



## Consumer Online Orders

Q: Can I order wine directly from the winery?

A: Yes, on <http://shop.underdogwinemERCHANTS.com/bighouse>. Wine and merchandise are shipped directly to the recipient from our warehouse. Wine packages must be shipped to a legal state and signed for by someone at least 21 years of age.

Q: What states can you ship to?

A: As of 2/24/11 we are permitted to ship direct to the consumer in the following states: AK, CA, CO, DC, FL, IL, LA, MN, NV, NH, NM, OR, TX, WA, WI, WY.

Q: I have a question about the status of my order. Who do I contact?

A: Please e-mail [orders@underdogwinemERCHANTS.com](mailto:orders@underdogwinemERCHANTS.com) with your order #.

Q: Is there a case discount when ordering online?

A: There is a house discount of 10% on select wines.

12 750mL Bottles = 1 case

3 3L Premium Wine Casks = 1 case

Q: Can I mix and match wines when purchasing a case?

A: Yes, a mixed case can be any varietals adding up to 12 750mL bottles.

## Consumer Miscellaneous

Q: What are the basic nutritional facts in wine?

A:

<b>Nutrition Facts</b>	
Serving Size	
1 glass (3.5 fl oz) (103.0 g)	
<b>Amount Per Serving</b>	
<b>Calories</b> 85	Calories from Fat 0
<b>% Daily Value*</b>	
<b>Total Fat</b> 0.0g	<b>0%</b>
Saturated Fat 0.0g	<b>0%</b>
<b>Cholesterol</b> 0mg	<b>0%</b>
<b>Sodium</b> 5mg	<b>0%</b>
<b>Total Carbohydrates</b> 2.8g	<b>1%</b>
Sugars 0.8g	
<b>Protein</b> 0.1g	
Vitamin A 0%	Vitamin C 0%
Calcium 1%	Iron 2%
* Based on a <a href="#">2000 calorie diet</a>	



Q: Where can I find Big House wine near me?

A: Please e-mail [info@bighousewines.com](mailto:info@bighousewines.com) with the city you live in, the next major city closest to you and the specific wine(s) you are looking for.

Q: Is the winery open to the public/tours/tastings?

A: The winery in Soledad, CA is currently not set-up for public tours, but you are welcome to taste the wines at the [Underdog Wine Bar](#) in Livermore, CA.

Q: Are Big House wines gluten free?

A: We did not use wheat, barley or rye in the production of these wines.

Q: Are Big House wines vegan friendly?

A: In the bottled state, the wines do not contain any animal products.

Q: Who do I contact about the status of and other questions about my rebate?

A: You may check the status of any Big House Mail-In Rebates at the following phone number 888-426-4650. Customer service representatives are available from 8:00am - 5:00pm EST. If you call after hours and leave a message, your call will be returned the next business day. Be prepared to provide your name, contact information and the offer number. The offer number can be found on the back of the coupon, in the mail-to address line. If you do not have the coupon number they will try to locate your rebate using your return mailing address.

Q: I purchased a bottle of Cupcake Vineyards and when I tasted the quality was off. Who can I contact?

A: Please e-mail [info@bighousewines.com](mailto:info@bighousewines.com) with the following information: Your Full Name, Address, Phone Number, the wine vintage and varietal, details about the wine, where the wine was purchased from and how much you paid for the wine. We evaluate the situation and get back to you ASAP.



## Retail Owner Questions

Q: Who is your distributor in my state?

A: Please e-mail [info@bighousewines.com](mailto:info@bighousewines.com) with the name of your retail location and address. We will get right back to you with the information.

Q: Where can I find some tasting notes?

A: You can find tasting notes online here: [www.bighousewines.com/press/](http://www.bighousewines.com/press/). If you can't find what you're looking for, please e-mail [info@bighousewines.com](mailto:info@bighousewines.com) and request the specific wine(s).

Q: Can I purchase a Big House display rack for my store?

A: Please e-mail [info@bighousewines.com](mailto:info@bighousewines.com) with your request and store information. Each request is evaluated individually, and we will do our best to accommodate each request.

Q: How can I request promotional materials from?

A: Please e-mail [info@bighousewines.com](mailto:info@bighousewines.com) with your request; specify which materials are needed and include any other pertinent information. We will do our best to accommodate your needs.

Q: Can I get a copy of the Big House logo?

A: You can find downloadable files on [www.bighousewines.com/press/](http://www.bighousewines.com/press/). If you can't find what you're looking for, please e-mail [info@bighousevineyard.com](mailto:info@bighousevineyard.com) and specify your needs.