

Winebridge Distribution Services, Inc.

Commercial Wine Storage, Order Fulfillment & Delivery

5650 Bandini Blvd.
Bell, Ca. 90201-6407
323 261-8580-tel
323 263-0403-fax
info@winebridge.com

2012 Customer Service Guide ©



Business Hours

Office:
Monday - Friday
8:30am - 5:00pm

Warehouse:
Monday - Friday
Receiving: 8:00am - 3:00pm
Will Calls: 9:00am - 4:00pm

Please visit us online anytime at <http://www.winebridge.com>

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Welcome to Winebridge

Winebridge is a leading distribution services provider for the Direct to the Trade segment of the wine distribution business.

Our system makes available to clients of all sizes a fully functioning, advanced distribution model built to provide state-wide service throughout California. Winebridge's methodology reduces order fulfillment costs from day 1 of implementation by lowering your labor costs and increasing efficiency, accuracy and accountability. By outsourcing your order fulfillment services to Winebridge, customers large and small free themselves to focus on growing their business through sales without sacrificing customer service.

Our temperature controlled facilities – complete with state-of-the-art fire suppression and security systems - features capacity to handle the largest of storage solutions. Employing sophisticated warehouse management technology in conjunction with customized software systems, Winebridge reduces the problems of lost, broken or mis-picked inventory. Additionally, we insure that our warehouse staff meet our demanding standards and spend time in regular training to limit the possibilities of incorrect shipments .

The Winebridge delivery schedule provides next-day delivery services to the key markets of Los Angeles Metropolitan, Orange County and San Diego; with all secondary southern California markets served twice weekly. Deliveries from our LA-based warehouse to Northern California markets are usually completed within 2 days. Unlike some of our competitors, all deliveries are completed using specially insulated and refrigerated trucks to insure that your precious cargo is delivered safely to its destination.

Finally, Winebridge provides a cutting-edge, transparent, fully-integrated order, inventory management and digital POD reporting system to provide customers with precise, up-to-the-second information. We have invested heavily in a system that allows our clients to "drill-down" quickly and easily to view inventory and delivery history; making reconciliation between our clients' records and ours a breeze. POD's are available to our customers online by 12 noon the day after delivery for download or printing; inventory is available 24/7 with instantaneous updates to availability based on outbounds; and all orders can be tracked as they progress from paper to completed delivery.

Winebridge can reduce your costs while improving your ability to easily manage and operate an efficient supply-chain to your customers.

LOCATION AND DIRECTIONS

♣ Winebridge is located near where I-5 and I-710 intersect in the center of Los Angeles County. We are 4.7 miles southeast of downtown Los Angeles, 0.3 miles from the I-710 and 1.2 miles from the I-5.

Our building is located in the Cheli Distribution Park, on the south side of Bandini Blvd, between Atlantic Blvd. (to the west), and Eastern Ave (to the east).

WINEBRIDGE DIRECTORY

Main Phone:
323-261-8580

Main Fax:
323-263-0403

Orders Department
Ext. 102
orders@winebridge.com

North-bound Orders
Ext. 102
ordersnorth@winebridge.com

Inventory Control and Receiving
Ext. 112
walterh@winebridge.com

Dispatch
Ext. 106
dispatch@winebridge.com

Billing and Accounts Receivable
Ext. 105
alexc@winebridge.com

WINEBRIDGE 2012 HOLIDAY SCHEDULE *

Monday, January 16th, MLK Day – No Changes to delivery schedule due to holiday

Monday, May 28th, Memorial Day – Closed.

- *Deliveries week of May 28th will only run Weds, Thurs, Fri using T, W, TH schedule*

Wednesday, July 4th – Closed

- *Deliveries week of July 4th will only run Tues, Thurs, Fri using T, W, TH schedule*

Monday, September 3rd, Labor Day – Closed

- *Deliveries week of September 3rd will only run Weds, Thurs, Fri using the T,W, TH schedule*

Thursday and Friday, November 2nd and 23rd, Thanksgiving Holiday – Closed

- *Deliveries week of November 19th will run Monday, Tuesday, Wednesday using T, W, TH schedule*

Tuesday, December 25th, Christmas, - Closed

- *Deliveries week of December 24th will only run Weds, Thurs, Fri using T, W, TH schedule. Note: Warehouse and Office will be open half day Monday Dec 24th for will calls.*

Tuesday January 1, 2013 New Year's Day- Closed

- *Deliveries week of December 31st will only run Weds, Thurs, Fri using T, W, TH schedule. Note Office and warehouse will be open half day on Monday Dec 31st for will calls*

***BE SURE WE HAVE YOUR CURRENT EMAIL ADDRESS SO WE CAN NOTIFY YOU OF ANY CHANGES, EMERGENCY ROUTE CHANGES OR OTHER INFORMATION REGARDING OUR DELIVERY SCHEDULE!**

DELIVERY RATES FOR WINEBRIDGE SOUTHERN CALIFORNIA ZONES

Call Alex Correa (x 105)

