

## 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/collect my own wines. Is there any In/out-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 semi-annually.

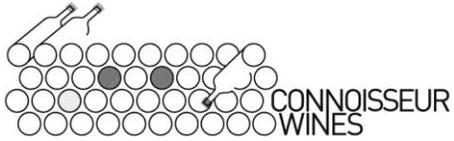
No but there will be no wines on your summary. Only case 1, 2 3....

**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.**

Unit A21-25, 5/F, Block A One, Yau Tong Industrial City, 17 Ko Fai Road, Yau Tong, Kowloon, Hong Kong  
phone +852 2772 3670 fax 2772-3597 web [www.connoisseur-wines.com.hk](http://www.connoisseur-wines.com.hk)



**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

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

We recommend you 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. (January, July)

**19) I am delivering some wines in March, do I need to pay the full semester ?**

No, we will charge it at pro rata.

**20) I am collecting my wines in mid-February, do I need to pay for the whole month ?**

Yes.

**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.

**CONNOISSEUR WINES & SPIRITS (HK) LTD.**

Unit A21-25, 5/F, Block A One, Yau Tong Industrial City, 17 Ko Fai Road, Yau Tong, Kowloon, Hong Kong  
**phone** +852 2772 3670 **fax** 2772-3597 **web** [www.connoisseur-wines.com.hk](http://www.connoisseur-wines.com.hk)