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MARK SQUIRES'
Wine Bulletin Board

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» Hello, Victor Hong [[log out](#)] [Mark Squires' BB on eRobertParker.com](#) » [Active Forums](#) » [WINE TALK](#) » Retail, wholesale, and website practices. (Page 2)

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This topic is comprised of pages: [1](#) [2](#) [3](#) [4](#)

Author	Topic: Retail, wholesale, and website practices.	
PIR Executive Oenophile Member # 3457	posted January 13, 2005 02:12 PM	
	and by the way, Daniel Posner (Grapes in Rye) has ALWAYS delivered. ----- Never confuse your career with your life. paul ragheb	
	From: birmingham mi usa Registered: Aug 2003 IP: Logged Report Post	
David Kolin Executive Oenophile Member # 5032	posted January 13, 2005 02:25 PM	
	quote: <hr/> Originally posted by Victor Hong: quote: <hr/> Originally posted by David Kolin: quote: <hr/> Originally posted by Victor Hong: Store response on Commerce Forum quote: <hr/> Originally posted by A. Saha: We have hand-selected distributors who have a track	

record of over 90% delivery per inventory they provide to us. This means, that over 90% of the time wines will be available as promised on www.grapeswine.com.

Does this mean that at least 90% of my purchased wines will soon be delivered?
Thanks.


You take the cash, you deliver the goods. 90% is not a solution, it's a disaster. Stay clear.

How does coordinating with a third-party organization, in efforts to "lobby" me, facilitate the delivery of either the first 90% or last 10% of my purchases? Thanks.

Victor:

Did you click on the "Powered by the Beverage Network" at the bottom of the CT Grapes website? I think we found the connection to the third party





Pull the cork already

From: **Chicago** | Registered: **Jun 2004** | IP: [Logged](#) |  Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

 posted January 13, 2005 03:21 PM    

The wine store had told me that Vijay is reachable at 203-545-6700.






"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) |  Report Post

David Kolin



Executive
Oenophile
Member # 5032


 posted January 13, 2005 03:24 PM    

Note also that the BevNet website pushes a product available to retailers that it refers to as eStage

"eStage is a software program that will permit a retailer to merge his own in-store inventory with what we call "virtual" inventory. This permits the publication of every item that appears in the beverage journals in NY, NJ and CT. This product will enable your website to become an extensive catalogue of available products. The goal is to cut down out-of-state shipments of products into markets where products already exist, but are not typically carried by retailers."

Looks like you may have bought some "virtual inventory", Victor

Pull the cork already

From: **Chicago** | Registered: **Jun 2004** | IP: [Logged](#) |  Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

posted January 13, 2005 03:38 PM



quote:

Originally posted by David Kolin:

Note also that the BevNet website pushes a product available to retailers that it refers to as eStage

"eStage is a software program that will permit a retailer to merge his own in-store inventory with what we call "virtual" inventory. This permits the publication of every item that appears in the beverage journals in NY, NJ and CT. This product will enable your website to become an extensive catalogue of available products. The goal is to cut down out-of-state shipments of products into markets where products already exist, but are not typically carried by retailers."

Looks like you may have bought some "virtual inventory", Victor

[According to Vijay Bhattar, who manages its website, this store holds "16000+ wines in its cellar."](#)

"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) | Report Post

NY Retailer

Senior Oenophile
Member # 2622

posted January 13, 2005 03:53 PM



By contrast...
Sam's Chicago 6681 wines
Zachys 4542 wines
Premier Cru 2543 wines
Grapes Rye, NY (just to throw it in) 1626 wines

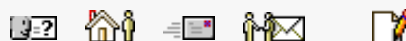
Daniel Posner

From: **New York** | Registered: **Feb 2003** | IP: [Logged](#) | Report Post

A. Saha

Oenophile
Member # 6669

posted January 13, 2005 09:40 PM



From :

John Caplan, Proprietor
Grapes of Norwalk, CT.

Hi all,

Grapes has noted your comments on the forum. The responses are as follows :

On, Information provided to third party

Victor, the third-party is the provider of the inventory information that Grapes receives to populate it's online wine database. They are not a "third-party" per se, but

the actual provider of the wine catalog that builds the site database.

The order that was placed for wines that cost in excess of hundreds of dollars per bottle had been erroneously posted online as about \$ 50 per bottle. There was a typographical omission for this particular product that led to the confusion.

