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## MARK SQUIRES' Wine Bulletin Board

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### Author Topic: Retail, wholesale, and website practices.

Matthew Raney



Senior Executive  
Oenophile  
Member # 1006

posted January 21, 2005 10:20 PM



quote:

Originally posted by Mark Jones:

**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.**

...why bother?!?!?! Anyone who would risk doing business with these people after having had the stories on this site laid out before them, deserves half the shit that will inevitably flow downhill into their wine cellar!!




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

- George

**Matthew  
Raney**



Senior Executive  
Oenophile  
Member # 1006

 posted January 21, 2005 10:26 PM



quote:

Originally posted by A. Saha:

**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 :**

---

...so sue me - are you guys for real?!?!?!?

this is the biggest piece of BS to ever grace the pages of this website - and that speaks volumes!



Do you really think posting here does anything to refute the myriad stories from well respected and long term members of this community who otherwise have no reason to speak badly about ANY retailer, mch less to crucify one as you guys have been - repeatedly.

Do yourselves a favor and go away. Continue shilling unsuspecting people who know nothing about wine. After all, that is your niche, not the well informed folks of this or any other wine-centric website. The fact that you guys haven't figured that out yet only speaks to the stupidity at work within the walls of Grapes, Norwalk!!

-----  
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

**Matthew  
Raney**



Senior Executive  
Oenophile  
Member # 1006

posted January 21, 2005 10:26 PM



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- George

---

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

**Matthew Raney**



Senior Executive  
Oenophile  
Member # 1006

posted January 21, 2005 10:34 PM



...who is this A. Saha, a shill for these criminals???

Anyone having anything to do with his company should be ashamed of themselves.

One can only imagine the barrels of corked wine waiting for these fraudsters in some lower level of Hell!!

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

- George

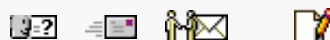
From: **Fairfield, CT** | Registered: **Mar 2002** | IP: [Logged](#) | Report Post

**Matthew Raney**



Senior Executive  
Oenophile  
Member # 1006

posted January 21, 2005 10:37 PM



So will A. Saha be replying to the numerous lies that they posted on behalf of Grapes MGMT as pointed out by Victor??

Ain't it funny to see people who aren't smart enough to just shut up and go away??

....maybe I'll drop in on them myself, with a digital camera and a tape recorder....

-----  
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

**Thomas Concilio**



Senior Oenophile  
Member # 6067

posted January 21, 2005 10:38 PM



Damn! And I thought that Victor had said it all. Matthew, very well said!

--Thomas

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

**Matthew Raney**



Senior Executive  
Oenophile  
Member # 1006

posted January 21, 2005 11:32 PM



...sorry - it's the methadone talking! Wait, maybe it's the dilaudid?!?!?

-----  
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 22, 2005 12:40 AM



quote:

---

Originally posted by Peter Finkelstein:  
**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**

---

The caller was not a Grapes CT person claiming to be Beverage Media, but was actually Beverage Media. Ian Griffith, plus its COO Jason Glasser and a founding Slone family member, confirmed so via telephone or e-mail conversations. They acknowledged taking my confidential personal information, such as credit card data, home telephone, etc., from Grapes CT.

If I later experience identity theft, this event may be relevant. Peter, your recommendations are appreciated and appropriate. Thanks.

[ January 22, 2005, 07:46 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 27, 2005 12:52 PM



**UPDATE:**

A law-enforcement agency is actively pursuing these questions about our conjoined protagonists.

1.) If specific wines were unavailable for delivery, would deliberately representing them for sale be a fair retail practice? Conversely, if the wines were truly available, would refusing delivery and attempting to switch consumers toward lesser items, after numerous committed sales, constitute fair practices? This "either/or" situation poses only knotty answers.

2.) If a wholesale company repeatedly offers wines directly to consumers (such as by telemarketing), but carries no retail license, would that be a legal form of alcohol trade, especially in states with liquor regulations?

