

Returns Process for Licensees

- All Sales are final and cannot be returned unless product is damaged, mis-shipped or QA Product Recall
- Only damaged items during transport will be processed for credit
- Customer Complaints must have a valid signed **Convenience Outlet/Retail Store Customer Product Quality Complaint Form (LCB 2457)**
- LCO Operator breakage or customer breakage within the store or after receipt will not be accepted for returns
- **Stockpiling of returns will not be accepted**
- Your returns must be submitted within **48 hours** of your delivery
- QA recalled products must be reported immediately upon notification for shelf removal
- Please quote the QA recall # when requesting pick up of this product
- Driver's will only pick up approved returns which will be accompanied by paperwork, signatures of both Driver and Operator are required.
- All product return requests must be made within thirty (30) days of the purchase date and must be accompanied by the original sales invoice to receive a refund to the original payment method used for the purchase.

How to Access the Return Application:

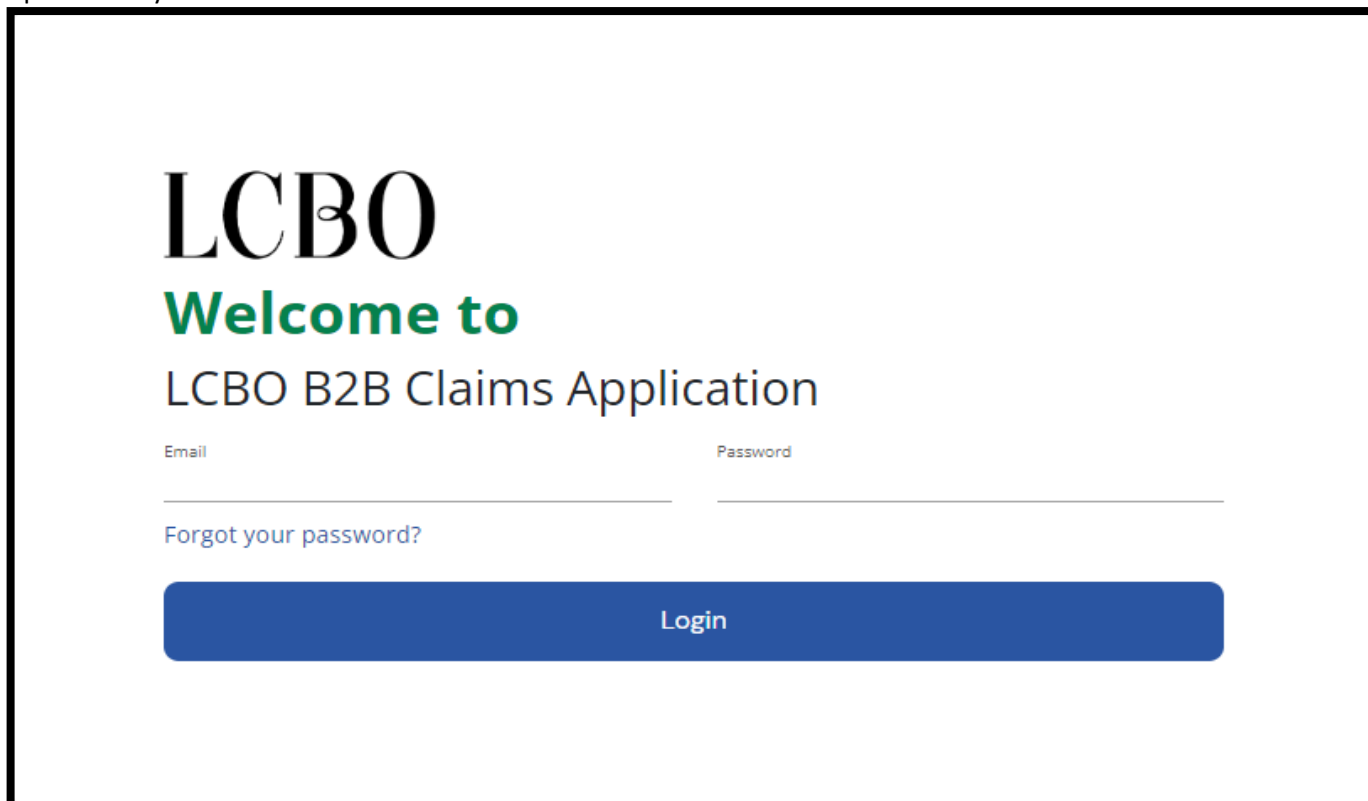
The application is accessible on desktops, mobile or tablet devices. Click this link <https://lco-claims.lcbo.com/> to access the application and enter your Login and Password provided by B2Breturns@lcbo.com, click **LOGIN**.

