



Information and FAQ's for Prickly Moses Beer Club Members

MIXED CASE: Optional Extra \$75 + freight

You must be over 18 years of age and reside in Australia to receive our optional extra, quarterly seasonal mixed case delivery. When you fill in the membership form, please ensure you list your email address, phone number, credit card details and a delivery address. Please note that we cannot deliver to PO Boxes.

How much does it cost?

Once you've become a Prickly Moses beer club member (\$20 annual fee), an additional \$75 + freight will be charged to your credit card at the start of each season, prior to delivery.

What will I receive?

You will receive a mixed case of 24 Prickly Moses handcrafted beers with each delivery. Typically, this will include 3 to 4 different types of beer with flavours that draw on seasonal production. The mix will vary with each delivery.

When will I receive my Prickly Moses mixed seasonal case?

You will receive a delivery at the start of each season, which will be roughly the first week of December, March, June and September. We will advise you by email that we are charging your credit card and when to expect your delivery. If you sign up before the first week of these months you will be included in the delivery for that season.

How much is the delivery fee?

In most cases, delivery is with Fastway couriers. **Freight rates range between \$15 and \$45.**

To calculate your delivery fee visit: <http://fastway.com.au/pricing/quick-quote>

When entering your information into Fastway, select the 'from' location as Geelong, and the weight of the case as 15kg to get a true indication of what your freight charge will be. If you need us to, we are happy to look up the rate for your location for you.

What is the minimum commitment when I become a member?

Since your beer club membership is for 12 months, we would match this optional extra up with your membership, which is 4 deliveries. One case per season.

Can I get delivery to a PO Box?

No, unfortunately we cannot deliver to PO Boxes, you will need to provide a street address for deliveries. If you can't be at home then we can deliver to your work or a friend's place. We can also leave a note of permission for our courier company Fastway to leave it in a safe location if you aren't at home.

How long will my delivery take to arrive?

This is determined by the delivery location. We use Fastway Couriers who will generally take no more than 5 days to deliver your order. If you think it is taking too long, please let us know and we will follow up the order for you.

Can I track my delivery?

Yes, we'll notify you via email with your tracking details. A tracking number will be provided when your Prickly Moses mixed seasonal case is on its way. This tracking code can be entered into the Fastway website to track your item. If you're concerned about your delivery, please contact us and we can follow up of your behalf.

How can I update or change my shipping and billing details?

If you need to update your details please call us directly on (03) 5233 8400 or email info@pricklymoses.com.au

Can I remain a beer club member but cancel the mixed case deliveries?

Yes, if you need to cancel your regular deliveries please call us directly on (03) 5233 8400 or email info@pricklymoses.com.au

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