



WINE COUNTRY KITCHENS
Napa Valley

Frequently asked questions:

What is the expiration date on my product?

Our products have a two year sensory shelf life (aroma, flavor, texture). Our products are shelf stable for many years, but because we use no chemical preservatives or additives, the aroma, texture and flavor may change beyond two years.

Are your products All Natural?

Yes, our products are All Natural. We do not use any chemical preservatives or additives.

Are your products Organic?

No, our products are not considered Organic.

Can I call in my order?

Yes, just give us a call at (866) 767-9463, option 1.

If I am local to your warehouse, can I pick-up my order?

Yes, just click on the contact us page and send an email request for an order form to place your order via fax. You may also call us at (866) 767-9463 option 1.

Where can I find your products?

We use distributors across the country and often do not have access to a customer list in your area. We do ship direct, just click on the contact us page and send an email request.

Does Wine Country Kitchens have a store?

Sorry, we do not have our own store. We are happy to process an order for you through our webstore.

What if I don't see a product I am looking for on your website?

If you are looking for a specific product under our Wine Country Kitchens brand and do not see it on our website, the item has been discontinued and is no longer available.

How can I sell your products in my store?

Just click on the contact us link and send an email request for wholesale pricing.

What do I do if I received my order and it's damaged ?

Contact us via email or phone (866-767-9463 option 1). We will send replacement product to you.

I forgot my user name and/or password, how can I get that information?

Click on the contact us tab and send us email request. We will email your login or temporary password back to you.

The promo code is not working, what do I do?

Be sure you are entering the promo code exactly as shown watching for caps and spacing. You will also need to have an account in order to take advantage of the promos. The promo code may be expired, or has already been used.

What if I have an allergy?

It is always important to check the ingredients list on any products. If you have any doubts or questions about an ingredient, you can certainly click on the contact us page and send an email request and we will do our best to assist you.

What do I do if my product is outdated or expired?

We recommend that products beyond the two year sensory shelf life not be consumed. If you purchased the product recently from a retail store, you can simply return the item to the store for a refund or replacement.

Can I take a tour of your facility?

We typically do not offer tours or visits through production area to the general public.

My shipping costs were high, what can I do?

Our shipping costs through FedEx are based on weight and distance. We do receive very competitive shipping rates, and offer free shipping on orders over \$100.00 (conditions apply).

Can I ship my order through the Postal Service or UPS?

Sorry, we only offer shipping through FedEx at this time.

Do you offer your recipes in bulk or larger packaging?

We do not offer bulk or larger packaging.

Can I request a catalog?

Yes. Please note that the catalog only shows the categories we offer and general information. Our website offers more detailed information.

What do you do with my email address and personal information from my account?

The information you provide us when creating an account is only used to send you special offers and promotions. We never sell your information to a 3rd party or use the information in any other way except to offer you deals and let you know about new products.

I have a product with your name on it but the name on the label is Napa Valley Harvest, is this you?

Yes, we brand under several different label names: Wine Country Kitchens, Napa Valley Harvest, Napa Jack's, and Tres Hermanas.