

Eldertonians and Commanders receive free door to door Australian delivery, for orders over \$175. To receive this benefit, customers need to log in to their online ordering account.

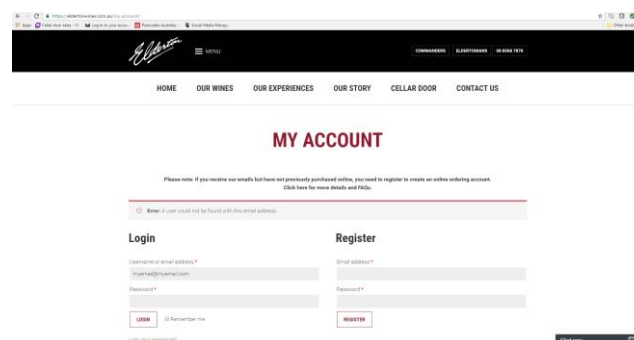
If you are having difficulty with your log in, please see some FAQs and a step-by-step trouble shooting guide below. If you continue to have difficulty, please call Cellar Door on 08 8568 7878.

## FAQs

**Q: I receive Elderton's emails and expected to receive free shipping as my order is over \$175, but at the checkout it is showing \$20 freight. Why?**

A: To receive free shipping customers are required to log in to their online ordering account. You can do this at the top of the checkout page where it asks for returning customers to login. If this is your first time purchasing online on our website, even if you receive our emails, you will need to register an online ordering account with password. You can do this at ['my account'](#).

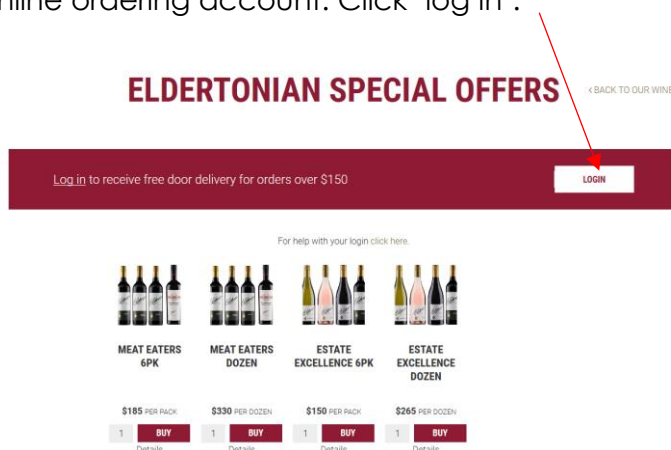
**Q: I receive Elderton's emails, but when I go to log in it says 'A user could not be found with this email address'. Why isn't my email recognised?**



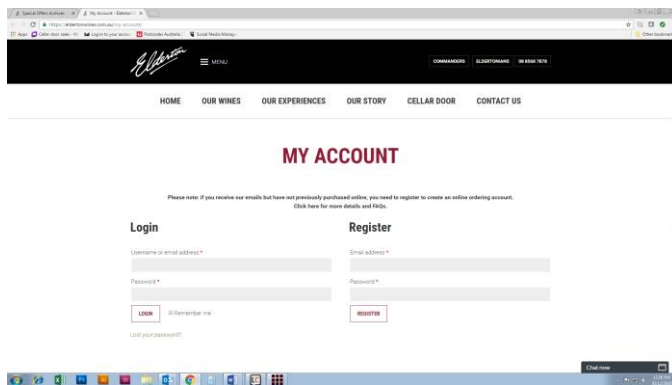
A: Our email system and online ordering system have separate database details, due to the extra detail required for online ordering. If this is your first time purchasing online on our website, even if you receive our emails, you will need to register an online ordering account with password. You can do this at ['my account'](#).

## Step-by-step trouble shooting guide

If you've received a special offer email, when you click on 'buy now' in the email you will be brought to the below screen. To receive free shipping, you need to log in to your online ordering account. Click 'log in'.



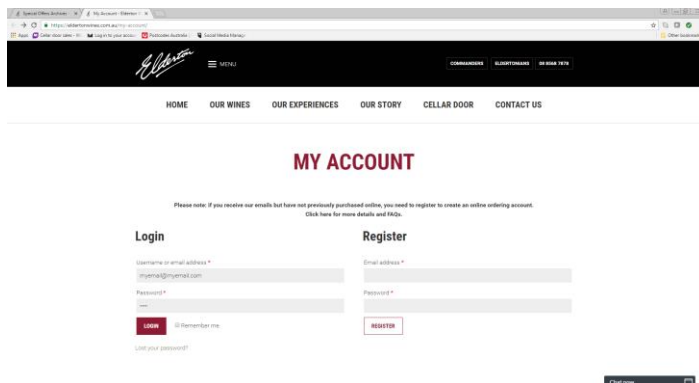
You will come to this screen:



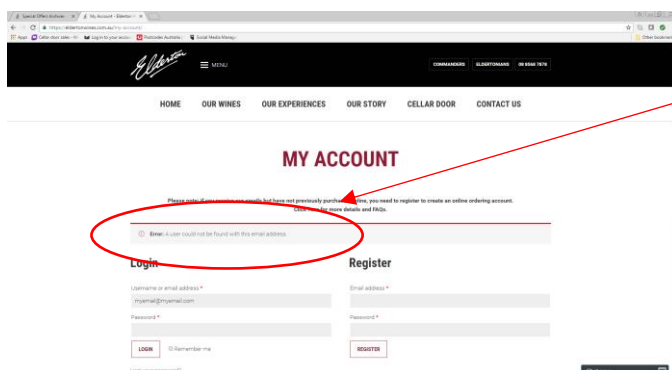
If you already have an online ordering account, enter your information in the [Login](#) area on the left side.

