

Greetings:

As we approach our very busy fall and winter seasons, we would like to take this opportunity to remind all of our wine storage customers of some important procedures which will help ensure the timely and efficient processing of outgoing and incoming wines for storage:

- All requests for wine pulls must be submitted via email to storage@westpalmwines.com, and must include box number, quantity and description of the wines to be removed. No wine pull requests will be accepted by telephone. Wines will be ready for pickup **on the third business day following the date of the request** (for example, wines requested on Monday will be ready by Thursday morning, and wines requested on Saturday or Sunday will be ready by the following Wednesday morning). Wine pulls in excess of five cases will require additional processing time.
- Please make certain that we receive a complete list of all incoming wines **prior to delivery**. The list may consist of a forwarded email from the retail establishment or winery in question (provided the exact wines are listed, as many emails are merely shipping confirmations), or you may list the wines yourselves in an email. This way, we will be able to verify the accuracy of all shipments and catch any errors and/or omissions.
- **Once a storage bin(s) is full, no further incoming shipments will be accepted unless a request to pull an equal amount of wine accompanies the list of incoming wines.** You will receive a notification from us when your bin(s) is nearly full. We are close to 100% capacity in our warehouse, and have no additional storage bins to offer at this time.

We strive to process all incoming and outgoing wines for storage as quickly and accurately as possible, and sincerely appreciate the cooperation of all of our wine storage customers at this high-volume time of the year. Please let us know if you have any questions or concerns.