The part of the original order that involved the typographical error were the following items

Lafleur 42.29/bottle

La Mondotte 19.99/bottle

When we received this order, we looked into the order and realized that the provider of the wine catalogue at Grapes had committed a typographical error, and we promptly got in touch with Victor to explain this. The business representative of the database provider was kind enough to speak with Victor, in order to explain the situation. We did this purely as a means of elucidating the cause of how errors can occur in a large-volume database, not to solicit business or as a means of providing information to a "third-party".

Additionally, please note that the prices reflected the following products :

Lafleur Gazin

La Mondotte Bellisle

No "unusual" or "invasive" business practice took place. Any wine connoisseur here in the forum will know that Lafleur cannot be ordered at a \$ 50/bottle price range.

With thousands wines in the database we are provided, one cannot always be certain that each and every product will be exactly accurate. Most high-volume sites can have typographical errors, but we rectify them as soon as one is found. Victor was charged ONLY for the cases that were delivered. There was no charge levied for the items that were not delivered. That is not how we operate.

On, 90% and charging of credit cards

Please note that no one is charged before an order can actually be confirmed. As we have pointed out before, a distributor-caused issue in 2002, resulted in this anomaly, but since then, many affirmative steps have been adopted to rectify this. If a credit card number is provided, it is only debited exactly the amount for only the net confirmed order.

Those of you who have ordered from us recently, will note that the order processing method has been ammended as follows :

- a. An order of wines is placed, the customer is not charged.
- b. An informational email is sent out confirming the receipt of the order
- c. As a result of suggestions on this forum, we have adopted a third step which entails a confirmation message that assures the buyer that in the event that any item is not in stock, they will be promptly notified and they will only be billed for the wines that they eventually receive. In that event, we get in touch with the individual customer and provide them with details on which items were shipped and subsequently billed for and which items were not immediately available.
- d. After confirmation, the order is shipped and the customer is billed accordingly.

This is the adopted methodology.

On 90% - it is an indication of the minimum estimated availability of all items in the online database. We are making every effort that all items in the database of wines

are all available for delivery. It does not indicate that 90% of the orders are available for delivery. That is a misunderstanding and we would like to make it very clear that it is not the case as many forum users might have thought.

If you have any questions, please let us know, and we will resolve any concerns,

Thanks,

- John Caplan.

This Message from John Caplan has been forwarded by


- Angie
- Grapes of Norwalk, CT
- 1 (800) 434 WINE

From: **Connecticut** | Registered: **Jan 2005** | IP: [Logged](#) |  Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

 posted January 13, 2005 10:27 PM



quote:

Originally posted by A. Saha:

From :

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for delivery. That is a misunderstanding and we would like to make it very clear that it is not the case as many forum users might have thought.

If you have any questions, please let us know, and we will resolve any concerns,

Thanks,

- John Caplan.

This Message from John Caplan has been forwarded by

Dear Angie Saha and John Caplan:

That wholesale trade publication is a privately owned entity, separate and independent of your store, albeit a stated business partner. If such wholesale/distribution operators have previously failed to serve your store well, why would you ask any to intercede on your behalf in this matter? The third-party publication was never authorized to, or properly disclosed to, have access to my private financial information, but nonetheless used it in a manner which you as an individual consumer would not enjoy. Can I call you AT HOME some night, and read you your confidential data? Its senior management and a founding family member could explain neither why it had such information, nor why it approached me to switch to lesser wines at the same price, as your store recommended, contrary to accepted retailer practices. That firm expressly confirmed that my wines should be available via your store.

When the COO called me, he indicated no awareness of data errors or logistical barriers preventing the delivery of wines sold at your retail store. **Perhaps, you can discuss with him your viewpoint. I have his phone number, for your convenience.**

Your store mentioned nothing about typographical or data errors, but just repeatedly urged to me to accept wines lesser than what you had sold to me, and coordinated with that publication in a manner which I reasonably perceived as intimidating and invasive. After your store confirmed my purchase orders, no one "promptly got in touch" with me about any errors, contrary to your prior statement. (If your store actually called me first, what day was that, per your phone records?) Instead, days later, I was the person who initiated telephone contact, in good faith to arrange delivery. You and Jim Winston never mentioned any offering error, but re-confirmed by both voice and e-mail conversation, and then urged to me accept reportedly equal alternatives, if I wanted fine wines in time for Christmas dinner. For example, you pushed Gallais-Bellevue 2000 in exchange for La Mondotte 2000. Your store confirmed via e-mail, web account, and telephone conversation that the purchases were bona-fide and would be available for delivery. **Indeed, your store continued to advertise those selected wines on your website, which I can prove. Why continue to advertise something, if a known mistake?**

You seem to imply that, via my purchases, I might not be a wine connoisseur. A connoisseur would know the following:

- (1.) What is attractive, versus unattractive, Bordeaux pricing.
- (2.) What is a "super second-growth" Bordeaux, versus a second-label bottling of lesser vats. The Tour Simard 1999 which you offered in lieu of grand-vin Bordeaux 2000 is not.