Such progress makes me optimistic. This may encompass multiple jurisdictions. Please stay tuned, especially if you know additional consumers who have faced likewise with these businesses. That agency already has names of persons who have volunteered to share their similar experiences. I await further responses from their



representatives and owners. Their prior aggressive outreach to me has abated.  
Thanks.

[ January 27, 2005, 10:02 AM: Message edited by: Victor Hong ]

-----  
"WineHunter."

---

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

**Martin Glasser**  
Oenophile  
Member # 6845

---

posted January 29, 2005 02:44 PM

I have read with concern comments regarding Grapeswine, an excellent wine store located in Norwalk, Connecticut. I have done business with this store for almost ten years, when it was located in Clinton before moving to Norwalk. Indeed, I often make the 50 minute trek to Norwalk just to speak with its proprietor, John Caplan, whose expertise on wine ranks with any I have met in Connecticut.

I have enjoyed my relationship with the store, and especially, with Mr. Caplan. He is able to procure wines that others in this distributor-controlled state do not offer. When he has told me that he will find me a particular wine, it happens. In the rare instance that a wine was no longer available, I suffered no financial misfortune. His integrity has been without question.

In short, I will continue to do business with Grapeswine, and would encourage anyone seeking interesting, hard-to-find wines to do the same.

-----  
Martin Glassr

Martin Glasser

---

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

**Victor Hong**



Senior Executive  
Oenophile  
Member # 310

---

posted January 29, 2005 04:55 PM

quote:

---

Originally posted by Martin Glasser:

**I have read with concern comments regarding Grapeswine, an excellent wine store located in Norwalk, Connecticut. I have done business with this store for almost ten years, when it was located in Clinton before moving to Norwalk. Indeed, I often make the 50 minute trek to Norwalk just to speak with its proprietor, John Caplan, whose expertise on wine ranks with any I have met in Connecticut.**

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**In short, I will continue to do business with Grapeswine, and would encourage anyone seeking interesting, hard-to-find wines to do the same.**

---

Would you continue so, if experiencing what Doug Millowitz, Matt Raney, others, and I

did?

I would be happy to forward to you information about such, including voice-mail and e-mail. Of course, I would not be blindsiding John Caplan or Jim Winston of Grapes CT, or their admitted compatriots at Beverage Media. It consists of their own words. In fact, you are welcome to ask for their views of the situation. By the way, does the Tour Simard 1999 live up to the outstanding Parker notes which Grapes CT used in advertising?





Notably, there is one great store in Rye NY, with the same name, but no affiliation whatsoever. That store has apparently lost much business, because underwhelmed Grapes CT customers have confused the two. Thanks.

-----  
"WineHunter."

---

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

**EWineExpert**  
Oenophile  
Member # 6391

 posted February 03, 2005 08:23 PM     

Hi Victor,

I have read these posts and as an ecommerce specialist, I must point out to you that ecommerce sites backed by inventory database can display information about unavailable products in error, without any legal fallouts (there is a disclaimer on all ecommerce sites). These privacy and store policy disclaimers insulate the site from such actions.

Unfortunately, from a technical standpoint, one is only wasting time if he/she attempts to clean someone else's database. It is not possible.

In my experience, there are many wine sites out there that do not have all their products in their inventory, as advertised online. You'll find a lot of these online stores pop up even in the major wine search networks on the web. The internet monitoring board is not able to pursue these cases individually. What they can pursue, is non delivery of items upon payment, which does not seem to have been the case here.

In any case, being from Fairfield, CT, myself, I have come across many customers who repeatedly purchase from Grapes, and are seemingly quite satisfied. I should also add a word of caution - these postings can be reviewed for accuracy, and unless you have an overwhelming case of mass complaints, it can lead to considerable trouble. Thus, directly discussing businesses mentioned here - such as the Bev Media / Grapes, which are all large firms, without conclusive evidence (not just two or three stray cases) from buyers can have serious implications. It's best to reserve such discussions to wine-centered topics, instead of using Squires' Board as a medium of litigation, which is nothing but running down a blind alley, it is pointless.

Thanks,

- Raj.