If you have not ordered on our website before, please enter your email address and chosen password in the [Register](#) area on the right side. Please note, that even if you receive our emails, if this is your first time purchasing on our website you need to [register for an online ordering account](#).

If you can't remember if you've registered or not, enter your details in the [Login area](#) and click Login.

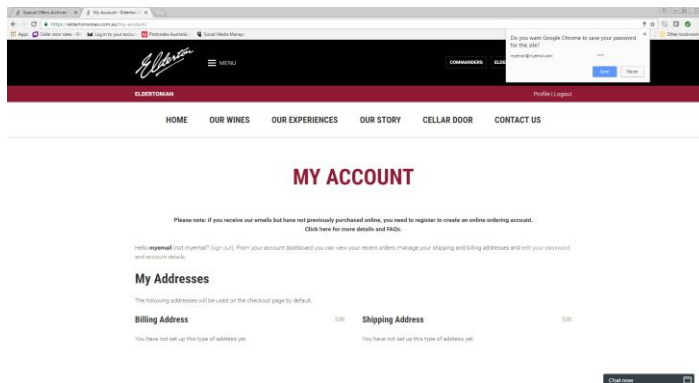


If you don't have an online ordering account you will receive the below message:

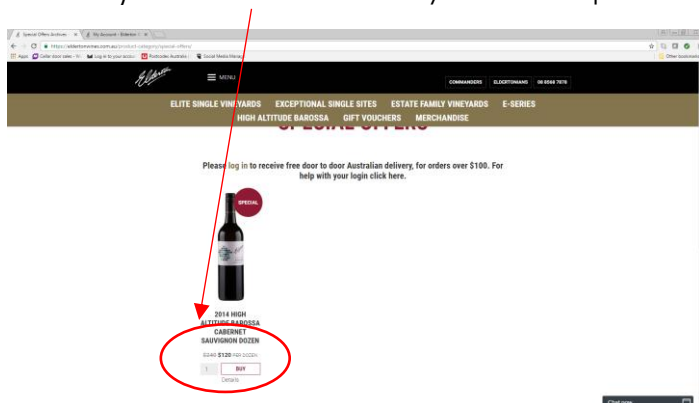


You should then enter your email address and chosen password in the Register area and [register for your online ordering account](#).

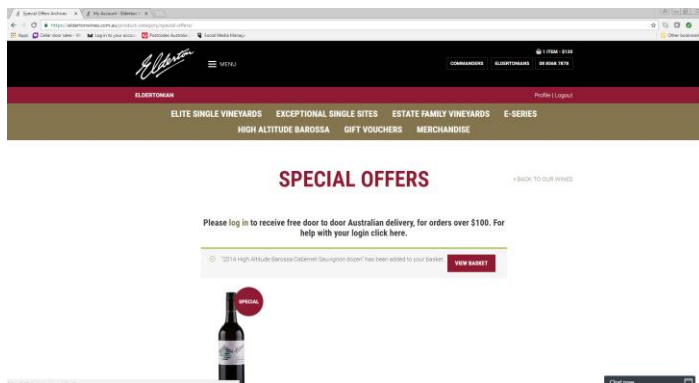
When you register your account you will be taken to this page, where you can add your preferred billing and shipping addresses.



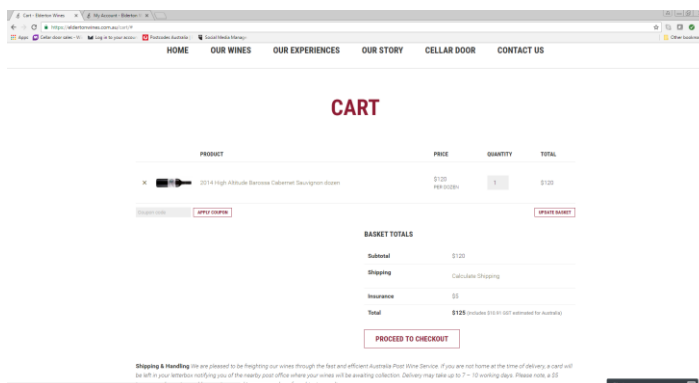
You can then go back to the special offers tab (showing at the top of your web browser) and select the wine you wish to purchase with the 'buy' buttons.



Click on the 'view basket' button



Check the items in your cart then press the 'proceed to checkout' button



You can see in the checkout, when you are logged in to your online ordering account, that the shipping is stated as Free Shipping (Free).

The screenshot shows the checkout page of the Cellar Door website. The header includes the Cellar Door logo, a menu icon, and navigation links: HOME, OUR WINES, OUR EXPERIENCES, OUR STORY, CELLAR DOOR, and CONTACT US. The user is logged in, as indicated by the 'Profile | Logout' link. The checkout process is shown with a 'State' dropdown set to 'Victoria' and a 'Postcode' field. The 'YOUR ORDER' section displays a table with the following items:

PRODUCT	TOTAL
2014 High Altitude Barossa Cabernet Sauvignon - 1 x 1	\$120
Subtotal	\$120
Shipping	Free Shipping (Free)
Insurance	\$5
Total	\$125 (includes GST @ 10%)

Below the order summary, there is a 'Credit Card' section with fields for 'Card Number', 'Expiry (MM/YY)', and 'Card Code'. A 'Chat now' button is visible in the bottom right corner.

If you continue to have trouble with your online order, please call Cellar Door on 08 8568 7878 or email using the 'email us' function at the bottom right hand side of the website (not manned 24 hours).