



Frequently Asked Questions

How much does it cost to ship a barrel?

Freight costs depend on delivery location and quantity of barrels. We'll return a quote estimation to you within two business days.

How do I track my shipment?

Once your order is placed (online or direct), you'll receive a confirmation e-mail with the order details and estimated ship date. You'll need to reply to accept or decline the order. You will receive another notification once the barrels are scheduled for production, as well as when they ship from the cooperage. The shipment notification will include a copy of your bill of lading and will include the trucking company's contact information. For an updated status on your order at any time, please contact your account manager and reference your order number.

How much lead-time is necessary to order barrels?

Because our cooperage is domestic, cooperage lead-time on custom orders is relatively short. For custom barrels produced at our cooperage the lead time is 2-6 weeks, based on production and delivery schedule. Please contact your account manager to get current lead times for your particular order. For non-custom barrels shipping from our Napa warehouse inventory, orders will ship within one week.

What barrels are available for immediate delivery?

A small inventory is available in our temperature/humidity controlled Napa warehouse. To review our current in-stock products, please call 707-255-5900.

Can we get our logo printed on the barrels?

Yes. With a minimum order of ten barrels you may add a custom logo on the center of the barrel head (max size: 11" wide by 9" high.) Specifications: Black and white vector files are preferred (AI, EPS, PDF). Black and white JPEGs at 300 dpi and at least 2 MB in size are acceptable. Scanned images are not acceptable.

Where do you source your American oak and French oak?

For our American oak, we source from the Midwest, with the primary source in the Ozarks. The soil is rocky, and this results in tight grain.

Our French oak comes from all of the major forests in France that provide cooperage oak, and these include the Vosges, Allier, Nevers, and Tronçais. We use only tight grain, from healthy, straight trees.

Do you offer 36-month aged seasoned oak?

Yes, in limited quantities. Contact your account manager for availability.

What are the terms of payment?

First time orders and orders less than \$2,000 require prepayment.

We accept Visa, MasterCard, or check. Net 30 Terms may be established after completing a credit application.

What are your hours of operation?

Cooperage Hours are Monday - Friday 8 a.m. - 4 p.m. Central Time

Napa Office Hours are Monday - Friday 8 a.m.- 4 p.m. Pacific Time

Who do I contact for barrel recommendations for my wine?

Our website will provide you with many answers regarding barrel options.

If you have further questions, please contact your account manager or our Napa office at 707-255-5900. Our account managers have over 35 combined years of experience.

How many barrels do I need to purchase for a discount?

Quantity discounts are available at both 20+ and 200+ barrels.

How much is a barrel?

Please contact your account manager for current pricing.

How do I care for my barrel?

See [Barrel Use & Care](#)

Note: Follow the Barrel Care Instructions to properly prepare and maintain your barrel. It is extremely important to identify and report any problems with the barrel prior to filling the barrel with wine.

How small a quantity of barrels you will sell?

We will fill orders for a single barrel.

What are the barrel dimensions?

See [Barrel Dimensions](#)

Do you sell used wine barrels?

No. Our barrels are new, and carefully crafted. For used barrels, we recommend checking the classifieds at winebusiness.com.