Frequently Asked Questions About Fine Wine & Good Spirits Sales During the COVID-19 Public Health Crisis

While we’re working to keep our customers, communities and employees safe, we thank you for your understanding and patience as we balance the desire for wine and spirits with our efforts to help mitigate the COVID-19 public health crisis.

STORE OPENINGS

Which store locations are now open, and how did you decide on them?

As of Friday, May 15, most Fine Wine & Good Spirits in counties designated in the yellow phase of COVID-19 mitigation efforts will reopen with limited in-store public access and modified hours. For a list of these stores, click here. As more counties transition into yellow and green phases, we’ll consider opening more stores to allow greater public access.

What precautions will stores and employees be taking to ensure a safe shopping experience for customers?

The following mitigation efforts will be in place at stores open for limited in-store public access:

- Stores will limit the number of customers in any store at a given time, allowing no more than 25 people (employees and customers) in any location and further restricting the number of customers in smaller stores.
- The first hour each store is open each day will be reserved for customers at high risk for COVID-19, including those 65 years of age and older. Voluntary compliance from all customers is encouraged in the interest of protecting the health and safety of our most vulnerable community members.
- Customers and employees will be required to wear masks and practice social distancing, guided by signage throughout the stores.
- Signage will also direct customers to follow one-way patterns to avoid cross-traffic and encourage them to refrain from touching products unless they intend to buy them.
- Plexiglass has been installed at registers to provide a physical barrier between employees and customers at checkout.
- Store employees will perform enhanced and frequent cleaning and disinfecting, and store hours will be modified to ensure appropriate time for cleaning and restocking.

How many products will customers be allowed to purchase in a store?

There are no limits on in-store purchases.

What are the accepted methods of payment in a store (i.e., can you pay with cash)?

You’ll be able to pay with debit/credit or cash in a store, but credit cards taken over the phone are the only payment method accepted for curbside pickup.

Can I return products purchased online or in a store?

All sales are final, and no returns will be accepted until further notice.

Will the number of curbside orders be reduced at these locations?

Each store reopening to limited public access will continue offering curbside pickup to the best of its staff's ability.
CURBSIDE PICKUP

Which stores are offering curbside pickup?
Starting the week of May 4, 580 Fine Wine & Good Spirits across the commonwealth are accepting orders by phone for curbside pickup. For a list of these stores, click here.

How do I place an order for curbside pickup?
Orders for curbside pickup are only accepted by phone; no orders will be taken in person at the store, through email or via voicemail. Online orders aren't available for curbside pickup. Most stores will support curbside service Monday through Saturday — taking a limited number of orders on a first-call, first-served basis beginning at 9 a.m. each day and scheduling pickup appointments between 9 a.m. and 6 p.m. those days — but some stores will operate on more limited days and hours. To find the phone number of your local store, click here.

What products are available to order?
Each store has its own unique inventory, and store associates will guide callers through the products available for purchase before finalizing each order and taking credit card payment by phone.

How does the pickup process work?
A pickup appointment will be scheduled within a few days of order placement. Customers should arrive promptly at their scheduled pickup time, where they'll be required to present identification before the order is delivered. Car pickup is available for stores with parking lots, and signage will help guide customers where to park. At stores without a parking lot, customers must walk up to and wait outside the store during their designated pickup window.

What are the order limitations?
Curbside pickup orders are limited to one order of up to 12 bottles, per customer, per store, per day. Credit cards are the only accepted form of payment, and all curbside pickup sales are final (no returns).

How many orders is each store accepting for curbside pickup each day?
Each store is accepting the first 50 to 100 orders placed each day, on a first-call, first-served basis, until fulfillment capacity grows to accept more orders per day.

I missed my curbside pickup window. What happens now?
If you missed your assigned pickup time, a store associate will attempt to call and reschedule up to three times.

How are you keeping your employees safe as they return to work?
The PLCB is implementing public health best practices to ensure safe environments for our staff. Prior to reopening to employees, each facility supporting e-commerce and curbside pickup order fulfillment was professionally sanitized. Additionally, enhanced and more frequent cleaning and disinfecting practices are being practiced, employees are being provided masks, gloves and frequent opportunities to wash hands, and the number of employees working in a facility at any time is limited to maintain social distancing protocols.
ONLINE ORDERING

WEBSITE ACCESS AND ORDER LIMITATIONS:

You announced that FineWineAndGoodSpirits.com was reopening, but I can't access the site. Why?

Currently, site traffic exceeds our ability to accept and fulfill orders in a timely manner, so we're limiting the number of orders we accept each day. Orders aren't accepted by phone, email or through social media.

Why are only a limited number of customers allowed to place orders per day? How are you deciding who is and isn’t able to order, and what does random access mean? Should we keep trying to visit the site all day or once a day? Does it recognize my IP address or Fine Wine & Good Spirits login?

Access to FineWineAndGoodSpirits.com is currently randomized to avoid overwhelming the site with high traffic, allowing for prolonged access throughout the day. We won't get into technical aspects of limited access in the interest of protecting the integrity of the site. If you visit the site and are unable to shop at that time, please try again in a couple of hours or in the coming days.

When will I get access to the site? Do I need a specific link or account to access the website?

As our fulfillment capacity increases, we'll continue to increase the number of orders accepted each day, but we anticipate demand will continue to exceed capacity for some time. No account or special link is required to access the site or shop the available selection. No one receives priority access to the site.