Because your store is so active, informed, reputable, and established, **your owners and employees presumably are connoisseurs themselves.** Hence, they would be

sufficiently knowledgeable to solicit and commit to only bona-fide deals, especially over several days regarding multiple chateaux and vintages.

Yes, your store did deliver the 2000 d'Armhailac, for which I am grateful (check past posts). However, your staff first tried to push me into accepting the 2001 vintage, claiming it to be equal in quality and value.

You claim that your website offered Lafleur-Gazin, not Lafleur. **Then, why it display explicit pictures of Lafleur, instead? Should we believe you---instead of my eyes and saved screenshots? If a picture was mistaken or accidental, why did it occur for offerings of both the 1999 and 2000 vintages.** No one at either the trade publication or your store said that the La Mondotte was really Bellisle Mondotte 2000? **So, are you now willing to sell me Bellisle Mondotte 2000 at \$19.99, which I did not find on your website?**

Please feel free to contact me again, if you wish e-mail dialogues and screenshots to improve your recollections, or if there is additional information to consider. I am open to any suggestions to settle this matter. Thanks.

[January 16, 2005, 11:05 AM: Message edited by: Victor Hong]






"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) |  Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

 posted January 14, 2005 12:03 AM    

If you want to know who confirmed that the price and availability of the La Mondotte 2000 advertised on your website were correct, ask your staff members. If your staff members do not recall, check their phone logs and e-mails. If their phone logs and e-mails are unavailable, I can forward what I have.

After staff members confirmed the purchase of the La Mondotte, they suggested that I accept delivery of Tour Simard instead, which the store claimed to be a "super-second" Bordeaux. If anyone wants to see how Tour Simard was marketed to me, PM me with your e-mail address. I will send back an elucidating screenshot.

Let us presume that one particular wine sale might be a "mistake". **How about all the other "mistaken" wines?** Are many "mistaken" offerings just random?

The store claims to select its wholesale partners for their reliability. If so, the store should rest on that reliability. If not, those wholesale partners should not disturb the end consumers. Did one wholesale partner, by coincidence, offer ALL the wines which I purchased? If so, is that trade publication responsible? If not, why need it meddle?

[January 14, 2005, 05:54 AM: Message edited by: Victor Hong]






"WineHunter."





From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) |  Report Post


**Thomas
Concilio**



Senior Oenophile
Member # 6067

 posted January 14, 2005 01:52 AM    


Get em Victor!    

From: **Atlanta, GA** | Registered: **Nov 2004** | IP: [Logged](#) |  Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

 posted January 14, 2005 08:34 AM



Who else might have any outstanding purchases awaiting delivery, which Angie Saha can kindly address along with mine? Thanks.


"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) |  Report Post

Hank Gillespie



Senior Executive
Oenophile
Member # 1473


 posted January 14, 2005 10:21 AM



The plot thickens, with Captain Red Socks aka WineHunter leading the investigation charge. 🤖

Has anyone checked out the web site for that well-known wine retailer, The Grapes of Rath ? Wonder what they have on offerings. 😊

Hank  

From: **Edmonton, AB Canada & Tucson,AZ** | Registered: **Aug 2002** | IP: [Logged](#) |  Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

 posted January 14, 2005 10:37 AM



quote:

Originally posted by Hank Gillespie:

The plot thickens, with Captain Red Socks aka WineHunter leading the investigation charge. 🤖

Has anyone checked out the web site for that well-known wine retailer, The Grapes of Rath ? Wonder what they have on offerings. 😊

Hank  

PM me your e-mail address, to see an interesting website screenshot, offering a "recommended" "super-second" Bordeaux. Thanks.