For info on our delivery rates

THE WINEBRIDGE SOLUTION

Effective March 1, 2011

Winebridge Delivery Schedule

DELIVERY SCHEDULE 110r511

| Route # | Delivery Area | TUES | WED | THURS | FRI |
|---------|---|------|-----|-------|-----|
| 101 | L.A WEST OF DOWNTOWN. | W | W | W | W |
| 102 | BEVERLY HILLS/WEST HOLLYWOOD | W | W | W | W |
| 103 | SANTA MONICA/VENICE/MARINA | W | W | W | W |
| 104 | MALIBU | W | | W | |
| 151 | SOUTH CENTRAL L.A. | W | W | W | W |
| 152A | SOUTH BAY* (excluding route 152B) | W | W | W | W |
| 152B | PALOS VERDES PENINSULA (Palos Verdes, Rancho Palos Verdes, Rolling Hills) | W | | W | |
| 201 | NORTH ORANGE COUNTY | W | W | W | W |
| 202 | EAST ORANGE COUNTY | W | W | W | W |
| 203 | SOUTH ORANGE COUNTY (incl. Rancho St. Margarita) | W | | W | |
| 301 | DOWNTOWN L.A. | W | W | W | W |
| 302 | SG VALLEY | W | W | W | W |
| 303 | INLAND EMPIRE DESERT | | W | | W |
| 401 | SF VALLEY | W | W | W | W |
| 402 | SANTA CLARITA – VALENCIA | W | | W | |
| 403 | NEWHALL – CANYON COUNTRY | W | | W | |
| 501 | SAN DIEGO NORTH BEACH AREAS | W | W | W | W |
| 502 | SAN DIEGO – DOWNTOWN | W | W | W | W |
| 503 | CORONADO ISLAND | W | | W | |
| 504 | SAN DIEGO – SOUTH OF HWY 94 | W | | W | |
| 505A | I-15 CORRIDOR (except 505B routes) | W | | W | |
| 505B | DESERT CASINOS, FAR DESERT | | | W** | |
| 506 | NORTH EAST SAN DIEGO SUBURBS | | W | | W |
| 601 | VENTURA | W | | W | |
| 602# | SANTA BARBARA | W | W | W | W |
| PCT | SANTA YNEZ VALLEY & NORTH | | | | W |
| 701 | PALMDALE/LANCASTER | | | W | |
| 702 | APPLE VALLEY / VICTORVILLE | | W* | | |
| PCT | BAKERSFIELD / FRESNO | | | | |
| CC | COMMON CARRIER (2 DAY SERVICE TO MOST AREAS) | | | | |

CC=Common Carrier

PCT= Pacific Coast Transportation

#= 2 day service

W* Second Wednesday of every month only.

W** Second Thursday of every month only.

LIST OF CITIES SERVED

| City | Zone | RT | CHINO | 2 | 303 |
|------------------|------|------|--------------------|-----|------|
| AGOURA | 3 | 401 | | | |
| AGOURA HILLS | 3 | 401 | | | |
| ALHAMBRA | 1 | 302 | CHULA VISTA | 4 | 504 |
| ALISO VIEJO | 2 | 203 | CITY OF INDUSTRY | 1 | 303 |
| ALTADENA | 2 | 302 | CLAREMONT | 3 | 303 |
| ANAHEIM | 2 | 201 | COACHELLA | 4 | 303 |
| ANAHEIM HILLS | 2 | 202 | COLTON | 3 | 303 |
| ARCADIA | 2 | 302 | COMMERCE | 1 | 151 |
| APPLE VALLEY | 4 | 702 | COMPTON | 1 | 151 |
| ARTESIA | 2 | 151 | CORONA | 3 | 303 |
| AZUSA | 2 | 303 | CORONA DEL MAR | 3 | 201 |
| BAKERSFIELD | PCT | PCT | CORONADO | 4 | 503 |
| BALBOA ISLAND | 2 | 201 | COSTA MESA | 2 | 201 |
| BALDWIN HILLS | 1 | 303 | COVINA | 1 | 303 |
| BALDWIN PARK | 2 | 303 | CUCAMONGA | 3 | 303 |
| BANNING | 4 | 303 | CULVER CITY | 1 | 102 |
| BEAUMONT | 4 | 303 | CYPRESS | 2 | 201 |
| BEL AIR | 1 | 102 | DANA POINT | 2 | 203 |
| BELL | 1 | 301 | DEL MAR | 3 | 501 |
| BELL GARDENS | 1 | 301 | DESERT HOT SPRINGS | 4 | 303 |
| BELLFLOWER | 1 | 151 | DIAMOND BAR | 2 | 303 |
| BELMONT SHORES | 1 | 201 | DOWNEY | 2 | 151 |
| BEVERLY HILLS | 1 | 102 | DUARTE | 2 | 302 |
| BIG BEAR | CC | CC | EAGLE ROCK | 1 | 401 |
| BLOOMINGTON | 3 | 303 | EL CAJON | 4 | 506 |
| BLUE JAY | CC | CC | EL MONTE | 2 | 302 |
| BORREGO SPRINGS | CC | CC | EL SEGUNDO | 1 | 152A |
| BRADBURY | 2 | 302 | EL TORO | 3 | 203 |
| BREA | 1 | 201 | ENCINITAS | 3 | 501 |
| BRENTWOOD | 1 | 103 | ENCINO | 2 | 401 |
| BURBANK | 1 | 401 | ESCONDIDO | 3 | 505A |
| CALABASAS | 3 | 401 | FALLBROOK | 2 | 505 |
| CAMARILLO | 3 | 601 | FILLMORE | 4 | 601 |
| | | | FONTANA | 3 | 303 |
| CANOGA PARK | 2 | 401 | FOUNTAIN VALLEY | 2 | 201 |
| CANYON COUNTRY | 3 | 403 | FULLERTON | 2 | 201 |
| CAPISTRANO BEACH | 2 | 203 | GARDEN GROVE | 2 | 201 |
| CARDIFF | 3 | 501 | GARDENA | 1 | 152A |
| CARLSBAD | 3 | 501 | GLENDALE | 1 | 401 |
| CARPENTERIA | 4 | 602 | GLENDORA | 2 | 303 |
| CARSON | 2 | 152A | GOLETA | PCT | PCT |
| CATHEDRAL CITY | 4 | 303 | GRANADA HILLS | 2 | 401 |
| CENTURY CITY | 1 | 101 | HACIENDA HEIGHTS | 2 | 303 |
| CERRITOS | 2 | 151 | HARBOR CITY | 2 | 152A |
| CHATSWORTH | 3 | 401 | HAWAIIAN GARDENS | 1 | 151 |
| | | | HAWTHORNE | 1 | 152A |