- The return process for products purchased from a depot and delivered by LCBO carrier on behalf of the customer is as follows:

If you do not receive a Login, please contact B2Breturns@lcbo.com.

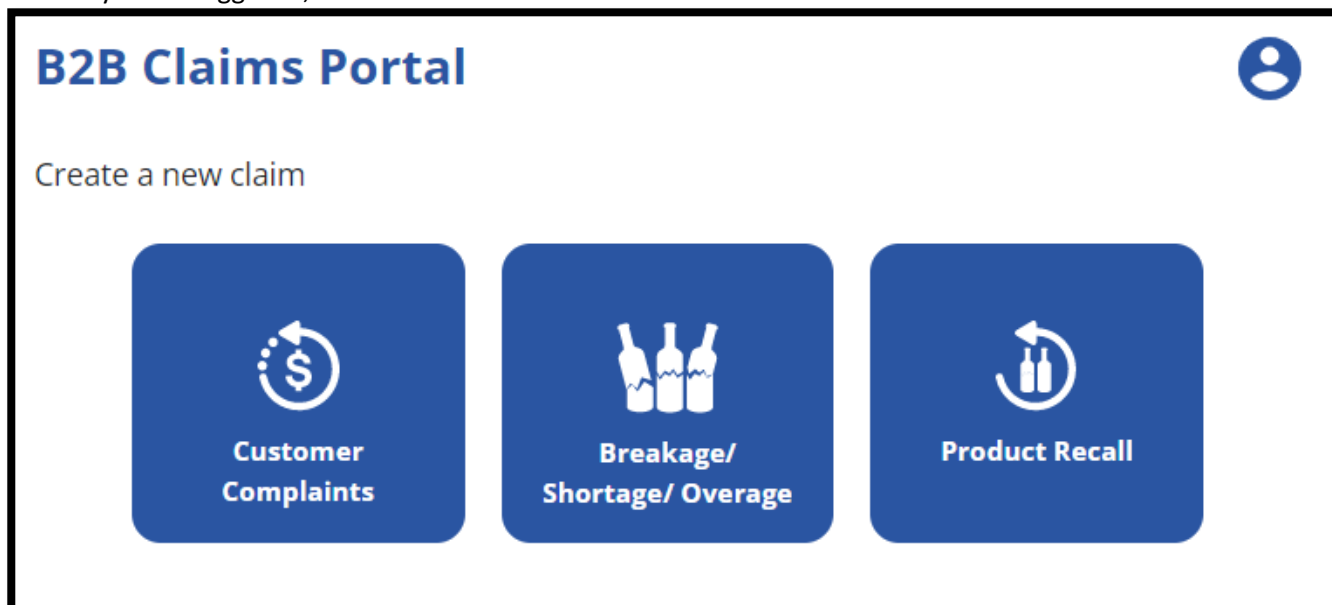
- • The first step is to submit a request for product return through the B2B Claim Application. Drivers will only pick up approved returns which will be accompanied by paperwork. Signatures are required for both the driver and customer.
- • Product must be in good, saleable condition (unopened, label intact, etc.)
- • Have your return product ready for pick up by the driver.
- • Notify staff that there is product to go back with the driver
- • Ensure all returns items are packed appropriately in sealed boxes
- • Once the driver picks up the product, you will receive a return reference along with a detailed list of the returned items.
- • The products are then brought back to our facility for inspection and quantity verification.
- • Upon successful verification, a refund will be processed.
-
- All refunds will be issued using the original method of payment and you will receive a return invoice for your records.
-
- All large returns MUST be packaged on a pallet/skid for ease of transport and shrink/plastic wrapped securely to prevent cases from shifting in transit.
-
-
-
- Saleable Product Examination Checklist
-

Click this link <https://lco-claims.lcbo.com/> to be directed to the login page, use the email and password provided by the B2B Customer Service Team



The screenshot shows the login page for the LCBO B2B Claims Application. At the top, the text reads "LCBO Welcome to LCBO B2B Claims Application". Below this, there are two input fields labeled "Email" and "Password". A link "Forgot your password?" is positioned below the input fields. A large blue button labeled "Login" is centered at the bottom of the form area.