"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) |  Report Post

**Thomas
Concilio**



Senior Oenophile
Member # 6067

posted January 14, 2005 12:09 PM



I just viewed the web snapshot from Victor. What a croc! 🤬 They were touting the Tour Simard as a super second with the Parker review for Pavie. I googled for Tour Simard, as I had never heard of it, a got one hit. You guessed it. Our friends at Grapes of CT. I thought I would give them the benefit of the doubt. Hah!!!

I hope Victor nails them to the wall!

--Thomas

[January 16, 2005, 11:22 AM: Message edited by: Thomas Concilio]

From: **Atlanta, GA** | Registered: **Nov 2004** | IP: [Logged](#) | Report Post

Rick Gregory



Senior Executive
Oenophile
Member # 3238

posted January 14, 2005 01:13 PM



Thomas,

Tour Simard is, [apparently](#), Pavie's second wine. Might be interesting, even good, but using the Pavie review and calling it a super second is, ah, not good.

If anyone's interested you can see the cached version of the page [here](#) (the live Grapes page no longer has this wine available).

From: **Seattle, WA** | Registered: **Jun 2003** | IP: [Logged](#) | Report Post

twaldmann



Executive
Oenophile
Member # 4136

posted January 14, 2005 01:34 PM



I predict this will not turn out well. Victor is not going to get his wine & Grapes may not be in business for much longer. They seem to have dug themselves a hole & had the wrong guy find it. The responses they've posted here seem to be making the hole deeper. 🤔

todd waldmann

From: **boise, id** | Registered: **Jan 2004** | IP: [Logged](#) | Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

posted January 14, 2005 01:39 PM



I wish for this store to prosper, like all others. That is why I spend money at them. If a store owes me wine deliveries, my personal interest is for it to succeed, ensuring that I receive them. My communications with both firms have been strictly cordial and professional. My interpretations are logical responses to what both organizations say or do. Let me know if I should act otherwise.

I am not a judge or prosecutor, just a consumer who wants what he is promised for sale.

Thanks.

quote:

Originally posted by Thomas Concilio:

I just viewed the web snapshot from Victor. What a croc! 🤬 They were touting the Tour Simard as a super second with the Parker review for Pavie. I googled for Tour Simard, as I had never heard of it, a got one hit. You guessed it. Our friends at Grapes of

NY.
--Thomas

By the way, please kindly note that the store in question is of Connecticut, and has zero affiliation with Grapes of Rye NY. As others on this board have testified the latter is a scrupulous retailer. (Now, I understand why Daniel Posner uses "**NY** Retailer" as his moniker.) Thanks.

[January 16, 2005, 06:54 AM: Message edited by: Victor Hong]

"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) | Report Post

Thomas Concilio



Senior Oenophile
Member # 6067

posted January 14, 2005 01:43 PM

Rick,

Thanks for the clarification. Interesting that it no longer is on its website.

--Thomas

From: **Atlanta, GA** | Registered: **Nov 2004** | IP: [Logged](#) | Report Post

twaldmann



Executive
Oenophile
Member # 4136

posted January 14, 2005 01:45 PM

Victor,

I didn't mean to imply that you had some sort of vendetta out for these guys. It just seems like this is a very shady operation, I don't think that they are going to deliver, & you clearly have been careful about documenting their suspect practices. It sure looks like there would be enough to at least make life tough for them if someone chose to discuss it w/ the authorities. As an aside, I think you've been incredibly civil & very appropriate w/ all of your postings Victor. I hope I'm wrong & that the Lafleur & La Mondotte show up on your doorstep next week. 😊

todd waldmann

From: **boise, id** | Registered: **Jan 2004** | IP: [Logged](#) | Report Post

Victor Hong



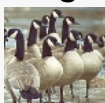
Senior Executive
Oenophile
Member # 310

posted January 15, 2005 12:01 PM

I logged onto the retailer site last night. All my account information, especially undelivered purchases, seem missing, if I read correctly. 🤔

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) | Report Post

Greg Keats



Executive
Oenophile
Member # 5331

posted January 15, 2005 12:19 PM

Victor, maybe they deleted you, hoping that you would go away. DON'T

[Custom Duck and Goose Calls](#)

From: **Maryland** | Registered: **Aug 2004** | IP: [Logged](#) | Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

posted January 15, 2005 11:06 PM



quote:

Originally posted by Greg Keats:

**Victor, maybe they deleted you, hoping that you would go away.
DON'T**

I saved everything beforehand, including notes, snapshots, etc. Apparently, someone with the retailer, whom I expressly requested to preserve data, was unable to do so.