THE WINEBRIDGE SOLUTION

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|---------------------------|----|------|-------------------|---|------|
| HEMET | CC | CC | MANHATTAN BEACH | 2 | 152A |
| HERMOSA BEACH | 2 | 152A | MAR VISTA | 1 | 103 |
| HIGHLAND | CC | CC | MARINA DEL REY | 1 | 103 |
| HOLLYWOOD | 1 | 101 | MAYWOOD | 1 | 151 |
| HUNTINGTON BEACH | 2 | 201 | MENIFEE | 3 | 505 |
| HUNTINGTON PARK | 1 | 201 | MIRA LOMA | 3 | 303 |
| IDYLLWILD | CC | CC | MISSION HILLS | 2 | 203 |
| IMPERIAL BEACH | 4 | 504 | MISSION VIEJO | 3 | 203 |
| INDIAN WELLS | 4 | 303 | MONARCH BEACH | 2 | 203 |
| INDIO | 4 | 303 | MONROVIA | 2 | 302 |
| INGLEWOOD | 1 | 152A | MONTCLAIR | 3 | 303 |
| IRVINE | 2 | 201 | MONTEBELLO | 1 | 303 |
| IRWINDALE | 2 | 303 | MONTECITO | 4 | 602 |
| ISLA VISTA | CC | CC | MONTEREY PARK | 1 | 302 |
| LA CANADA | 2 | 401 | MONTROSE | 1 | 401 |
| LA COSTA | 2 | 501 | MOORPARK | 4 | 601 |
| LA CRESCENTA | 2 | 401 | MORENO VALLEY | 3 | 303 |
| LA HABRA | 2 | 201 | MURRIETTA | 3 | 505 |
| LA JOLLA | 3 | 501 | NATIONAL CITY | 4 | 506 |
| LA MESA | 3 | 506 | NEWBURY PARK | 3 | 601 |
| LA MIRADA | 2 | 151 | NEWHALL | 3 | 403 |
| LA PALMA | 2 | 201 | NEWPORT BEACH | 2 | 201 |
| LA PUENTE | 2 | 303 | NORCO | 3 | 303 |
| LA QUINTA | 4 | 303 | NORTH HOLLYWOOD | 1 | 401 |
| LA VERNE | 2 | 303 | NORTHRIDGE | 2 | 401 |
| LADERA HEIGHTS | 1 | 203 | NORWALK | 2 | 301 |
| LAGUNA BEACH | 3 | 203 | OCEAN PARK | 1 | 103 |
| LAGUNA HILLS | 3 | 203 | OCEANSIDE | 3 | 501 |
| LAGUNA NIGUEL | 3 | 203 | OJAI | 4 | 601 |
| LAKE ARROWHEAD | CC | CC | ONTARIO | 3 | 303 |
| LAKE ELSINORE | 3 | 505 | ORANGE | 2 | 201 |
| LAKE FOREST | 3 | 203 | OXNARD | 3 | 601 |
| LAKE SHERWOOD | 3 | 601 | PACIFIC BEACH | 3 | 502 |
| LAKESWOOD | 2 | 151 | PACIFIC PALISADES | 2 | 103 |
| LANCASTER | 4 | 701 | PACOIMA | 2 | 401 |
| LAWDALE | 1 | 152A | PALM DESERT | 4 | 303 |
| LAX – AIRPORT AREA | 1 | 152A | PALM SPRINGS | 4 | 303 |
| LEMON GROVE | 4 | 506 | PALMDALE | 4 | 701 |
| LENNOX | 1 | 152A | PALOS VERDES | 3 | 152B |
| LEUCADIA | 3 | 501 | PALOS VERDES | 3 | 152B |
| LOMA LINDA | 3 | 303 | ESTATES | | |
| LOMITA | 1 | 152A | PANORAMA CITY | 2 | 401 |
| LONG BEACH | 1 | 152A | PASADENA | 1 | 401 |
| LOS ALAMITOS | 1 | 152A | PICO RIVERA | 2 | 301 |
| LOS ALAMOS | CC | CC | PLACENTIA | 2 | 202 |
| LOS ANGELES – DOWNTOWN | 1 | 301 | PLAYA DEL REY | 1 | 103 |
| LYNWOOD | 1 | 151 | POINT LOMA | 3 | 303 |
| MALIBU | 2 | 104 | POMONA | 2 | 303 |
| | | | PORT HUENEME | 4 | 601 |

