

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 accounting statement?

Yes, but charges are different in Bordeaux (EUR) and in Hong Kong (HKD).

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. ?

Yes, you can bring or collect your wines.

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, in order to enter them in our inventory so you can have a detailed summary semi-annually.

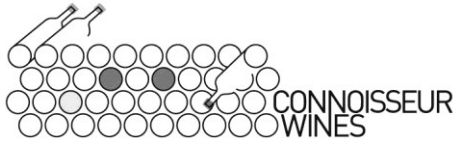
No but there will be no wines on your summary. Only case 1, 2 3....

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



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 do it from France only. 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?

A onetime in/out Charges will be levied for all the wines. (Including wines purchased from us) there is 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.

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