

## FAQ

### Entry Questions

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

£130 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 [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 [www.iwsc.net/files/iwsc2017-tasting-categories-sheets-lrv3.pdf](http://www.iwsc.net/files/iwsc2017-tasting-categories-sheets-lrv3.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 [www.t.co/znsBZO1WZt](http://www.t.co/znsBZO1WZt).

#### Is 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 toolkit 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 opps team **+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 opps 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).