs per order. This amount may change based on market demand and promotional and incentive programs.

### **SHOPPING & FULFILLMENT OF ORDERS**

All order payment processing is done by a third-party payment processor (“Payment Processor”) and order fulfillment is facilitated through a licensed third-party retailer (“Retailer”). Biza does not sell, offer to sell or solicit sales of alcohol through bizacocktails.com. Biza markets sparkling cocktails on its website and enables you to purchase Biza Cocktails from a Retailer. Through the Biza website, you learn about the product, including its price and ingredients. If you decide to purchase, you make the payment to Biza’s Payment Processor and the Retailer fulfills your order, including delivery. Delivery may be fulfilled by either a fulfillment center acting on behalf of a Retailer or from a Retailer directly. This arrangement is not meant to facilitate any improper furnishing of inducements by any manufacturer, importer, supplier, wholesaler or distributor of alcoholic beverages to any retailer of alcoholic beverages or to facilitate any improper exclusionary practices by any alcohol beverage licensee. This service may be limited or not available in some places due to local law or other restrictions.

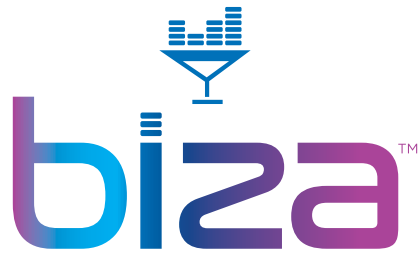
Orders are processed Monday through Friday and can take up to 24 hours or more to process. Orders placed before 2pm (EST) may allow for faster processing. Deliveries are made Monday-Friday. UPS orders do not ship out on Saturday or Sunday.

**IF YOU ARE MAKING A PURCHASE ON THE SITE, YOU MAY BE ASKED TO PROVIDE PERSONALLY IDENTIFIABLE INFORMATION (“PII”), INCLUDING BUT NOT LIMITED TO YOUR NAME, ADDRESS, AND CREDIT CARD INFORMATION. IN SUCH EVENT, IT IS OUR POLICY TO REDIRECT YOU TO A PAYMENT PROCESSING PORTAL HOSTED BY A THIRD-PARTY PAYMENT PROCESSOR. PLEASE READ THE PRIVACY POLICY ON THE PAYMENT PROCESSOR’S WEBSITE REGARDING THE USE, STORAGE AND PROTECTION OF YOUR PII BEFORE SUBMITTING ANY CREDIT CARD INFORMATION.**

From time to time we may offer free or reduced cost shipping and/or promotional price discounts on products. We offer free ground shipping on all orders of 1 or more cases (1 case= 6 4-packs). We offer \$10 flat rate ground shipping on orders between 1 and 5 4-packs.

### **SHIPPING RESTRICTIONS**

Currently, Biza products are only available for shipping to the following states: AK, AR, AZ, CA, CO, CT, DC, FL, GA, HI, ID, IN, KS, KY, LA, MA, ME, MN, MO, MT, NC, NH, NE, NJ, NM, NV, NY, OH, RI, SC, WI, WY



### **DELIVERY REQUIREMENTS**

SHIPMENTS CONTAINING ALCOHOL REQUIRE AN ADULT (21 YEARS OR OLDER) SIGNATURE UPON DELIVERY!

Please plan accordingly by entering a shipping address that will allow someone 21 years or older to be available in person to sign for the package, and by keeping a valid form of ID on hand. Carriers will not leave packages containing alcohol unattended, even if you have a signature on file. If you are not able to be at home to receive your order during normal business hours, we recommend having it shipped to your place of work, or opting to have your shipment held at the nearest FedEx location. Orders will not be delivered to a visibly intoxicated person.

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### **SHIPPING TIMEFRAME & TRACKING**

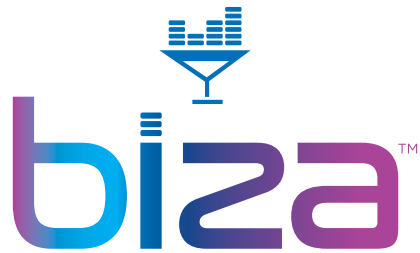
It is our goal to fulfill and ship all orders within 1-5 business days after an order is placed. Fulfillment time depends on what time of day the order is placed and what day the order is placed on. Customers will be notified if product is out-of-stock or other issues like weather may cause delays in shipment. When your package has been created with a shipping label and has been sent out into the mail-stream, you will receive an email notification with tracking information. If it has been more than 3 business days and you have not received a tracking email, you may contact [customerservice@bizacocktails.com](mailto:customerservice@bizacocktails.com) for assistance.

### **WEATHER**

Biza assumes no liability for product damaged due to poor weather during transport or delayed delivery. Please check weather conditions prior to order and ensure that someone will be available to receive the product upon delivery. The most frequent cause of damaged product is due to multiple delivery attempts. Please monitor your package tracking to ensure on-time delivery.

### **CUSTOMER SERVICE AND RETURN POLICY**

At Biza Cocktails our goal is to provide you with great product at an unbeatable price. If you are not satisfied with your online order, please contact [customerservice@bizacocktails.com](mailto:customerservice@bizacocktails.com) to explain the reasons for your dissatisfaction. We do our best to respond to all customer service issues within 24 hours. We are happy to



accept returns or re-send products for orders that meet one or more of the following conditions:

- Cans are flawed. In this instance, we may require that you return the remaining flawed product(s), including any open cans, for Biza to test.
- We sent the wrong order. In this instance, we will send the correct items upon confirmation of the error.
- Cans shipped and received under standard shipping methods arrive smashed, leaking, or otherwise damaged beyond drinkability, we will ship replacements upon confirmation of damage.
- PLEASE NOTE: If cans arrive visibly damaged, please contact Biza at [customerservice@bizacocktails.com](mailto:customerservice@bizacocktails.com) within 3 days of the shipment's arrival to explain the issue.

We unfortunately are unable to accept returns for orders that meet the following conditions:

- Damage or delays caused by failed delivery attempts through no fault of the shipper.
- You don't like the product.
- You received the product as a gift.
- You bought too much product.

In the event that you have received a flawed, damaged or incorrect item, we will do our best to send replacement items to you free of charge or place a credit on your account in the amount of the product in question. In some instances we may ask that you return the items back to Biza or provide photographs of the products so we can better evaluate potential flaws in the can or packaging. If we request for you to return the item, we will create and send a shipping label with our address to you so you may ship the product back to Biza free of charge. If you need to return an item, please keep the items in as close to the condition in which you received it as possible. This includes opened 4-packs (\*please do not send opened cans unless requested to do so by Biza). We will accept qualified returns within 30-days of delivery. After that point, we cannot accept returns because we are unable to verify that product has been stored properly. We evaluate all customer service issues on an individual basis and we reserve the right to accept or deny any request that we deem to be an exception to the standards outlined above.

If you have any other concerns or customer service inquiries please reach out to Customer Service at [customerservice@bizacocktails.com](mailto:customerservice@bizacocktails.com).