Once you are logged in, the main screen will be shown as indicated below:

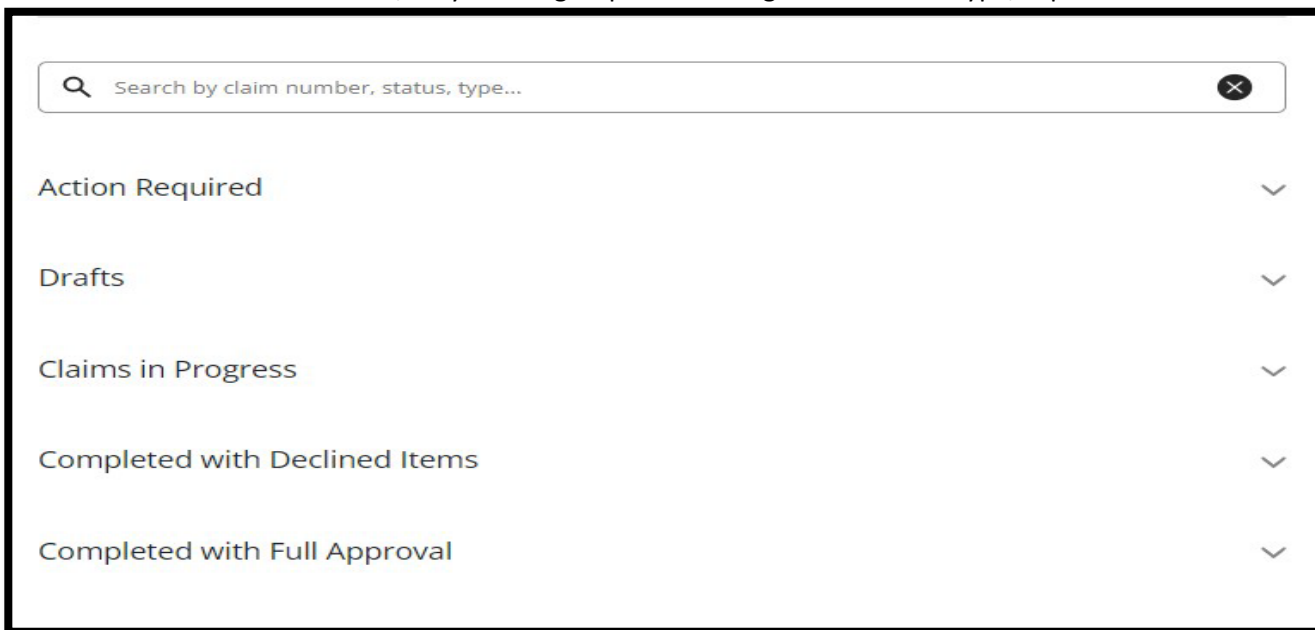


The screenshot shows the main screen of the B2B Claims Portal. The title "B2B Claims Portal" is displayed in blue at the top left, with a user profile icon in the top right corner. Below the title, the text "Create a new claim" is visible. Three blue buttons are arranged horizontally, each with an icon and text: "Customer Complaints" (with a dollar sign and arrow icon), "Breakage/ Shortage/ Overage" (with a bottle icon), and "Product Recall" (with a bottle and arrow icon).

There are three options to choose from, you can submit either a:

- **Customer Complaints** claim – Customer Complaints
- **Breakage/Shortage/Overage** claim – Breakers, Miss Picks, Defective Product etc.
- **QA Product Recall** claim – Related Q/A alert products

You will be able to track all claims, they will be grouped according to their status type, explained below.