Most cordially, I invite the senior management or private owners of [this nationwide trade publication](#) to explain its actions or motivations, before our community of wine aficionados and retailers. 🚗🚗🚗 When its COO called me recently, he acknowledged the coordination of his firm with the retailer. Realizing my dismay and fear, he gingerly sought to distance his firm from those actions, but declined otherwise to judge their propriety, or compliance with internal company policy and applicable business laws. Do any fellow bulletin-board members know this firm? ??? 😞

As one valuable lesson, **reputable** retailers should vet carefully all wholesale product/service vendors.

Please note how I have been steadily enhancing my prior major post, objectively rebutting Angie Saha and John Caplan, point by point. Thank you for your support and patience, especially as I report any progress. Indeed, if and when my wines arrive, we can enjoy them in a nice offline dinner. 🍷😊😊

[January 16, 2005, 11:15 AM: Message edited by: Victor Hong]

"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) | Report Post

Matthew Raney



Senior Executive
Oenophile
Member # 1006

posted January 16, 2005 11:12 PM



quote:

Originally posted by Victor Hong:

quote:

Originally posted by Dale Williams:

Didn't these guys get thrown off winesearcher.com?

Anyone have personal examples? Thanks.

quote:

Originally posted by Kelly Walker:

Victor,

Check this out. Look at the last post from the guy you were dealing with:

[Vijay Bhatler](#)

Now you know what you are dealing with.

An independent web administrator can be held accountable for knowingly promoting inappropriate business practices.

Victor -

A bunch of us from the Board all filed similar complaints after a couple of "Grapes Wine in Norwalk Sucks" type threads appeared either a year or two ago. I don't know if Mark could help with searching the archives for threads - but their SOP was to bait you with the lowest priced winesearcher prices for great wines, never deliver them (from a wholesaler or importer) but to follow up with you via phone every week for months trying to push their "private label" and 5th growth 4th wines as some sort of comparable substitute. They are your classic - great store if you have absolutely no clue as to what you're doing but want to spend money on wine stores.

The winesearcher people were very quick to collect the similar complaints and booted them off over a weekend. I can't believe that they are STILL stupid enough to try to swing truly wine savvy people to their chop shop type replacement and wine of the week specials - all the while never having ANY of the wine you or others noted on their website for delivery or purchase.

I've been to the store - it's a hole in the wall in Norwalk - just down I-95 from me, and trust me, they don't have a tenth of what they say they have in actual inventory. The shelves in the store - which only display about 40 wines - are filled with the crap they sell over the phone to unsuspecting chumps and people looking for wine party catering and typically cheap corporate gifts. The actual store is NOT MEANT TO DRAW PEOPLE IN TO BUY WINE - as they are strictly a phone/net, bait and switch house. They host a weekly or monthly tasting featuring a selection of wines you've never heard of and are famous for "mistaking" department store wines for 3rd Growths and the like.

...can't believe that they're still around and haven't learned their lesson from places like this - which bitch slapped them off winesearcher a ways back!?!?!?



Do you ever just get down on your knees and thank God that you know me and have access to my dementia?


- George

From: **Fairfield, CT** | Registered: **Mar 2002** | IP: [Logged](#) |  Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

 posted January 17, 2005 12:04 AM



quote:

Originally posted by Matthew Raney:

quote:

Originally posted by Victor Hong:

quote:

Originally posted by Dale Williams:
Didn't these guys get thrown off
wineseacher.com?

Anyone have personal examples? Thanks.

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A bunch of us from the Board all filed similar complaints after a couple of "Grapes Wine in Norwalk Sucks" type threads appeared either a year or two ago. I don't know if Mark could help with searching the archives for threads - but their SOP was ro bait you with the lowest priced wineseacher prices for great wines, never deliver them (from a wholesaler or importer) but to follow up with you via phone every week for months trying to push their "private label" and 5th growth 4th wines as some sort of comparable substitute. They are your classic - great store if you have absolutely no clue as to what you're doing but want to spend m oney on wine stores.

The wineseacher people were very quick to collect the similar complaints and booted them off over a weekend. I can't believe that theya re STILL stupid enough to try to swing truly wine savvy people to their chop shop type replacement and wine o' da week specials - all the while never having ANY of the wine you or others noted on their website for delivery or purchase.

