

CONNOISSEUR WINES STORAGE FACILITIES:

FAQ

1) Where is the warehouse located. ?

In Yau Tong, in the same building as our office.

2) What is the storage temperature ?

It is constant at 16 degree C

3) Where do you store the cases ?

All cases are stored on racks (see the brochures). We will try our best to group all your wines together.

4) Can you provide boxes to pack my wines

Yes we do. We provide carton boxes of 12 bt (\$ 20 per box)

5) Can you check the wine on my behalf ?

Yes at a charge of \$ 10 per bt. We can also send you a picture

6) Do you open the cases ?

No unless otherwise agreed by you for inspection.

7) Can I come and check my wines ?

Yes of course but please call us in advance.

8) Will you include my wines stored in your Bordeaux warehouse on the same statement ?

Yes but charges are different in Bordeaux and in HK.

9) I have some regular wines (ie not primeurs) stored with you. Are you going to charge them as well.

Yes

10) Can I bring my own wines. Is there any charges ?

Yes you can bring or collect your wines. There will be no service charge (Providing we do have space)

11) Can I deliver mix cases or odd bottles ?

No, we would prefer to deliver in full cases. Should you really want to have mix cases, we will charge you 10\$ per bt of inspection fees

12) Do I need to give you the full inventory of my boxes

Yes and No. Yes so we can enter them in our inventory so you can have a detailed summary every quarter.

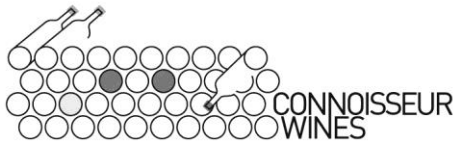
No but there will be no wines on your summary. Only case 1, 2 3....

13) Do you have any surcharge for a delivery/collection in HK/KLN/NT

No, there is a flat rate of 200 \$ (for less than 5 cs) wherever you live.

CONNOISSEUR WINES & SPIRITS (HK) LTD.

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14) I have some wines stored in UK / France others. Can you help me to ship them and store them in your warehouse ?

Yes we can. Please contact us for the details.

15) I have a party tonight, can you arrange a delivery at the last minute ?

I am afraid it will be very difficult as our drivers are always on the road. We usually request an order no later than 3 PM the day before.

16) Do you have any monthly charges and in or out charges ?

No, we only have a minimum charge of HK\$ 100 per month (Equivalent 5 cs)

17) I see that your insurance cover only up to 800\$. What about if the wine is more expensive.

We recommend you to take extra insurance based on the value of your wine. Should you need, we can help you and put you in touch with our own insurance.

18) How often are you going to charge us ?

Every semester and payable in advance. (January, July)

19) I am delivering some wines in March, do I need to pay the full quarter ? (January-April)

No, we will charge it at pro rata.

20) I am collecting my wines in February, do I need to pay for March ?

Yes as charges are payable in advance.

21) How will you charge me if I do not give you the content of the case ?

By default, we will consider 1 cs = 12 bt (or 6 Mg) regardless the number of bottles inside.

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