The screenshot shows a search bar at the top with the placeholder text "Search by claim number, status, type..." and a close button (X) on the right. Below the search bar is a list of claim status categories, each with a downward-pointing arrow on the right side:

- Action Required
- Drafts
- Claims in Progress
- Completed with Declined Items
- Completed with Full Approval

Action Required

- Marked incomplete by the LCBO, this means there may be additional information required before the claim can be approved, comments will be left on the claim. You can check them by clicking on the claim in question

Drafts

- Claims that are in process of being completed by the Operator

Claims In Progress

- Submitted claims that have yet to be reviewed by the B2B Customer Service Team

Completed with Declined Items

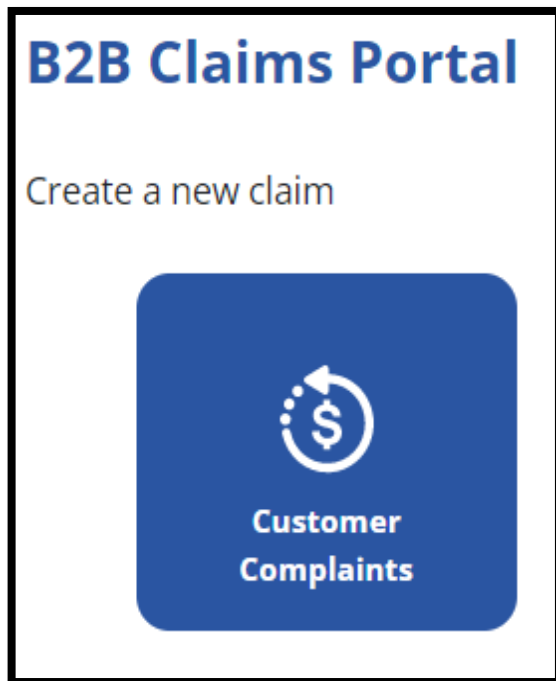
- Submitted claims that have been reviewed by the B2B Customer Service Team with some products being declined. When items are declined the reasons will be communicated through the comments

Completed with Full Approval

- Submitted claims that have been reviewed by the B2B Customer Service Team and approved

Customer Complaints

1. Click **Customer Complaints** button on the main screen; read the instruction shown below and click next:



2. Upload a file or photo of the **Customer Compliant Form (LCB 2457)**, and then click **Next**. (Customer signature required)

3. Click **Add Item** to add at least one item to your claim. For each item being claimed all details and pictures are mandatory.

Refund Claim X

#1341

1 Instructions — 2 Basic Info — 3 Items

Item Details

Add Item

Previous Submit

4. Click Add Item:

- Enter the LCBO item number and click the magnifying glass, the application will auto populate the item description field
- Enter the quantity by **units only**, do not enter the quantity by cases
- Enter reason for return
- Click **"Add Photos"** to upload supporting pictures or files from your mobile device or computer

Note: The "Save item" button will be available if all mandatory fields are populated.

X

Refund Claim

#1341

1

Instructions

2

Basic Info


3

Items

Item Details

Basic Information

LCBO Item Number


200741 

I do not have the Item Number; item not ordered/listed.

Item Description*

Gibson's Finest Rare 12 Year Old Whisky (1,750 mL)

Quantity

Units Claimed 

2

Additional Information

Reason for Return*

ITEM PHOTOS*

- Product photos are mandatory

Photo Thumbnails

Upload Images

Back to Items

Save Item


5. Click **Submit** when all claim item details are added to submit the claim. ***Note:** You can add more than one item per claim if it belongs to the same invoice*

Refund Claim

#1341

1 Instructions — 2 Basic Info — 3 Items

Item Details

× 1 Gibson's Finest Rare 12 Year Old Whisky (1,750 ML)
Item Number: 200741 

Add Item

Previous Submit

Breakage/Shortage/Overage

- To report claims, click the **Breakage/Shortage/Overage** button on the main screen.



- **Breakage:** All items that are broken on delivery. When submitting breaker pictures, the damages are to be pictured clearly
- **Shortage:** When your order is received, and you are missing a case that is on the Order Invoice
- **Overage:** When you receive a case that you did not order and is not on your deliver

Make sure to carefully read all instructions provided

Adjustment Claim

#4443

1
 Instructions

2
 Basic Info

3
 Items

Instructions for Adjustment Process

Breakage/Shortage/Overage

Submit a claim request for credit when a product is received damaged; missing products; or to report an overage.