THE WINEBRIDGE SOLUTION

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|--------------------------|----|------|--------------------|---|------|
| POWAY | 4 | 505 | SIMI VALLEY | 3 | 601 |
| RAMONA | CC | CC | SOLANO BEACH | 2 | 501 |
| RANCHO BERNARDO | 3 | 505 | SOMIS | 2 | 601 |
| RANCHO CUCAMONGA | 3 | 303 | SOUTH CENTRAL L.A. | 1 | 151 |
| RANCHO DOMINGUEZ | 1 | 505 | SOUTH GATE | 1 | 151 |
| RANCHO MIRAGE | 4 | 303 | SOUTH LAGUNA | 2 | 203 |
| RANCHO PALOS VERDES | 3 | 152B | SOUTH PASADENA | 1 | 401 |
| RANCHO SANTA FE | 3 | 501 | STANTON | 1 | 201 |
| RANCHO SANTA MARGARITA | 3 | 203 | STUDIO CITY | 1 | 401 |
| REDLANDS | 3 | 303 | SUMMERLAND | 3 | 602 |
| REDONDO BEACH | 2 | 152A | SUN VALLEY | 3 | 401 |
| RESEDA | 2 | 401 | SUNLAND | 3 | 401 |
| RIALTO | 3 | 303 | SUNSET BEACH | 2 | 201 |
| RIVERSIDE | 3 | 303 | SYLMAR | 2 | 401 |
| ROLLING HILLS | 3 | 152B | TARZANA | 1 | 401 |
| ROLLING HILLS ESTATES | 3 | 152B | TEMECULA | 3 | 505 |
| ROSEMEAD | 2 | 302 | TEMPLE CITY | 2 | 302 |
| ROSSMOOR | 2 | 201 | THOUSAND OAKS | 3 | 601 |
| ROWLAND HEIGHTS | 1 | 303 | THOUSAND PALMS | 4 | 303 |
| SAN BERNADINO | 3 | 303 | TOLUCA LAKE | 1 | 401 |
| SAN CLEMENTE | 3 | 203 | TOPANGA | 2 | 401 |
| SAN DIEGO – North of I-8 | 3 | 501 | TORRANCE | 1 | 152A |
| SAN DIEGO – South of I-8 | 3 | 504 | TRABUCO | 3 | 203 |
| SAN DIMAS | 3 | 303 | TRABUCO OAKS | 3 | 203 |
| SAN FERNANDO | 2 | 401 | TUJUNGA | 3 | 401 |
| SAN GABRIEL | 1 | 302 | TUSTIN | 2 | 201 |
| SAN JACINTO | CC | CC | UNIVERSAL CITY | 1 | 401 |
| SAN JUAN CAPISTRANO | 2 | 203 | UPLAND | 3 | 303 |
| SAN LIUS REY | 2 | 501 | VALENCIA | 3 | 402 |
| SAN MARCOS | 2 | 505A | VAN NUYS | 2 | 401 |
| SAN MARINO | 1 | 302 | VENICE | 1 | 103 |
| SAN PEDRO | 2 | 152A | VENTURA | 3 | 601 |
| SAN YSIDRO | 3 | 501 | VERNON | 1 | 301 |
| SANTA ANA | 2 | 202 | VICTORVILLE | 4 | 702 |
| SANTA BARBARA | 4 | 602 | VILLA PARK | 1 | 201 |
| SANTA CLARITA | 3 | 402 | VISTA | 2 | 505 |
| SANTA FE SPRINGS | 2 | 151 | WALNUT | 1 | 303 |
| SANTA MONICA | 1 | 103 | WEST COVINA | 2 | 303 |
| SANTA PAULA | CC | CC | WEST HILLS | 2 | 401 |
| SANTEE | CC | CC | WEST HOLLYWOOD | 1 | 102 |
| SAUGUS | 3 | 402 | WEST LOS ANGELES | 1 | 101 |
| SEAL BEACH | 2 | 201 | WESTCHESTER | 1 | 103 |
| SEPULVEDA | 1 | 401 | WESTLAKE VILLAGE | 3 | 601 |
| SHERMAN OAKS | 2 | 401 | WESTMINSTER | 1 | 201 |
| SIERRA MADRE | 2 | 302 | WESTWOOD | 1 | 103 |
| SIGNAL HILL | 1 | 152A | WHITTIER | 1 | 303 |
| | | | WOODLAND HILLS | 2 | 401 |
| | | | YORBA LINDA | 2 | 201 |

SERVICES OFFERED BY WINEBRIDGE

STORAGE

Winebridge offers a full complement of in-market storage services to the fine wine and spirits trade. Our fully temperature-controlled facility offers ideal conditions year-round for short-term storage of semi-perishable goods. All inventory is identified and maintained using a state-of-the-art location management system in order to facilitate efficient, accurate inventory control. From bottles to bulk storage and everything in-between, Winebridge has a solution.

DIRECT-TO-THE-TRADE DELIVERY

Using a fleet of fully insulated and refrigerated trucks, Winebridge services the entire Southern California area Tuesday through Friday for deliveries to retailers, restaurants, distribution hubs, “big box” stores and other ABC licensed facilities: from Santa Barbara to San Diego and east to Palm Springs. Our company is experienced with deliveries to all types of accounts and can get your product where it needs to go quickly, with most deliveries handled on a next-day basis. Same day courier services are available for priority deliveries.

RE-DISTRIBUTION (CROSS-DOCKING)

Winebridge’s location just south of Downtown LA, combined with our daily delivery schedule, makes an ideal match for companies that wish to provide daily, weekly or monthly deliveries using a re-distribution or “cross-dock” model from their own warehouse to trade customers via Winebridge trucks. The Winebridge facility opens at 2 am daily to receive cross-docks for same-day delivery and we can handle the largest of re-distribution requests.

ACCOUNT MANAGEMENT

Our proprietary software system is built not only to handle the work of managing inventory and deliveries, but also to provide an integrated invoicing model for customers that wish to provide invoices at time of delivery. In addition, our software model provides indefinite access to Adobe format copies of all POD’s by noon day after delivery, attached in our system directly to the order information.

COMMISSARY

ABC licensed retailers and restaurants looking to reduce over-head by purchasing “in-bulk” or producing house brands of wine can build an efficient and reliable storage and delivery system through Winebridge. From the smallest restaurant to the largest chain, having large volumes of inventory at-hand for next-day delivery can provide crucial supply-chain flexibility.

THE “HOW-TO” GUIDE: GETTING THE MOST OUT OF WINEBRIDGE

STARTING AN ACCOUNT

Starting an account with Winebridge couldn't be more simple. Winebridge can have you up-and-running with a new account in just 24 hours in three easy steps:

- 1.) Call or email our company at either 323-261-8580 or info@winebridge.com and ask for a copy of our storage contract (or redistribution contract for non-storage customers).
- 2.) Fill out the contract in-full and return to Winebridge via fax at 323-263-0403
- 3.) Upon confirmation of contract receipt, provide a list of products to be stored – including codes and descriptions – to our inventory control department.

SUBMITTING AN ORDER FOR DELIVERY

Winebridge offers a variety of methods for order submission:

- Phone (323-261-8580, Ext.102)
- Fax (323-263-0403)
- Email (orders@winebridge.com)
- Online order-entry
- EDI

To submit a delivery order by fax or email, please provide the following:

- The name of your company
- The name of the recipient or delivery account
- The products to be delivered, including:
 - o The quantity of each product
 - o The product code
 - o A brief product description
- Date order is to be shipped by or after (if not next day)
- Any special instructions or information needed to complete your delivery correctly, such as COD, contact information or packaging instructions.

All orders for next day delivery must be received by 3 p.m.