Post Scriptum :

It always surprises me how people believe they know too much, when they know only too little. Read a book on ecommerce, it will save precious time posting messages on forums about a subject matter none of you are familiar with. Laters, kiddo !


-----  
Raj Dasgupta

- Your ECommerce Wine Advisor



- Successful strategies for your ebusiness, everyday.
- <http://www.restoremagic.com>

---






From: **CT, US** | Registered: **Dec 2004** | IP: [Logged](#) |  Report Post

**SteveHyde**



Senior Executive  
Oenophile  
Member # 576


---

 posted February 03, 2005 08:28 PM    

Ahh . . . two new members appear to post on behalf of Grapes. How curious.

-----  
Steve Heydemann  
Don't look at me. I just drink the stuff.






---

From: **Washington, DC** | Registered: **Aug 1955** | IP: [Logged](#) |  Report Post

**EWineExpert**

Oenophile  
Member # 6391

---

 posted February 03, 2005 08:50 PM    


Hah ! You guys are funny. I work with multiple ecomm. sites, and just happened to be monitoring this ecomm. centered discussion thread. No point arguing, Hong doesn't understand a thing about ecomm. anyway. Blah!

It appears that Mr. Hong has some personal vendetta against these guys. His incessant blabber is rather banal and insignificant. Wine expert turned ecomemrce expert -- now, that's hilarious :-D

-----  
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- <http://www.restoremagic.com>

---

From: **CT, US** | Registered: **Dec 2004** | IP: [Logged](#) |  Report Post

**David Kolin**



Executive  
Oenophile  
Member # 5032


---

 posted February 03, 2005 09:13 PM   


Participating in eCommerce does not exempt one from brick and mortar business standards. Any model which engages in misleading practices and results in customer dissatisfaction is faulty, and when it fails, it is absolutely proper that it be brought up for discussions of boards like this. As a casual observer of eBus and IT industry boards, in which flaming is a fact of life, fair and fact-based discussions of these shortcomings shouldn't trouble anyone.

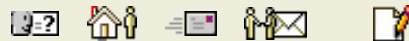
-----  
Pull the cork already

---

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

**EWineExpert**  
Oenophile  
Member # 6391

 posted February 03, 2005 09:24 PM




David, I agree. But I feel, that without substantial evidence of non-delivery upon payment the discussion becomes rather meaningless. There are many ebus. sites, even wine ebus. sites that advertise 1000s of wines that are not in stock. Just search on the premier wine search engines ... there are plenty of them.

Pursuing cases with brick-and-mortar businesses is understood, but every business has a model that is followed. A retailer in NYC will sell store items at a higher premium than the same store in a less affluent town. Thus, models vary. I am not fully aware of the physical business nature of Grapes, but from an ebus. standpoint, one must understand the code of ebus. rules before commenting on them, in a gung-ho know-all manner.

There is a post here, that mentions about the thousands of satisfied customers from Grapes -- therefore, although, as wine connoisseurs, one might understand the concern among the wine expert community for not getting their premium wines, the community has by and far accepted Grapes as their chosen medium of wine delivery in CT, and seems to be quite satisfied in doing so. Of course, if everyone was dissatisfied, I do not understand how the site has a very decent ranking on search engines, and seems to get a lot of traffic ... .

-----  
Raj Dasgupta


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- Successful strategies for your ebusiness, everyday.
- <http://www.restoremagic.com>

From: **CT, US** | Registered: **Dec 2004** | IP: [Logged](#) |  Report Post

**David Kolin**



Executive  
Oenophile  
Member # 5032

 posted February 03, 2005 10:15 PM



Raj:

I hear you, but, sorry, I disagree. I suppose in the final analysis, the attorney general will determine the validity of your argument from a legal perspective (disclaimers may save the day, but I wouldn't be so sure, particularly if there is a pattern of hiding behind them), but from a business perspective if a retailer doesn't come across with the product it sells, it (or it and the model it subscribes to) will disappear.