- Claims must be submitted within 48 hours of receipt of an order.
- A signed copy of the Product Summary Page of the Invoice. (Not the delivery invoice)
- **Carrier Name:** The name of the company that delivers your orders, i.e., Canada Cartage, Gardewine, The Beer Store, etc.
- Product Damages: a **clear photo(s)** of the damages is required to process the claim and must be uploaded to the claim request. If you receive a case with partial units damaged only claim units that are damaged. If there are units that are still saleable condition these are not to be included in the claim.
- When you receive an incorrect item in place of the item you ordered (miss pick):
 - Step 1: the customer is required to submit the product ordered under claim category: Shortage
 - Step 2: the customer is required to submit the product received in error under claim category: Overage
- LCBO will review the submission and inform the store operator via email if the claim is approved or declined, or additional information is required.
- To see the comments and edit an incomplete claim, click the claim number and provide the required information.
- **Do not send damaged product back with the driver at time of delivery.**

Refer to the LCBO Convenience Outlets Manual for Authorized Store Agents, available online at www.DoingBusinesswithlcbo.com for further instructions.

2. Fill in Mandatory Fields (*) and upload a Bill of Lading /Order Invoice file or photo and click next.

X

Adjustment Claim

#4443

1

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Carrier Details

Carrier Name*

Order Invoice Number*

ORDER INVOICE PHOTO*

- A signed copy of the Product Summary Page of the Invoice.

Photo Thumbnails

Upload Images

Completed by*

Your full name

Previous

Next

*Example: **941 GTA Depot Bill of Lading/Order Invoice** is the product summary of the invoice received on delivery*

SOLD TO		CUST. #	SHIP TO		13% HST INCL. #R122241177 13% TVH INCL.		17 Nov 2022		INV. #	ROUTE #	STOP #	SOP PERMIT #
TERMS:												
Ship Quantity	Product Number	Order Qty	Product Description	DEP	Size ml	Prod. Type	Unit Price	Extended Price				
1	31971	6	FANTINI SANGIOVESE IGT	0.20	1500	W	14.23	85.38				
1	322727	6	SANTA CAROLINA CHARDONNAY	0.20	1500	W	14.09	84.54				
1	570283	24	TWISTED TEA ORIGINAL	0.10	473	L	2.80	67.20				

Category	Units	Extended Value	Discount	Net Total	LIC MU	PST	HST/GST	Extended
LIQ	438	4,334.74	425.68	3,909.06	0.00	0.00	498.58	4,407.64
ONT WINE	38	671.68	66.42	605.26	0.00	0.00	77.66	682.92
WINE	90	937.98	92.16	845.82	0.00	0.00	108.00	953.82
BEER	24	72.48	6.96	65.52	0.00	0.00	8.16	73.68
GIFT CERT	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NON-LIQ	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
LEVY								0.00
OTHER								0.00
Delivery				0.00		0.00	0.00	0.00
Total	588	6,016.88	591.22	5,425.66	0.00	0.00	692.40	6,118.06
Full Cases	50							
Part Cases	0							

Credit Card	0.00	Ordered Amount	6,118.06
Cheque	0.00	Shipped Amount	6,118.06
Cash	0.00	Payments	6,118.06
Debit	0.00	Balance Due	0.00
Credit Note	6,118.06		
Others	0.00		

NUMBER OF PIECES RECEIVED IN GOOD CONDITION 50

Container Deposit of: \$105.20 is included in the total extended price.
 CLAIMS REQUIRE DRIVER'S NOTATION AT TIME OF DELIVERY.
 RETURNS REQUIRE ORIGINAL INVOICE.
 I AGREE TO PAY ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT

Receiver's Name (PRINT) _____
 Signature _____

*Example: **620 Ottawa Depot Bill of Lading/Order Invoice** located on your Versapay Account*

A signature on the 620 invoices is not required at time of submission

LCBO

OTTAWA DISTRIBUTION CENTRE
 1100 POLYTEK STREET
 OTTAWA, Ontario K1J 0B3

Sales Office: (613) 731-6621
 Shipping/Whse: (613) 736-6655
 Fax: (613) 736-6655
 13% HST/TVH INCL #R122241177