How will those who are granted the opportunity to shop be contacted or know they can shop?

If you’re prompted with a message to "SHOP NOW" then you’re able to shop. If you don’t get that message, we suggest trying again in a couple of hours or in the coming days. Each day, the site will alert customers when orders are no longer being taken because we've reached our daily order limit.

Why isn’t my preferred product available online? Where can I view the list of products currently available to buy online?

To make sure we can fill orders quickly and efficiently, we're currently offering a reduced catalog of our top-selling wines and spirits. When you're granted access to shop the site, you'll see the products available for purchase at that time.

While I was shopping, I received a page that said we've reached maximum capacity for the day and to please come back tomorrow. Will I be granted immediate access? What time should I try?

Please accept our apologies. While you were on the site, we reached our maximum number of orders for the day. Please come back tomorrow to complete your shopping (but within 24 hours of when you tried to place your order). To have automatic access to the site, you must use the same device and allow cookies in your browser.

Why do you recommend I use Chrome or Firefox when shopping online?

We've discovered that other browsers occasionally present issues with order confirmation. To avoid order complications, we recommend using Chrome or Firefox.
What's the difference between the different entry messages on the website?
When visiting our site, you’ll be prompted with one of the three following messages:

Thank you for being a valued customer.
We're currently unable to take your order and apologize for the inconvenience.
A limited number of orders may be placed each day. We've randomized access to enable us to fulfill orders quickly and efficiently. The daily number of orders are limited to expedite processing. Please try again in the next few hours or coming days.
We appreciate your patience and understanding.

Please use Chrome or Firefox for the best experience when visiting our website.

The message above means you weren’t granted access at that time, and we encourage you to try again in the next couple of hours or in the coming days.

Thank you for being a valued customer.
Shop a limited selection of our top-selling wines and spirits.
Orders are currently limited to six bottles, and one order per Pennsylvania address per day.®
We appreciate your understanding and patience in these unprecedented times.

SHOP NOW

®See homepage for additional details.

The message above means you have access to shop and should click the “SHOP NOW” button to begin.

FineWineAndGoodSpirits.com has reached fulfillment capacity and is currently not taking any more orders.

We apologize for the inconvenience. Please try again in the coming days.
We value you as a customer. Thank you for your continued patience and understanding.

Please use Chrome or Firefox for the best experience when visiting our website.

The message above means we have reached our order limit for the day and encourage you to try again in the coming days.
When will the site be fully up and running?
At this time, we don’t have a date. We’re working to implement new and improved processes to meet customer demand. Once we have an update, we’ll share on our social channels, website and send out an email to those signed up to receive our marketing messages.

Why can’t we order online and pick up at a store?
At this time, most of our stores remain closed. The decision to close stores was made in consultation with public health officials and the Governor’s Office. We understand the disruption it’s caused to Pennsylvania customers and licensees, and more information will be made available as we finalize plans to reopen the remainder of our stores while supporting our employees, licensees, suppliers and customers to the best of our ability in these uncertain times.

The site is down, when will it be fixed?
We’re currently providing limited access to FineWineAndGoodSpirits.com to avoid overwhelming the site with high traffic. Access to the site is randomized. We’re constantly working to implement new and improved processes to meet customer demand. We suggest trying again in a couple of hours or in the coming days.

How is it fair if one consumer can get access multiple times, when I can’t even get in once?
If you have evidence of people being able to access the site multiple times per day, please email ra-lbconsumer@pa.gov so we may look into it.

ORDER COMPLICATIONS & CUSTOMER SERVICE:
I was able to place an order, and see a hold on my credit card, but I can’t see my receipt and haven’t received a confirmation. Now what?
If you placed an order but didn’t receive a confirmation email, please fill out and submit this form. A member of our customer service team will get back to you as soon as possible.

I was able to access the site to place an order and received my confirmation email. Now I received a notice that my order was canceled. Why?
We’ll need more information to assist you. Please fill out and submit this form. A member of our customer service team will get back to you as soon as possible.

How long will it take to receive a response from customer service?
While we can’t give you a specific time frame, customer service will make every effort to respond to you as soon as possible in the order that inquiries are received.

How long will it take for my order to ship and be delivered?
We make every effort to process orders within three days of them being placed. Once your order ships, you’ll receive a notification email with a tracking number from UPS to track your delivery.

I placed an order in March that was canceled. Will it be filled, or how do I reorder?
Unfortunately, orders placed and canceled before April 1 can’t be fulfilled, and we apologize for that inconvenience. If you’d like to submit a new order (limit of six bottles per order from a catalog of our top-selling wines and spirits), you can visit FineWineAndGoodSpirits.com. Entry to the site is randomized, so if you’re unable to shop now, please try again in a couple of hours or in the coming days.
Will I receive a confirmation number for creating an account?
You won’t receive a confirmation number for creating an account, nor do you need an account to place an order.

My item was damaged during shipment. Now what?
Please pursue the UPS damage claims process. Once the order is received back at the distribution center from UPS, we’ll replace the damaged product(s) and reship your order.

PRODUCT SELECTION:

Why isn’t my preferred product available? Where can I view the list of products currently available to buy?
To make sure we can fill orders quickly and efficiently, we’re currently offering a reduced catalog of our top-selling wines and spirits. When you’re granted access to shop the site, you’ll see the products available for purchase at that time.