

## Wine.com Receives Top Rating for Customer Service from STELLAService

SAN FRANCISCO, CA – September 26, 2011 – [Wine.com](http://www.wine.com), the #1 online wine retailer, today announced that it received an “ELITE” rating for online customer service from the independent customer service ratings agency, [STELLAService](http://www.stellaservice.com). Only 5% of online retailers evaluated receive the “ELITE” rating, and Wine.com is among that exclusive list.

“Our goal is to deliver an outstanding experience for wine consumers, from helpful information and date-specific delivery to outstanding customer support,” said Rich Bergsund, Wine.com CEO. “We are very proud to have our efforts recognized by such a reputable third-party.”

STELLAService independently scores websites across 350 dimensions in the categories of usability and online tools, shipping, delivery and returns, and customer support to determine the customer service rating. Wine.com was noted as outstanding in the areas of extensive product knowledge, great email support, quick shipping, and date-certain delivery available.

### About STELLAService

Dedicated to helping consumers make more informed online shopping decisions, STELLAService is the first and only independent provider of customer service ratings for online retailers. The company leverages a nationwide network of full-time mystery shoppers to evaluate each site undercover, ensuring findings that are unbiased and true to the shopping experience. STELLAService has been profiled in Advertising Age (“[STELLAService strives to give e-tailers credibility](#)”) and its data has been featured in outlets such as [Time](#), [SmartMoney](#), [Consumerist](#), and [Business Insider](#). Based in New York City, the company also publishes reports and other research to help companies worldwide improve their service operations. For more information, visit <http://www.STELLAService.com>.