062006201001301810217223
 Agency 10%

SOLD TO CUST.NO. : PICKUP SHIP TO 2/22/2022

INV #
 HI TONE AGENCY
 2 Skids

TERMS: PAY AT PICKUP

CATEGORY	UNITS	EXTENDED VALUE	DISCOUNT	NET TOTAL	MARKUP / LEVY	HST	EXTENDED
LIQUOR	1,001	9,716.53	949.09	8,767.44	0.00	1,113.20	9,880.64
ONT. WINE	0	0.00	0.00	0.00	0.00	0.00	0.00
WINE	138	1,753.80	172.74	1,581.06	0.00	202.20	1,783.26
BEER	6	63.72	6.12	57.60	0.00	7.20	64.80
NON-LIQ.	0	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	1,145	11,534.05	1,127.95	10,406.10	0.00	1,322.60	11,728.70

PAYMENTS 0.00
 BALANCE 11,728.70

CLAIMS REQUIRE DRIVERS NOTATION AT TIME OF DELIVERY
 RETURNS REQUIRE ORIGINAL INVOICE AND ORIGINAL RECEIPT
 I AGREE TO PAY ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT

NUMBER OF PIECES RECEIVED IN GOOD CONDITION 100

Container Deposit of: \$248.80 included in total extended value

RECEIVER'S NAME: _____
 SIGNATURE: _____

CASES	UNITS	SKU	SKU DESCRIPTION	DEP	SIZE ml	RETAIL PRICE	UNIT PRICE	EXTENDED PRICE (Inc. Dep)
1	0	240	SMIRNOFF VODKA (P.E.T.)	0.10	375	15.95	14.37	344.88
1	0	893	J.P. WISER'S DELUXE	0.20	750	29.95	26.98	323.76
1	0	2808	BACARDI GOLD RUM (P.E.T)	0.10	375	16.80	15.13	363.12
3	0	4606	VODKA MUDSHAKE CREAMY V	0.40	1080	13.95	12.59	226.62
3	0	5280	VODKA MUDSHAKE CHOCOLAT	0.40	1080	12.95	11.70	210.60

3. Click **Add Item**:

- Add LCBO item number and click on magnifying glass, the application will auto populate item description field
- Enter the receival date
- Select one of three claims category: **Breakage, Shortage, or Overage**
- Enter the quantity by **units only**, do not enter the quantity by cases.
- If an item being claimed is a breakage you will have to select '**yes/no**' for Case Sealed, Breakage Type and Breakage Location.
- If you received a mispicked item, please use the category "**Shortage**" for the item you ordered but did not receive, and an "**Overage**" for the item you received but did not order.
- Upload photo and documents. (**mandatory**)

If you have multiple breakers or shortships related to one invoice number make sure to submit all items related on one claim, do not submit multiple claims for one invoice – do not submit multiple invoices on one claim

Adjustment Claim

#4443

1
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Item Details

Basic Information

LCBO Item Number

I do not have the Item Number; item not ordered/listed.

Item Description*

Receival Date*

mm/dd/yyyy

Claim Category*

Quantity

Units Claimed

UPLOAD PHOTOS AND DOCUMENTS*

- Product photos are mandatory

Photo Thumbnails

Back to Items

Save Item

Note: The "Save item "button will be available if all mandatory fields are populated.

- 4. Click **Submit** once all items are added.


X

Adjustment Claim

#4443

1 Instructions — 2 Basic Info — 3 Items

Item Details

x1 St Remy VSOP Brandy (750 ML)
Item Number: 8888 

Add Item

Previous Submit

Product Recall

Step 1 - When you login to the Claims Return Portal - click on Product Recall

B2B Claims Portal



Create a new claim



Customer Complaints



Breakage/
Shortage/ Overage



Product Recall

Step 2 – click the drop down menu and select the QA Product Recall number



Product Recall

#97

Please select assigned alert number that includes your product(s). Be sure to double check that this is the exact product in your inventory.