I agree that there are a multitude of eBusinesses that do not have real time inventory, in the wine sector and others, but there are many that do (Premier Cru, K&L spring to mind). Of those in the former category, my experience is that these businesses promptly tell a customer that the item is unavailable (and often lose the customer as a result). They do NOT (i) take an order and then see whether they can locate the inventory, (ii) use misleading descriptions of the inventory that is available or (iii) share their client's personal information with their broker in the event the broker can't come up with the goods.

If you think this is the eBusiness model, I think you're wrong - see Amazon, J&R, etc. If I am wrong, you can kiss these eBusinesses goodbye - consumers will not tolerate it and won't need to when reputable operators step forward and eat their lunch.

-----  
Pull the cork already

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

## Victor Hong



Senior Executive  
Oenophile  
Member # 310

posted February 03, 2005 10:16 PM



quote:

Originally posted by EWineExpert:

..... **There are many ebus. sites, even wine ebus. sites that advertise 1000s of wines that are not in stock. Just search on the premier wine search engines ... there are plenty of them.**

.....

Specific examples would be helpful, to bolster your point.

I am happy to share with you any information with which I have already shared among Grapes CT, Beverage Media, other board members, and deeply interested law-enforcement officials. My efforts to receive wines which Grapes CT has offered to us are no vendetta in any way.

Systematic inventory "errors," unusual marketing approaches, third-party interventions, unauthorized financial data disclosures, and factual misstatements have not plagued the major e-wine sites, such as PremierCru, Sam's, PrimaWine, Winex, etc.

Thank you for your viewpoint.

-----  
"WineHunter."

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

## Rick Gregory



Senior Executive  
Oenophile  
Member # 3238

posted February 03, 2005 10:24 PM



Er, Raj? I've managed teams that have built ecommerce sites for large companies (F100), so I'm betting I know just as much, and likely more, than you about it. Please don't wade onto a site and start telling is we're a bunch of ignorant fools (at least until you know us!)

If someone has a database with hundreds or thousands of wines that are ot of stock or incorrectly priced they've got one of two issues - their system was incompetently designed and implemented or their business processes are completely screwed. Neither event is the problem of their customers.

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

## EWineExpert

Oenophile  
Member # 6391

posted February 03, 2005 10:49 PM



David :

The points to consider are as follows :

After taking the order, do they charge the customer credit card directly, or wait until they can ship it. Sites like Amazon also fail to deliver sometimes, which is why they state that they will charge the card only upon delivery.

Using misleading information : That is a valid point. Ecommerce vendors should not use misleading information. When this happens, in a large scale, then the site in question can be held accountable for malpractices.

Sharing information with a third party broker : It depends clearly on the level of

information that is shared. If credit card numbers are provided to a third party, that is in violation of traditional policies. However, if the third party mediates in order to resolve an issue - in this case, it appears, in order to resolve a problem with their database supply, by their own accord, by directly accessing the data they own, then that cannot be held as a malicious attempt. Providing "confidential" information is however not acceptable.

Of the wine sites I have encountered, particularly some based in UK, they also have similar disclaimers that state that in the event they cannot deliver, they will notify the customer promptly.

An ebusiness site is meant to make the customer buying experience a pleasant and effortless journey. I understand, that in the case of wine ebusinesses, it is often a rather difficult proposition given the volatile nature of the industry. Small businesses who provide online purchase options are often the worst hit for they do not have the resources or the financial backing that other nationwide sites have.

In summary, if you're not charged for items until delivery, there is no available avenue of litigation. If misleading information is presented in multiple products, that should be corrected.


However, all said, this issue seems to have been elevated to new heights, and have moved from being a simple forum thread to a real world issue. Which, by virtue of it's medium of communication, now becomes not just an innocuous message thread, but directly gets the members involved in a real-world battle. Unless substantiated, by members who can verifiably affirm that cards were charged prior to delivery, and no credits were posted even upon non-delivery, this leaves the members vulnerable to many avenues of counter-allegations, by well-established firms in question.