I've been to the store - it's a hole in the wall in Norwalk - just down I-95 from me, and trust me, they don't have a tenth of what they say they have in actual inventory. The shelves in the store - which only display about 40 wines - are filled with the crap they sell over the phone to unsuspecting chumps and people looking for wine party catering and typically cheap corporate gifts. The actual store is NOT MEANT TO DRAW PEOPLE IN TO BUY WINE - as they are strictly a phone/net, bait and switch house. They host a weekly or monthly tasting featuring a selection of wines you've never heard of and are famous for "mistaking" department store wines for 3rd Growths and the like.

...can't believe that they're still around and haven't learned their lesson from places like this - which bitch slapped them off wine searcher a ways back!?!?!?



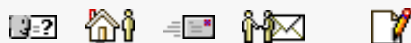
With all due respect to what you and others had undergone, my current experience reached an altogether higher plane, given how the store coordinated explicitly with a major trade publication to pressure me. Their senior managements were fully aware--- which is surprising amid the new environment for business accountability and ethics. The legality of their actions is not clear. So to say, my arm still hurts from this. Please kindly catalogue your experiences, as our collective information may coalesce into a substantial proceeding. We should touch base next week. Thanks.

"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) |  Report Post

A. Saha
Oenophile
Member # 6669

 posted January 17, 2005 07:47 PM



From: The Management, Grapes of Norwalk, CT

We want to thank Mr. Victor Hong for assisting us in providing a better wine service and a more reliable wine database. We have since been working more closely with our database provider in ensuring that all wines, related wine images, labels, full wine names, descriptions, wine ratings are presented correctly and without any error. We cannot guarantee a 100% accuracy, but we will make every effort to ensure that the wines that are offered are correct.

We want to make it clear, again, that Victor was never charged for the wines in question, that had typographical errors (LaFleur and La Mondotte). We have also made it clear to Mr. Hong, via telephone, that the two wines in question are not available from the distributors that represent these wines at any price. If they become available, we will definitely inform Mr. Hong about their availability, at the appropriate price.

Sometimes, it takes the persistence of an educated consumer, such as Mr. Hong, to improve and increase the efficiency of a website and how it works.

In response to Mr. Matthew Raney, Grapes has acknowledged the issue that occurred in 2002 with the 2000 Bordeaux. This issue has been mentioned in our previous posts, along with the corrective steps we have adopted to avoid recurrence. We want to stress that no consumer was out-of-pocket for any wines as a result. We take offense to Mr. Raney's comments on the way we operate. While we are not big on appearance, we do offer a large range of great world-class wines for delivery in CT. Much of our

work is catered to people looking for specific wines, styles, vintages, from around the world. Our objective is service, and getting wines that people want delivered anywhere in CT, free of charge as fast as possible.

We do make recommendations to customers if a certain wine is not available. This is done only to offer an alternative to the consumer if his/her desired wine is not available. We find it offensive that Mr. Raney, refers to the thousands of happy customers who purchase from Grapes as a bunch of chumps. We will be quite happy to get any wine available in the marketplace to any wine-lover at the best price possible within the State laws, and offer the best possible service.

We will continue to respond to any questions or concerns the marketplace might have on this forum.

Thanks,

- Grapes management

This message from the Grapes management has been forwarded by :






- Angie
- Grapes of Norwalk, CT
- 1 (800) 434 WINE

From: **Connecticut** | Registered: **Jan 2005** | IP: [Logged](#) |  Report Post


**Thomas
Concilio**



Senior Oenophile
Member # 6067

 posted January 17, 2005 07:54 PM    






Poppycock!

From: **Atlanta, GA** | Registered: **Nov 2004** | IP: [Logged](#) |  Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

 posted January 17, 2005 08:09 PM    

quote:

Originally posted by A. Saha:

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We will continue to respond to any questions or concerns the marketplace might have on this forum.

Thanks,

- Grapes management

**-----
This message from the Grapes management has been forwarded
by :**

By your own words here, your store seems to entice with specific website offerings, but raise their prices or claim ABSOLUTE unavailability, when consumers buy and seek actual delivery.

Jim Winston of Grapes CT confirmed the prices, names, and availability of the wines. Indeed, in e-mail, he specifically indicated that the La Mondotte should arrive in January (2005, that is). Moreover, Ian Griffith and COO Jason Glasser of Beverage Media, your wholesale distribution partner, confirmed via various dialogue that the La Mondotte and Lafleur are available in the wholesale market. Please let me know if you wish documentation.

