

HELP - Frequently Asked Questions

Please find here answers to any questions you might have when sending a wine-gift to someone in Europe. If you don't find the answers to your questions here, please do not hesitate to let us know via E-Mail. We'll be more than happy to assist you.

How to change the shipping address for my wine gift order to Europe?

[Please click here for a step by step guide to changing your shipping address <<<](#)

Why do I choose the payment term "Invoice" to pay wine gift delivery via credit card?

We can consolidate invoices for a number of wine gifts to more than just one recipient.

We're specialised to handle corporate wine gift orders and can send a consolidated invoice instead of one for every delivery address.

We can some times also consolidate several wine gifts into one shipping box that might be sent to just one address. This way we can also help to reduce shipping fees, which cannot be taken into consideration by an online-system upfront when placing an order.

How to pay via credit card by receiving an online invoice? (without PayPal)

As of September 2019, a regulation called **Strong Customer Authentication (SCA)** requires businesses in Europe to request additional customer authentication for online payments. Via the STRIPE PAYMENT SERVICE, we can also send you an online invoice with the option to fill in your credit card details on-line.

.... [please find a further description here](#)



Otherwise, you can email your credit card details to us via mail@australienwinestore.de .

Important: to help maximise your credit card security, please ensure you split your credit card details across at least two emails. For example, send name and card number in one email and send expiry date and three-digit security code in another email.

To which countries of Europe can I send a gift?

We send your wine gift to the below-listed countries in Europe.

(De) Germany, (AT) Austria, (BE) Belgium, (NL) The Netherlands, (FR) France, (DK) Denmark, (IT) Italy, (ES) Spain, (LU) Luxembourg, (UK) United Kingdom.

If you miss a country in your list where you intend to send a gift, please contact us for further information and quote.

How can I track the delivery of my wine gift to Europe?

We track the delivery of your wine gift for you.

When placing your wine gift order, please add the recipient's phone number in the Comment field during the checkout process. We will get in touch with the consignee if necessary to make sure your gift is received.

Can a gift card with my gift-message be attached to my wine gift to Europe?

Yes. We can attached a gift card to your wine gift.

When placing your wine gift order, please add your gift message in the Comment field during the checkout process.

Why doe the price indicated changes after I selected a shipping address in another country than mine?

19% VAT will be applicable for wines delivered from Germany in the EU.

Depending upon which country you are in when logging into our online-shop-system, it's possible that VAT won't be added to the item of your choice. Once you modify the delivery address , i.e. to a German address, the actual VAT of 19% is correctly being added by the system.