For the most part, the discussion has been fairly web-centered. Moving it over to this new dimension can have serious implications. In fact, posting these details, etc on the Squires board is not even a wise move. Already, the details that have been posted, are too much information-packed. Personal names have been addressed, businesses have been accused. While it may help the close knit of a wine community on eRobertParker, if the retailer already has a base of 1000s of satisfied customers, then the exercise is futile. A counter move with a much greater satisfied customer base will ensure that the members won't be spending as much time on the board here -- they, will, perhaps have to spend days fighting real-life legal battles. Is it really worth all this ? It's just a wine store ... out of the hundreds out there ... .

-----  
Raj Dasgupta

- Your ECommerce Wine Advisor
- Successful strategies for your ebusiness, everyday.
- <http://www.restoremagic.com>


---

From: **CT, US** | Registered: **Dec 2004** | IP: [Logged](#) |  Report Post

**Victor Hong**



Senior Executive  
Oenophile  
Member # 310

 posted February 03, 2005 10:49 PM





quote:

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**It appears that Mr. Hong has some personal vendetta against these guys. His incessant blabber is rather banal and insignificant. Wine expert turned ecomemrce expert -- now, that's hilarious :-D**

Wrong. I am no wine expert.  


-----  
"WineHunter."

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

**Victor Hong**



Senior Executive  
Oenophile  
Member # 310

 posted February 03, 2005 10:56 PM



quote:

Originally posted by EWineExpert:

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**Of the wine sites I have encountered, particularly some based in UK, they also have similar disclaimers that state that in the event they cannot deliver, they will notify the customer promptly.**

**An ebusiness site is meant to make the customer buying experience a pleasant and effortless journey. I understand, that in**

**the case of wine ebusinesses, it is often a rather difficult proposition given the volatile nature of the industry. Small businesses who provide online purchase options are often the worst hit for they do not have the resources or the financial backing that other nationwide sites have.**

**In summary, if you're not charged for items until delivery, there is no available avenue of litigation. If misleading information is presented in multiple products, that should be corrected.**

**However, all said, this issue seems to have been elevated to new heights, and have moved from being a simple forum thread to a real world issue. Which, by virtue of it's medium of communication, now becomes not just an innocuous message thread, but directly gets the members involved in a real-world battle. Unless substantiated, by members who can verifiably affirm that cards were charged prior to delivery, and no credits were posted even upon non-delivery, this leaves the members vulnerable to many avenues of counter-allegations, by well-established firms in question.**

**For the most part, the discussion has been fairly web-centered. Moving it over to this new dimension can have serious implications. In fact, posting these details, etc on the Squires board is not even a wise move. Already, the details that have been posted, are too much information-packed. Personal names have been addressed, businesses have been accused. While it may help the close knit of a wine community on eRobertParker, if the retailer already has a base of 1000s of satisfied customers, then the exercise is futile. A counter move with a much greater satisfied customer base will ensure that the members won't be spending as much time on the board here -- they, will, perhaps have to spend days fighting real-life legal battles. Is it really worth all this ? It's just a wine store ... out of the hundreds out there ... .**

---

You and Mr. Glasser are the only two ostensible participants on this thread who have been satisfied customers. Non-satisfied ones currently form a larger population. Other than to display the words and actions of Grapes CT and Beverage Media, I have accused no one of anything, I believe. Please kindly correct me openly where I have been wrong. Thanks.


-----  
"WineHunter."

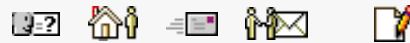
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From: **Noo Yawk** | Registered: **Apr 2000** | IP: [Logged](#) |  Report Post



**EWineExpert**  
Oenophile  
Member # 6391

 posted February 03, 2005 10:57 PM



Rick -- I have been involved in sites that are in the top F10 of the industry. I cannot mention specific examples here, but there are quite a few. If the wine store has a hundreds of thousands of undeliverable merchandise, that is indeed a problem. But if you have 50 out of 10K, then that is understandable from a fulfillment standpoint.