Within one hour of your order submission, you will receive a confirmation from our orders department to confirm your order is submitted and being processed. *If you do not receive this confirmation, please call our office.*

SUBMITTING AN ORDER FOR WILL CALL PICK-UP

Winebridge offers will call services for any sized order for pick-up by individuals, Monday through Friday, 9 am to 4 p.m.

Will Call orders may be submitted by:

- Phone (323-261-8580, Ext.102)
- Fax (323-263-0403)
- Email (orders@winebridge.com)
- Online order-entry
- EDI

To submit a will call request by fax or email, please provide the following:

- The name of your company
- The name of the person(s) authorized to pick-up the will call
- The date and expected time (if known) at which the will call will be picked-up
- The products to be staged, including:
 - o The quantity of each product
 - o The product code
 - o A brief product description
- Any special instructions or information needed to complete your request correctly, such as packaging instructions.

Winebridge will not release Will Calls to persons without either expressed authorization in the will call submission or paperwork at time of pick-up.

All Will Calls should be submitted at least 2 hours prior to pick-up or they will be handled as a "rush" will call. Will Calls with requested or actual pick-up times prior to 9 a.m. or after 4 p.m. may incur additional fees.

TRANSFERRING PRODUCTS TO AND FROM WINEBRIDGE

Inbounds

To transfer products to the Winebridge location, please provide the following information to our receiving department (ext. 112) at least 24 hours before arrival:

- The name of the carrier bringing the product to Winebridge
- The expected date and time (if known) of arrival
- The nature of the product (palletized, loose, bottles, cases, etc.)
- Information about the product, including:
 - o The expected quantity
 - o The product code
 - o The product descriptions

Please remember that when shipping products to us you are shipping the products to yourself care of Winebridge. You are the consignee of the merchandise and are responsible for the shipment until it reaches our warehouse. You, not Winebridge, maintains ownership.

All inventory inbounds require a minimum of 24 hours to process before orders may be submitted against them.

Winebridge is happy to assist you in setting-up a transfer to our warehouse with a third party carrier. Please contact our receiving department (ext. 112) for assistance.

Outbounds

To transfer products from Winebridge, please submit an order requesting the transfer via any of the following methods:

- Phone (323-261-8580, Ext.102)
- Fax (323-263-0403)
- Email (orders@winebridge.com)

The order document should include the following information:

- The name of the carrier picking-up the product
- The expected date and time of pick-up
- The destination for the inventory
- Information about the product to be shipped, including:
 - o The expected quantity
 - o The product code
 - o The product descriptions
 - o Any palletization requirements
- Any other information required to successfully prepare your outbound.

Winebridge is happy to assist you in setting-up a transfer from our warehouse with a third party carrier. Please contact our receiving department (ext. 112) for assistance. *Outbounds that represent account terminations or inventory evacuations may be held until outstanding invoices for service are paid in full.*

HANDLING EXCEPTIONS / REFUSALS / CHANGES

REFUSALS

What do I do if Winebridge encounters a problem delivering my order?

Refusals are an unfortunate part of our industry. When a delivery account refuses inventory for delivery, we will first attempt to contact you via phone or email. Afterwards, the inventory is brought back to Winebridge, an exception report is generated and you are contacted again by phone / email within 24 hours to determine how to correct the exception, as well as provided a copy of the refusal paperwork. Your inventory is then automatically returned to the warehouse and the electronic count amended to reflect this change.

EXCEPTIONS

What happens when something doesn't get delivered due to breakage, mis-pick or other Winebridge error?

Sometimes, despite everyone's best efforts, inventory becomes damaged or an order is mis-handled resulting in a shortage or overage in delivered stock. In these situations, Winebridge will make all efforts to notify your company as soon as possible that an intended order has encountered an exception, either by phone (preferred) or email. Within 24 hours, your company will be provided with an electronic copy of our exception paperwork, which documents the problems that caused the exception.

If Winebridge is at fault for the delivery error, we will make all efforts to correct the delivery as soon as possible – ideally on the next possible delivery day – at no extra cost to your company.

CHANGES TO SUBMITTED ORDERS

What do I do if a customer changes their order after I have submitted it to Winebridge?

If changes to a submitted order pending next day delivery are necessary, Winebridge can accommodate revisions until 6 pm, Monday through Thursday; or 4:00 pm on Fridays for Will Calls. Simply contact orders@winebridge.com or Ext. 102

If there are changes to an order that has been picked and loaded onto a truck for delivery, contact our dispatcher at Ext. 106 anytime during business hours.

DELIVERY POLICIES, FEES AND INFORMATION

Effective January 1, 2012

Standard Deliveries:

1. All orders for delivery must show the complete name and address of each customer along with any special delivery instructions or restrictions. Incorrect or incomplete addresses furnished by the shipper are subject to a correction charge.

2. We will assume delivery can be made any business day between the hours of 8:00 am and 3:00 pm unless delivery instructions state otherwise. Deliveries which require other hours are subject to additional charges.

4. Partial cases or mixed product cases will be charged the full case delivery rate.

5. Merchandise pick ups from your customers will be billed at our prevailing delivery rate. No merchandise will be picked up from an account without your prior written authorization.

6. Cut off time for next day delivery is 3:00 pm. Orders for next day delivery received after 3:00 p.m. for next day delivery are considered "late" orders and will be subject to a "late order charge" or the order will be routed to a later delivery date. All late orders are accepted subject to the approval of our routing managers. If we can not schedule your late order we will contact you for further instructions. If you need "same day" or weekend deliveries, we will contact a courier service at your request and attempt to arrange for delivery.

7. Attempted or Incorrect Deliveries: Any attempted delivery which is incorrect or incomplete due to Winebridge's error will be corrected as soon as is possible at our expense, without any additional charge. Any delivery which cannot be completed or is refused through no fault of Winebridge will receive the normal delivery charge. Any product exchange or product addition to an already completed order will be considered a separate delivery, and our regular delivery rates will apply.