The fact that I have not suffered an out-of-pocket loss is trivial. It simply means that the joint actions of Grapes CT and Beverage Media were unsuccessful, in this instance.

So, did you offer to delivery me the Bellisle-Mondotte 2000, if you really meant to sell that instead of La Mondotte?

Thanks.

[January 17, 2005, 05:26 PM: Message edited by: Victor Hong]


"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) |  Report Post

Thomas Concilio




Senior Oenophile
Member # 6067

 posted January 17, 2005 08:18 PM



You notice how they always answer their responses by "Grapes Management" instead of a particular person. If it were my store, and I am ITB, I would have the courtesey to at least sign my name.

--Thomas

From: **Atlanta, GA** | Registered: **Nov 2004** | IP: [Logged](#) |  Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

 posted January 18, 2005 03:03 PM



Yesterday, a person with Beverage Media approached me at a Bordeaux event, and privately expressed support and understanding for my situation.


"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) |  Report Post

Mark Jones



Executive
Oenophile
Member # 3624

 posted January 19, 2005 03:55 PM




This thread was quite interesting - and enlightening. I was all prepared to order some wine off their site (the CT one, NOT the NY one) - so I think I'm quite lucky to have seen this message post/thread.

I'm flabbergasted that these people can go home at night, knowing that what they do during the day is quite shady - and ironically, they think that they can get away with it.

My prediction (and hope) is that lawyers and the law will get involved and slam down this type of operation.

I think someone should do a poll on if they have purchased from this company and if so, was it delivered, bait n switch, etc.

From: **Chicago** | Registered: **Sep 2003** | IP: [Logged](#) |  Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

 posted January 19, 2005 04:10 PM



quote:

Originally posted by Mark Jones:

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I'm flabbergasted that these people can go home at night, knowing that what they do during the day is quite shady - and ironically, they think that they can get away with it.

My prediction (and hope) is that lawyers and the law will get involved and slam down this type of operation.

I think someone should do a poll on if they have purchased from

this company and if so, was it delivered, bait n switch, etc.

What did you plan to buy, if my question is not too forward? If some of you folks had ordered from here, but did not received exactly what you wanted, please let me know. I will be discreet. Thanks.

"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) | Report Post

Mark Jones



Executive
Oenophile
Member # 3624

posted January 19, 2005 05:07 PM

I was going to buy some Bandols (Domaine Tempier) and was also doing research on Rhones (though I hadn't fully explored their pricing in that area yet).

From: **Chicago** | Registered: **Sep 2003** | IP: [Logged](#) | Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

posted January 19, 2005 05:20 PM

quote:

Originally posted by Mark Jones:

I was going to buy some Bandols (Domaine Tempier) and was also doing research on Rhones (though I hadn't fully explored their pricing in that area yet).

If the price is good, order from there, as an experiment. See if the store delivers.

"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) | Report Post

Jay C Miller



Executive
Oenophile
Member # 1196

posted January 20, 2005 11:55 PM

It's been about 2 years, but here's my best recollection of my experience with them (I posted it extensively on WLDG at the time but they only archive tasting notes). I wasn't totally dissatisfied at the end, but I certainly wasn't ever ordering from them again.

I tried to order several wines that were on their website. About 50% of what I was interested in I was told was not available. About another 45% I was told was only available if I ordered a full case (since that was the minimum they could order from their distributor). They kept trying to talk me into a buch of stuff I didn't really want. But they did have some 1995 Clos St. Hune so I put together an order of:

6 bottles 1995 Clos St. Hune
3 bottles 1999 Drouhin Chambolle Musigny 1er Cru
3 bottles Boxler Sylvaner (which I used to fill out the case since it was relatively cheap and I like everything Boxler makes)

What I received was:

6 bottles 1995 Clos St. Hune


3 bottles 1999 Drouhin Chambolle Musigny
2 bottles Dirler Sylvaner
1 bottle Boxler Edelzwicker

Needless to say I was pretty pissed, especially given that they charged me about twice what the Boxler retailed for.

After complaining they reduced the price on the Drouhin to match their website's price for the village wine and took 10% off, reduced the price on the Edelzwicker to the the normal retail and gave me 10% off the Dirler (a producer whose rieslings I love but whose gewurtzes and - I discovered - Sylvaners I don't like).