Hong : The deeply interested officials you mention are also deeply interested in many other issues. I have dealt with higher authorities on similar matters, and usually, if the customer had been reimbursed, and if the site does not have an overwhelming evidence of misleading information, it doesn't lead to anything much.

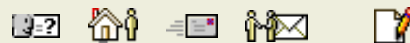
-----  
Raj Dasgupta

- Your ECommerce Wine Advisor
- Successful strategies for your ebusiness, everyday.
- <http://www.restoremagic.com>

From: **CT, US** | Registered: **Dec 2004** | IP: [Logged](#) |  Report Post

**EWineExpert**  
Oenophile  
Member # 6391

 posted February 03, 2005 11:00 PM



quote:

Originally posted by Victor Hong:

quote:

**Originally posted by EWineExpert:**

**Hah ! You guys are funny. I work with multiple ecomm. sites, and just happened to be monitoring this ecomm. centered discussion thread. No point arguing, Hong doesn't understand a thing about ecomm. anyway. Blah!**


**It appears that Mr. Hong has some personal vendetta against these guys. His incessant blabber is rather banal and insignificant. Wine expert turned ecomemrce expert -- now, that's hilarious :-D**

**Wrong. I am no wine expert.**  

Yeah, it's more like being a whine expert 😊

-----  
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From: **CT, US** | Registered: **Dec 2004** | IP: [Logged](#) |  Report Post

**Victor Hong**



Senior Executive  
Oenophile  
Member # 310

 posted February 03, 2005 11:02 PM



quote:

Originally posted by EWineExpert:

....., and if the site does not have an overwhelming evidence of misleading information, it doesn't lead to anything much.

Precisely. We agree.

quote:

Originally posted by EWineExpert:

quote:

Originally posted by Victor Hong:

quote:

Originally posted by EWineExpert:

Hah ! You guys are funny. I work with multiple ecomm. sites, and just happened to be monitoring this ecomm. centered discussion thread. No point arguing, Hong doesn't understand a thing about ecomm. anyway. Blah!

It appears that Mr. Hong has some personal vendetta against these guys. His incessant blabber is rather banal and insignificant. Wine expert turned ecomemrce expert -- now, that's hilarious :-D

Wrong. I am no wine expert.  

Yeah, it's more like being a whine expert 😊

If my discussion has been personal, rather than business-oriented, please kindly upbraid me with specific examples. Thanks.

-----  
"WineHunter."

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


**EWineExpert**  
Oenophile  
Member # 6391


 posted February 03, 2005 11:05 PM     






Victor : I do not mean to get embroiled in this fiasco. You should also consider comments from the other customers who are actually satisfied with Grapes. Making the argument biased on the basis of a few customers does not follow the logical progression of an argument analysis.

-----  
Raj Dasgupta

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- <http://www.restoremagic.com>

From: **CT, US** | Registered: **Dec 2004** | IP: [Logged](#) |  Report Post

**Victor Hong**  
  
Senior Executive  
Oenophile  
Member # 310

 posted February 03, 2005 11:07 PM    

quote:

Originally posted by EWineExpert:

**Victor : I do not mean to get embroiled in this fiasco. You should also consider comments from the other customers who are actually satisfied with Grapes. Making the argument biased on the basis of a few customers does not follow the logical progression of an argument analysis.**

Having tried to learn statistical concepts, I recall that taking progressively more observations will minimize sampling error.

By the way, are you affiliated in business terms with Grapes CT or Beverage Media?  
Thanks.

-----  
"WineHunter."

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


**EWineExpert**  
Oenophile  
Member # 6391

 posted February 03, 2005 11:11 PM     

Yeah, but you're not looking at the other half of the pie chart 😊 (have you considered the wine buyers who don't even know how to log onto the internet, let alone know how to post on forums ... there's many, perhaps only too many)

-----  
Raj Dasgupta

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- <http://www.restoremagic.com>

From: **CT, US** | Registered: **Dec 2004** | IP: [Logged](#) |  Report Post

## Rick Gregory



Senior Executive  
Oenophile  
Member # 3238

posted February 03, 2005 11:11 PM



Oh, come on Raj...