8. Consolidated Delivery Charges: Brokers or sales agents representing multiple suppliers may combine case orders from different suppliers to a single account on a single day to attain lower per case charges; provided, however, that all the cases are on a single order.

Standard Delivery Charges:

- Products, which are in storage at our Southern California warehouse, are charged delivery rates from our Storage Delivery Rate Sheet.
- Products not in storage at our Southern California warehouse (redistribution) incur an additional charge of \$.55 per carton.
- Delivery charges are determined by the number of cartons per order to one account at one time. For billing purposes we divide our Southern California service area into four Delivery Zones. Charges differ for each Delivery Zone.

Delivery and Will Call Order Processing:

- All orders are shipped on a Winebridge Shipping Order. This document becomes the POD after delivery or pick-up.
- Orders transmitted to us via online client data entry or EDI incur no Order Processing charge.
- Orders transmitted to us via fax or E-Mail incur a \$1.50 per order charge.
- Phone-in orders incur a \$3.50 per order processing charge.

Address Corrections: \$5.00 additional charge for an incorrect or incomplete address.

Appointments: Accounts requiring an appointment for delivery will incur a \$5.00 appointment fee per order.

COD Orders: There will be an additional \$8.80 charge for all COD or “driver collect” shipments delivered by Winebridge trucks. It is your responsibility to alert your customer to a pending COD shipment. **Our driver will wait up to 15 minutes to pick up a check. If after this period a check is not available, the driver must go on to the next stop.** You will be charged as if the delivery had been completed. Under normal circumstances, our drivers are not allowed to accept cash from your customers. Cash COD’s will incur an additional Money Order processing fee.

Monthly Access Fee: A monthly fee of \$20 is billed to all storage clients for maintainance of your on-line historical transaction data covering inventory in-bounds and out-bounds, item depletion anlysis, customer sales analysis and the like. Our Inventory Management system is the most powerful in our industry and offers you a wealth of useful information regarding your business with us.

Deliveries to Non-Licensed Businesses or Residential Deliveries:

- Arrangements must be made in advance by you or your company to ensure that there is an adult present to sign for the merchandise.
- You must also provide us with the phone number of the recipient before delivery will be attempted.
- If you or your customer authorizes us to do so, we will leave merchandise at a residence without a signature, or at a neighbor’s house. Winebridge cannot be held responsible for merchandise left without a signature.
 - o Deliveries to Offices – Standard Delivery Rates + \$5.50
 - o
 - o Deliveries to Residences – Standard Delivery Rates + \$11.00

Fuel: This surcharge applies to all deliveries made on Winebridge vehicles and is tied to the current price of diesel fuel.

Revisions and add-ons

Once an order has been submitted to Winebridge for processing, any changes, add-ons, cancellations or other significant changes that require the processing of the order to be significantly altered are covered by the Monthly Access Fee. **Online entry and EDI orders are not considered submitted for processing until a confirmation email has been sent to the orders department.**

“One Sided” Deliveries: Certain accounts require shortened or specific delivery windows. If the delivery window is less than 4.5 hours, Winebridge considers this a “one-sided delivery” as it affects our ability to route efficiently. There is a \$10.00 per order additional charge for this service.

Proof of Delivery (POD): Our completed shipping orders are signed by the receipt and available digitally to our customers online within 24 hours of shipment. Hard copies of PODs are available at a charge of \$5.00 per order, or \$15.00 per order if the order is more than 30 days old.

Chain Store Deliveries

1. Chain warehouse or club store deliveries which require us to make a delivery appointment with them will be subject to a \$5.00 appointment charge. Normally these appointments require a 2 to 3 day lead time, and the chain requires that we provide them with a P.O. #, your vendor # and the total number of cases to be delivered. Please do not schedule the appointment yourself.

2. Waiting Time: If we are on time for our delivery appointment but we are forced to wait more than 15 minutes before unloading, you will be assessed a \$15.00 charge per 15 minutes additional waiting time after the first 15 minutes. If we cannot unload after waiting a total of 45 minutes, we must go on to our next stop. You will be billed for the delivery and wait time, and we will contact you before rescheduling another appointment. If we are late for our appointment, there is no charge for waiting time.

Deliveries to High Security Facilities

Certain delivery locations require additional delivery time and/or clearances in order to service these facilities. These facilities include (but are not limited to) airports, amusement parks, convention centers and military bases. Deliveries to any of these locations incur an additional delivery fee of \$20 per delivery order.

U.P.S. / FEDEX / GSO Shipments:

We maintain accounts with UPS & FedEx and small orders can be packaged and shipped on your behalf, subject to the terms and conditions that UPS and FedEx impose on wine & liquor. Applicable "out" charges and bill of lading charges will be added to all orders shipped via these services, in addition to the carrier's charges. We cannot ship UPS or FedEx orders freight collect, nor can we guarantee specific delivery dates or times for either of these carriers.

U.P.S. / FEDEX / GSO Shipment fees:

- **Shippers (protective sleeves)** : We have 6 bottle and 12 bottle UPS approved styro shipping containers on hand and offer them for sale at \$7.00 and \$12.00 each.
- **UPS 10% Fee:** For clients without their own UPS account, Winebridge will charge an additional 10% of the U.P.S. shipping fees in order to process the UPS shipment on the Winebridge account. For clients with a unique U.P.S. account, this fee will not be charged.

WILL CALL POLICIES, FEES AND INFORMATION

Hours

- Winebridge Will Call hours are 9 a.m. to 4 p.m., Monday through Friday
- Will Calls with requested or actual pick-up times before or after established will call hours may incur an additional fee.

Will Call Order Submission

- All orders for will call must be submitted at least two hours prior to expected pick-up
- Will calls with requested or actual pick-up times less than two hours after submission will incur a “rush” fee of \$20
- Orders that are to be picked-up by a third party carrier (as opposed to an individual) will be handled as a “common carrier outbound” as outlined under Warehouse policies.