So I got the CSH I wanted, got some village Chambolle I hadn't really wanted but enjoyed at a good price, 1 bottle of Edelzicker I hadn't wanted but would have been willing to take (but if I wasn't familiar with the normal retail price on would have been overcharged for) and 2 bottles of Dirler Sylvaner which I didn't want and hated.


They tried calling me for a while after that to offer me wines I had no interest in. I declined.

From: **Jersey City** | Registered: **May 2002** | IP: [Logged](#) |  Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

 posted January 21, 2005 07:21 AM



quote:

Originally posted by Jay C Miller:

It's been about 2 years, but here's my best recollection of my experience with them (I posted it extensively on WLDG at the time but they only archive tasting notes). I wasn't totally dissatisfied at the end, but I certainly wasn't ever ordering from them again.

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They tried calling me for a while after that to offer me wines I had no interest in. I declined.

Attempting to bait a consumer into accepting other than what one purchases is quite bad. However, actually switching the delivery without prior consent and subsequently resisting correction are far worse. Thanks.

"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) | Report Post

Jay C Miller



Executive
Oenophile
Member # 1196

posted January 21, 2005 07:48 AM

quote:

Originally posted by Victor Hong:

Attempting to bait a consumer into accepting other than what one purchases is quite bad. However, actually switching the delivery without prior consent and subsequently resisting correction are far worse. Thanks.

True, though in the end I wasn't really that dissatisfied. I got the Hune I ordered at a good price. I ended up enjoying the village Chambolle very much and they gave it to me for about 25% less than I'd seen it anywhere else. The Boxler Edelzwicker is something I buy regularly anyway (I would have been happy with 3 bottles of that if they'd mentioned it). My only real complaint was that lousy Dirler Sylvaner.

From: **Jersey City** | Registered: **May 2002** | IP: [Logged](#) | Report Post

SteveNJ

Oenophile
Member # 5451

posted January 21, 2005 04:22 PM

**How are wine stores and wine reviews 'venereal'? Do y'all go to very different wine stores than I? Is that what the 'back room' is for? I'm lost...
-Rich**

Just a wild guess, but he probably meant 'venal' as in corruptible.....though it is a hilarious malapropism.


Steve Malanga

From: **NY/NJ** | Registered: **Aug 2004** | IP: [Logged](#) | Report Post

Victor Hong



Senior Executive
Oenophile
Member # 310

 posted January 21, 2005 04:31 PM



quote:

Originally posted by SteveNJ:

How are wine stores and wine reviews 'venereal'? Do y'all go to very different wine stores than I? Is that what the 'back room' is for? I'm lost...

-Rich

Just a wild guess, but he probably meant 'venal' as in corruptible.....though it is a hilarious malapropism.

Not-so-hilarious malapropisms:

- 1.) Bellisle Mondotte versus La Mondotte.
- 2.) Lafleur-Gazin versus Lafleur.
- 3.) 2001 Bordeaux versus 2000 Bordeaux.
- 4.) Tour Simard versus Pavie. (If you want to see how, send me your e-mail address.)
- 5.) Secondary bottling versus super-second growth.
- 6.) Customer service versus customer disservice, at best, or customer intimidation, at worst.

"WineHunter."

From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) |  Report Post

Peter Finkelstein



Executive
Oenophile
Member # 318

 posted January 21, 2005 10:05 PM



Victor.....

As I suspected.....

A representative from "The Beverage Media" would have absolutely NO reason to contact you on the phone.

The sole purpose of the Beverage Media is to deliver to retailers official pricing on Beers, wines, and Spirits. That's all.


Based on that, I truly believe the store was trying to scam you by saying that the caller was from the Beverage Media!

You should indeed contact the Connecticut ABC "department" and simply tell them your story...

Peter Finkelstein

From: **Annapolis, Maryland USA** | Registered: **Jun 2000** | IP: [Logged](#) |  Report Post

Matthew Raney

 posted January 21, 2005 10:18 PM



Senior Executive
Oenophile
Member # 1006

quote:

Originally posted by Jay C Miller:

It's been about 2 years, but here's my best recollection of my experience with them (I posted it extensively on WLDG at the time but they only archive tasting notes). I wasn't totally dissatisfied at the end, but I certainly wasn't ever ordering from them again.

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...next time, just bend over when answering the phone!!!

Well Done!









Do you ever just get down on your knees and thank God that you know me and have access to my dementia?

- George

From: **Fairfield, CT** | Registered: **Mar 2002** | IP: [Logged](#) |  Report Post

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