Are you saying that one should never complain or alert others to poor retailer behavior? No one is saying that some customers are not satisfied - that's not the point. Victor's outlined issues that seem serious - what's the problem with letting people know about these and in pursuing them?

IN fact, why ARE you here? You've jumped in and posted some things that bordered on the insulting. You might want to take some time and become a member of the community before you start calling out one of its most respected members (Victor, of course, not me 😊). But I have an idea you won't post much after this thread...

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

## Victor Hong



Senior Executive  
Oenophile  
Member # 310

posted February 03, 2005 11:12 PM



quote:

Originally posted by EWineExpert:

**Yeah, but you're not looking at the other half of the pie chart 😊  
(have you considered the wine buyers who don't even know how  
to log onto the internet, let alone know how to post on forums ...  
there's many, perhaps only too many)**

I accept your note about false positives. By the way, are you affiliated in business terms with Grapes CT or Beverage Media? Thanks.

-----  
"WineHunter."

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

## EWineExpert

Oenophile  
Member # 6391

posted February 03, 2005 11:17 PM



Victor : I do work with wine & ecommerce sites, but that said, my comments are only from a very professional ebusiness standpoint, and not to be taken as being biased towards any business. However, I am not a member of any of these institutions.

Rick : One should complain unfair business practices, if necessary, but as I mentioned before, one must weigh both sides before reaching conclusions.

-----  
Raj Dasgupta


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From: **CT, US** | Registered: **Dec 2004** | IP: [Logged](#) | Report Post

**Victor Hong**



Senior Executive  
Oenophile  
Member # 310


 posted February 03, 2005 11:21 PM



Hey, folks, let us stop. The issue is not we, but how Grapes CT and Beverage Media wish to respond. Raj, welcome aboard to our community. 😊

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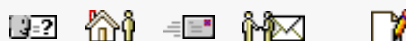
"WineHunter."

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

**EWineExpert**

Oenophile  
Member # 6391


 posted February 03, 2005 11:33 PM



Victor - thanks. Have you considered attending any of the wine tasting events at Grapes. My experience with such issues suggest that it is best to analyze these things through mutual interactions with the clients. I have been to Grapes before, and they are rather welcoming and warm in their reception. I am sure that being the most vociferous commentator on Grapes of Norwalk, CT, they would be just as interested to meet you in person (my personal view). It could be a better means to waging the war, from a more clear and defined perspective.

-----  
Raj Dasgupta


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From: **CT, US** | Registered: **Dec 2004** | IP: [Logged](#) |  Report Post

**Victor Hong**



Senior Executive  
Oenophile  
Member # 310

 posted February 03, 2005 11:41 PM



quote:

Originally posted by EWineExpert:

**Victor - thanks. Have you considered attending any of the wine tasting events at Grapes. My experience with such issues suggest that it is best to analyze these things through mutual interactions with the clients. I have been to Grapes before, and they are rather welcoming and warm in their reception. I am sure that being the most vociferous commentator on Grapes of Norwalk, CT, they would be just as interested to meet you in person (my personal view). It could be a better means to waging the war, from a more clear and defined perspective.**


Once the Grapes CT and Beverage Media folks deliver my promised wines, they and you are invited to an offline dinner, where I will bring the wine---gratis. Thanks.

-----  
"WineHunter."

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

**michael brooks**

Senior Executive  
Oenophile  
Member # 1235

 posted February 04, 2005 12:34 AM



I ain't in the Ecommerce biz, but I've been in the real wine business for twenty years, and while I don't have a dog in this fight, IF I DID, it would be ripping these people to shreds right about now with their bad excuses and "Ecommerce wine advisors". 1000's of satisfied customers? Where? Who are these people? We've seen exactly one, and he has only posted once.

Ebusiness codes? Ebusiness rules? Do these supercede the laws of the state in which possible fraud is being perpetrated? Hmmm, I doubt it.