Pick-up

- All persons entering Winebridge for Will Call pick-ups MUST enter through the main office and check-in with Winebridge staff prior to entering the will call area or warehouse. Persons are not to enter through the dock or receiving door unless authorized by Winebridge staff.
- Persons must obey all safety postings, measures and instructions issued by Winbridge staff while in the warehouse.
- Persons may not enter any area of the warehouse beyond the will call pick-up area without authorization from Winebridge staff and an accompanying staff member.
- Persons may be asked to leave the warehouse at any time if they are found in violation of any of the above policies.

Fees

- All Will Calls incur a minimum fee of \$5.50 for orders less than 10 cases.
- All orders that are 10 cases + are billed at a \$0.55 / case rate
- Normal order processing and warehousing fees will also be attached to a will call order (ie order processing fee, split case, etc.)

WAREHOUSE POLICIES, FEES AND INFORMATION

WAREHOUSE HANDLING AND STORAGE RATE SCHEDULE

Effective January 1, 2011

- Warehouse “In” Charges:** - \$0.75 / Case
- Warehouse “ Out” Charges:**
- if delivered via our vehicle - no charge
 - will calls and UPS shipments - \$0.55 per case > 10 cases
\$5.50 flat minimum charge for <= 10 cases
- Re-Distribution Charge** Wines which are shipped to us for immediate redistribution via our truck are not subject to “in” charges, but incur a \$.55 per case “out” charge in addition to our regular delivery charges.
- Restocking Charge:** A \$.75 per case charge is imposed when orders that have been pulled and/or shipped are cancelled or refused by the customer and no re-delivery is scheduled.
- Bottle Pick Fee:** **Eliminated as of 10/01/2010**
- Container Unloading:** Shipments requiring separation and palletizing will be charged at the rate of .30 per case, in addition to the standard “ in” charges
- Storage Charges:** Storage charges are assessed per line item (SKU) at the first of every month.
- There is a minimum charge of \$7.50 / month / SKU for 10 cases or less, after that:
- \$.35 per case per month or fraction thereof (12/750ml or equivalent) (all case types)
 - \$.25 per loose bottle / month or \$7.50 flat / SKU if bottles do not have additional case inventory
- *Received inventory is charged a pro-rated inventory rate from date of receipt for first month in warehouse.*
- Miscellaneous Labor Rates:**
- Warehouse clerk \$30/hr
 - Warehouse supervisor \$45/hr
- Rush Charge:** Newly received inventory requires 24 hours to process. If inventory must be pulled from newly received inventory less than 24 hours after receipt of inventory at Winebirdge to fulfill orders or will calls, the following fees will be applied to each fulfilled order:
- Minimum per delivery order or will call on inventory in warehouse less than 24 hours: \$25.00
- UPS Shipping Fees:** UPS pick-ups that are billed through the Winebridge Account receive a 10% additional Processing fee based on the shipping cost quoted by UPS. To avoid this fee, please provide Winebridge with the billing code for your company’s UPS account.

THE WINEBRIDGE SOLUTION

Common Carrier / Third Party Carrier Pick-ups:

20 cases or less: \$10.00
Each case after 20: \$0.55 / Case

Other Charges:

Please review our “**Storage Contract**” for all information relative to our miscellaneous charges.

KEG STORAGE SERVICES RATE SCHEDULE

| | |
|-----------------------------------|--|
| Warehouse “In” Charges: - | 1.00 per keg |
| Warehouse “ Out” Charges: | |
| if delivered via our vehicle - | no charge |
| will calls and third parties - | \$6.00 flat minimum charge for < 5 kegs 1.00 / keg each keg, > = 5 kegs |
| Re-Distribution Charge | Kegs, which are shipped to us for immediate re-distribution (eg Cross Dock) will be handled at \$1.00 / Keg |
| Pick-up for Re-dis Charge: | Kegs picked-up by Winebridge vehicles for immediate next-day re-distribution will be serviced at \$2.00 / keg, which includes pick-up and re-distribution charges. |
| Storage: | |
| 5 gal kegs | \$0.75 / keg / month, no minimum |
| 13 gal kegs | \$1.50 / keg / month, no minimum |

WAREHOUSE POLICIES

Receiving: Merchandise received at our warehouse will experience a 24 hour waiting period before it is available for shipment. All wines received for entry into storage are subject to the standard “in” charges or “handling” charges, per our Warehouse rate sheets. All inbound shipments are checked at their time of arrival for completeness and merchantability. Any discrepancies from the carrier’s bill of lading will be reported to the shipper within 24 hours of receipt. Any damaged merchandise will be held for inspection for 30 days at shipper’s request, after which time it must be removed from the warehouse.

Import Containers: Import containers are required to be preceded by an “Incoming Product Report” and all import containers are subject to a container unloading charge of \$.30 per case.

Inventories: Access to your inventory information is available electronically at any time. All inventory reports are assumed to be accurate if no written report of discrepancy is received by us within 30 days of changes to inventory. Winebridge is not liable for any claims of variance or loss received after 30 days from date of inventory report. Physical inventories are conducted twice annually. If you require more frequent physical inventories, Winebridge personnel can conduct a physical inventory of your merchandise in storage at our prevailing warehouse labor rates.

Breakage: Winebridge is serious about the care of your products and uses its best efforts to ensure the safety of your merchandise at all times. Bottle breakage however is an unfortunate part of product handling and transport and unless your products are covered for loss under your own insurance policy bottle breakage is part of your cost of doing business. Winebridge will bear responsibility for only that amount of "Breakage or Unexplained Shortages" which exceed one tenth of one percent (0.001) of all of Customer's case lots received by Winebridge during any rolling twelve (12) month period. The maximum \$ amount to be reimbursed to the Customer for "Breakage or Unexplained Shortages" is limited to the wholesale value per case, pro-rated for any partial cases, not to exceed \$100.00 per 9 liter case. If no California wholesale price has been established, Winebridge's liability is not to exceed 50% of the California retail price (subject to the \$100.00 per case maximum). "Breakage" shall not include any stained or torn labels, damaged foil or packaging that can be replaced. Winebridge shall have no liability whatsoever for breakage caused by common carriers, Customer's employees, or earthquakes (and other geological events).

