

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?

Nearly all Fine Wine & Good Spirits are open with limited in-store public access and modified hours. For detailed information on a store near you, please visit the store locator page at [FineWineAndGoodSpirits.com](https://www.finewineandgoodsprits.com). As counties transition between COVID-19 mitigation phases, we'll update store access information accordingly.

How are you keeping your customers safe as you reopen stores?

The PLCB is implementing public health best practices to ensure safe environments for our staff and customers. Prior to reopening each facility supporting e-commerce, curbside pickup and in-store public access was professionally sanitized. Additionally, enhanced and more frequent cleaning and disinfecting practices are being practiced, employees are provided masks, gloves and frequent opportunities to wash hands, and the number of employees and customers in a facility at any time is limited to maintain social distancing protocols.

What precautions will be taken 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

What stores are offering curbside pickup?

All Fine Wine & Good Spirits open for in-store shopping are also offering call-ahead curbside pickup. For details on these stores and to find additional stores only offering curbside pickup, go to the store locator page on [FineWineAndGoodSpirits.com](https://www.finewineandgoodspirits.com).

How do I place an order for curbside pickup?

Orders for curbside pickup are accepted by phone; orders will not be taken in person at the store, through email or via voicemail. To find the phone number and hours of your local store, go to the store locator page on [FineWineAndGoodSpirits.com](https://www.finewineandgoodspirits.com).

What products are available to order at my local store?

You can view a store's inventory by selecting a store before calling to place your curbside order. [Find a store](#) by clicking "Choose Store" from the top of any page.

How does the pickup process work?

A pickup time will be scheduled when you call to place your order. 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?

Credit cards are the only accepted form of payment, and all curbside pickup sales are final (no returns).

I missed my curbside pickup window. What happens now?

If you missed your assigned pickup time, a store employee will attempt to call and reschedule up to three times.

ONLINE ORDERING

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.

Can I pick up my online order at the store through curbside pickup?

Yes, a store employee will notify you when your order arrives, at that time, you can arrange a time for curbside pickup. 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.

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 contact us at ra-lbpawineandspirits@pa.gov. 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.

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.

I only received part of my online order, has the rest of my order been canceled?

No, orders are being fulfilled from multiple locations and may arrive in multiple shipments. If you received a partial order, check for additional communication from UPS with tracking information for the additional package(s). If you don't receive the remainder of your order within seven days, please contact us at ra-lbpawineandspirits@pa.gov.