Basically, this person has claimed that it's okay for a business to list incorrect or false inventory and items for sale because they can't be legally pursued for it. How about ethics? How about good business practices? How about not trying to intimidate people who have legitimate complaints by claiming it's futile to air their grievances because these so-called "large firms" should only be pursued if there are a lot more complaints, when it was exactly this kind of grass roots movement that got them kicked off Wine Searcher for shoddy business tactics? Wouldn't want to get in "considerable trouble" by actually stating the facts, now would we?


---

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

**Thomas Concilio**



Senior Oenophile  
Member # 6067

 posted February 04, 2005 01:00 AM




One more point of information. While this is telling, it is not damning. I looked on the BBB of CT site for Grapes of CT. While all complaints have been resolved, they are not members. I would think that they would be since they are in such a regulated business.

Raj - be careful. Victor has only stated facts as he has seen them. There have been no personal attacks. I echo some other members who might be wondering what your motives are. We have been talking about this topic for some time. The facts seem pretty clear and yet you defend Grapes of CT. Just makes me scratch my head and wonder why?. 🤔 Anyway, welcome to the board, where all views are welcome.

--Thomas


---

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

**Victor Hong**



Senior Executive  
Oenophile  
Member # 310

 posted February 04, 2005 08:15 AM



quote:

---

Originally posted by EWineExpert:

**Victor : I do work with wine & ecommerce sites, but that said, my comments are only from a very professional ebusiness standpoint, and not to be taken as being biased towards any business. However, I am not a member of any of these insitutions.**

**Rick : One should complain unfair business practices, if necessary, but as I mentioned before, one must weigh both sides before reaching conclusions.**

---

Which notable wine retailers might be your e-commerce clients? Thanks.


-----  
"WineHunter."

---

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



**EWineExpert**  
Oenophile  
Member # 6391

 posted February 04, 2005 08:52 AM



quote:

Originally posted by Victor Hong:


**Hey, folks, let us stop. The issue is not we, but how Grapes CT and Beverage Media wish to respond. Raj, welcome aboard to our community. 😊**

I thought ... we were supposed to end the discussion. 🙄 There are no 'motives' here, not every user posts with ulterior motives. These are my comments as an independent observer of the most active thread on an ecomm. practice on this forum. I am not defending 'Grapes' exclusively, I'd do the same for any other retailer mentioned here if questions were raised on an ecommerce technicality. Further, I do not wish to make my professional activities a public board topic, just as, I am sure, none of you would discuss your professional activities on the board. That would be rather unprofessional.

So, either you can view these as my tuppence on an ecommerce topic, or you are free to imagine anything that suits the finger-pointing spirit of the forum.

-----  
Raj Dasgupta


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- <http://www.restoremagic.com>

From: **CT, US** | Registered: **Dec 2004** | IP: [Logged](#) |  Report Post

**David Kolin**



Executive  
Oenophile  
Member # 5032

 posted February 04, 2005 09:05 AM



quote:

Originally posted by Victor Hong:

quote:

Originally posted by EWineExpert:

**Victor : I do work with wine & ecommerce sites, but that said, my comments are only from a very professional ebusiness standpoint, and not to be taken as being biased towards any business. However, I am not a member of any of these insitutions.**

**Rick : One should complain unfair business practices, if necessary, but as I mentioned before, one must weigh both sides before reaching conclusions.**

**Which notable wine retailers might be your e-commerce clients?  
Thanks.**

Loading Dock Wines in Milford, CT, according to his website

-----  
Pull the cork already

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

**Victor Hong**



Senior Executive  
Oenophile  
Member # 310

posted February 04, 2005 09:15 AM



quote:

Originally posted by EWineExpert:

quote:

Originally posted by Victor Hong:

Hey, folks, let us stop. The issue is not we, but how Grapes CT and Beverage Media wish to respond. Raj, welcome aboard to our community. 😊

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So, either you can view these as my tuppence on an ecommerce topic, or you are free to imagine anything that suits the finger-pointing spirit of the forum.

I only wanted to see how other wine e-tailers operate, for benchmarking Grapes CT. Thanks.

-----  
"WineHunter."

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

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