Product Evacuation: If you wish to evacuate our warehouse, all charges for storage and other services must be paid in full prior to the time of evacuation. Winebridge reserves the right to withhold evacuation of your merchandise until all charges have been paid in full.

ACCOUNT ADMINISTRATION

CUSTOMER SUPPORT AND ONLINE SYSTEM

Winebridge provides a fully comprehensive online inventory and order management system that is accessible to all Winebridge customers 24 hours a day, 7 days a week. Using this system, Winebridge clients can view up-to-the-second inventory reports, proof of deliveries, information on product receipt history, delivery history and billing information.

To assist our customers in using this system, Winebridge has prepared a comprehensive training and instruction guide for our customers. To receive this guide – or a new login and password – please contact Winebridge at any time for a copy.

Winebridge provides one (1) hour of technical training and support to all new customers to both set-up the account and to train customers in the use of Winebridge's online inventory and POD management system.

Additional services that will be billed at the hourly office personnel rate:

- Requests for unorthodox account set-ups
- Requests for multiple logins
- Addition of salesreps to online system
- Additional training for system use
- Re-requests for passwords and login information (excessive)
- Requests for changes to Winebridge product or brand database
- Other requests that require system manager time beyond initial account, brand / product or login set-up.

BILLING

Winebridge bills weekly or monthly (dependent on customer volume) for all services with the exception of storage, which is billed monthly.

Winebridge's payment terms are NET 15 days from the date of our invoice.

Winebridge provides weekly / monthly invoices via hard-copy paperwork mailed to the mailing address provided in your storage contract. Starting in January 2010, the detailed list of these charges that accompanies this paper invoice will no longer be sent by mail, but rather via email to your listed email contact. Copies of this report may be generated online via your login at our website following the instructions in your login manual.

Winebridge reserves the right to withhold shipments where payment has not been received in a timely manner. Accounts that are severely delinquent will be placed on "hold" status, at which point no inventory may be requested for delivery, will call or transfer until past due invoices are paid in full. A re-activation charge of \$25 will be assessed to accounts that are placed on "hold" status once invoices are paid in full.

Winebridge considers products left in our warehouse for more than three months without payment of storage charges as abandoned. Please see your storage contract for more information.

Winebridge prides itself on accurate invoicing of customers for services rendered, though we recognize that mistakes can and will occur. **Winebridge asks that any concerns with an invoice be addressed within the window of the NET 15 days term provided for payment of an invoice so that we may react to these issues in a timely manner.** If billing concerns regarding an issue are brought to Winebridge's attention after the end of the net 15 day term for payment, Winebridge will apply additional fees for any research or extra work required to resolve the issue. Work required to address delinquent payments may also be charged at the hourly rate for time required to resolve past due payments.

Frequently Asked Questions

How do I get an inventory report?

Winebridge provides constant, live, up-to-the-second inventory reports via our online system, accessed via our website, www.winebridge.com For login and password information, please contact us at info@winebridge.com or 323-261-8580

How do I know what time my client / customer will receive their delivery?

Winebridge has invested in a highly accurate and fully integrated GPS tracking system for all of our drivers that allows our dispatch to monitor the progress of our daily shiplists. While this information isn't posted live to the internet at this time, a call to our dispatch center (Ext. 106) will put you in touch with someone that can give you an ETA on your delivery.

Why can I only get an ETA for delivery and not an exact time?

The process of shipping large volumes of inventory over a large geographical area leaves a multitude of variables that may slow or speed our drivers' delivery times. We can make accurate guesses based on driver-provided data and experience, but an exact ETA is often difficult to provide even in the best of circumstances. Winebridge does its best to assure that delivery windows are met and deliveries made within our standard delivery hours, but the realities of shipping sometimes interfere with that goal. When they do, we will do our best to complete deliveries ASAP.

Why do I have to wait 24 hours once my inventory arrives before I can place orders on it for delivery or will call?

Winebridge has learned through experience that the need for the initial counting, locating and receiving of a product – even one that has been through the warehouse many times before – is the most critical stage in accurate inventory maintenance. In order to facilitate our ability to provide the best inventory storage in the industry, Winebridge maintains a strict 24 hour waiting period on all inventory receipts so that our staff can properly receive the product into stock. In an instance where newly received inventory is needed immediately before the 24 hour period is complete, customers can request orders or will calls to be filled for a small additional fee that covers the costs associated with rushed inventory requests.

Why did I only receive a paper invoice and no paper copy of the billing transaction report to go with it?

As of Jan. 1, 2010, Winebridge only mails the paper copy of your invoice and no longer sends a paper copy of the associated back-up billing transaction report. Instead, the billing transaction report is now sent via email when the invoice is generated in our system. We made this change so that Winebridge could provide better, more environmentally friendly service to our clients. The electronic billing transaction report is exactly the same as the old paper copy and will appear exactly the same as the old one did: just electronic. ***It is our estimate that this change will eliminate approximately 20,000 pages of printed material a year.*** If you are not receiving these emails, please contact us at 323-261-8580 or at info@winebridge.com

Why was I billed a 10% UPS service fee?

For years, Winebridge has provided UPS services at little additional cost to our customers using our own UPS account for shipping. UPS bills Winebridge directly weekly, debiting their fees automatically. Winebridge then has to bear these costs until our clients remit payment on their invoices for UPS shipping charges: a process that can unfortunately stretch out for long periods of time when customers are delinquent in remitting payment for service. As such, Winebridge has determined that it is most effective if our customers establish their own UPS shipping accounts. Customers that have their own UPS account will not be billed the 10% service fee when UPS shipments are generated; customers that use the Winebridge account will be assessed the UPS service fee in order to finance the additional costs of providing this service.

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