

## FAQ

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### Entry Questions

#### **How much does the entry fee cost?**

£145 per category

#### **Can I send less if it is expensive spirits?**

Yes, please email [info@iwscgroup.com](mailto:info@iwscgroup.com) for confirmation

#### **What are my shipping options?**

Hellmann Worldwide Logistics or independent courier. For more information, please go to [www.iwsc.net/shipping](http://www.iwsc.net/shipping)

#### **How do I find the correct category for my product?**

Please download the category list from our website <http://iwsc.net/files/iwsc2018-tasting-categories-sheets-lrv1b.pdf>

**Can I send my bottle with a temporary label?**

Yes, as long as it is the finished product.

**Can you tell me the deadlines?**

Please visit [www.iwsc.net/entry-and-shipping-deadlines](http://www.iwsc.net/entry-and-shipping-deadlines) for more information.

**Are there any discounts for multiple entries?**

There are various discounts on offer throughout the year. Please check our website to see these. Please sign up to our newsletter to keep updated <https://t.co/znsBZO1WZt>

**Are there any extensions to deadlines?**

Not usually, but please call the office on **+44 (0)1483 548 963**.

**Shipping Questions****How many bottles do I need?**

4 bottles

**Contact details for the courier company**

If you wish to use the Hellmann consolidation, please view details on the website [www.iwsc.net/shipping](http://www.iwsc.net/shipping)

**What size bottles should I submit?**

4 x 750ml

**Do we need to pay taxes and duties?**

Yes, you need to raise the documents to ship with all charges being billed back to you.

### **Where can I print an address label on the website?**

Log in > Manage entries > print label

### **What is acceptable packaging for my samples?**

The IWSC supports helping the environment so please avoid polystyrene if possible. Any other packaging is acceptable to ensure your samples arrive in the best possible condition.

## **Invoice and billing questions**

### **How will my invoice be sent to me?**

If you haven't received your invoice after 2 weeks, please contact [accounts@iwscgroup.com](mailto:accounts@iwscgroup.com)

## **Results and Winners**

### **How will I be informed on my results?**

Via email and your results will be uploaded under embargo before release so you can view before the public announcement.

### **What do winners receive from the IWSC?**

A certificate, logos and stickers, and an online marketing toolkit.

### **How do I order stickers/artwork?**

You can order from your account area [www.iwsc.net/companyaward/purchase](http://www.iwsc.net/companyaward/purchase).

### **Where are my stickers?**

Please contact Louise via email [louise.bolton@iwscgroup.com](mailto:louise.bolton@iwscgroup.com) or call the opps team on **+44 (0)1483 548 963**.

**How will the award benefit my brand?**

Our marketing team will send you a free tool kit on how to promote your win, PR campaign and social media.

**When will I receive my certificate(s)?**

Shortly after results release, by post. Or you can download from the website immediately.

**I haven't received my certificate(s)?**

Please allow 2 weeks for arrival. If this is needed sooner, please call the operations team at **+44 (0)1483 548 963**

**General Questions****Who are your judges?**

Please see the judging section of the website [www.iwsc.net/people/judges](http://www.iwsc.net/people/judges)

**I need to see past winners for a certain product - how do I do this?**

You can search from 2013 onwards. Please use advanced search [www.iwsc.net/result/search](http://www.iwsc.net/result/search).

For archived results please contact [info@iwscgroup.com](mailto:info@iwscgroup.com)

**Need help? Call you back service now operates.**

Our operations team will schedule a call to support your entry. Just say how we can help and we will call you back. Please call **+44(0)1483 548 963** or email [info@iwscgroup.com](mailto:info@iwscgroup.com)