Select an item... ^

3333 - #67 Smirnoff Vodka (750 mL) ; #38505 Smirnoff Vodka (PET) (1750 mL) ; #240 Smirnoff Vodka (PET) (375 mL) ; #131391 Smirnoff Vodka (PET) (1140 mL)

9999 - #451336 Tom Gore Cabernet Sauvignon (750 mL)


Step 3 – Once you have selected the QA Product Recall number with product information click Next

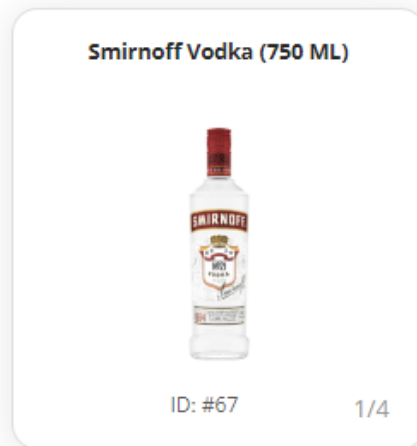


Product Recall

#97

Please select assigned alert number that includes your product(s). Be sure to double check that this is the exact product in your inventory.

3333 - #67 Smirnoff Vodka (750 mL) ; #38505 Smirnoff Vodka (PET) (1750 mL) ; #240 Smirnoff Vodka (PET) (375 mL) ; #131391 Smirnoff Vodka (PET) (1140 mL) 



This product is the subject of a **QA Alert Product Recall**.

Next

Step 4 – click Next



QA Alert Product Recall Claim

#97



This process is for return of a product that has been the subject of an LCBO issued QA Alert/Product Recall only.

It is the store owner/operator's responsibility to ensure this form is filled out accurately, completely, and that all required pictures are attached.

Do not use this QA Recall process for Customer Complaints, Breakages, or Shipment Errors.

Next



QA Alert Product Recall Claim

#97



Basic Information

Date Prepared

February 24, 2023 at 12:38 PM EST

Name of Store Owner/Manager*

e.g. Store manager's name

Work Email*

e.g. Company/store's email

Request to:*

Select an option...

LOT CODE(S): All

Previous

Next





Step 6 – check the box, enter quantities, no pictures are required for QA Recalls, click Next

QA Alert Product Recall Claim

#97 - Return To LCBO QA



Select Recalled Items

<input type="checkbox"/>	 <p>Smirnoff Vodka 750 ML Item #: 67</p>	# Of Units* <input type="text"/>
<input type="checkbox"/>	 <p>Smirnoff Vodka (PET) 1750 ML Item #: 38505</p>	# Of Units* <input type="text"/>
<input type="checkbox"/>	 <p>Smirnoff Vodka (PET) 375 ML Item #: 240</p>	# Of Units* <input type="text"/>
<input type="checkbox"/>	 <p>Smirnoff Vodka (PET) 1140 ML Item #: 131391</p>	# Of Units* <input type="text"/>

Additional Comments:
This is a TEST - do not remove this product from the shelves - enter quantities of each product and ensure you click yes you have submitted this claim to close the QA Product Recall otherwise you will continue to receive text messages.

ITEM PHOTOS

Photos may be uploaded here:



Upload Images

Previous Next

Step 7 – enter your name, title, phone number, check the box and click Submit



QA Alert Product Recall Claim

#97 - Return To LCBO QA



Confirmation

Submitted on Behalf of LCO Operator (Full Name)*

Your Full Name

Title*

Your Title

Store Phone Number*

e.g. (123)-456-7890

By checking this box you agree that the product(s) and quantities reported above are correct and accurately reflect the recalled product and affected Lot.

Previous

Submit

Step 8 - a pop-up will appear, see below, click Submit Form – Remember to go back to your text or email and click Yes you submitted the Claims Return Form – this will close the QA Product Recall and timestamp your

response to ensure you are within the 3 hour window

You are about to submit a QA Alert Product Recall Return Claim.

NOTE: QA Recall product is **NOT** returned to LCBO warehouse.

Product will be picked up by the LCBO's contracted courier.

Monitor your email for a message from **ProductRecall@LCBOReturn.com**, which will include your Return Authorization and instructions to arrange for the product to be picked up.

Submit Form


Return to Form

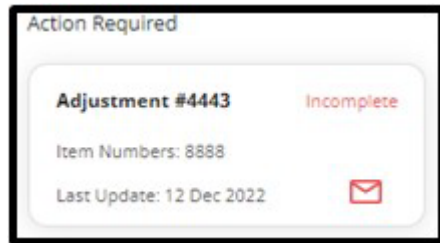
An email will be sent to you with instructions regarding pickup.


Review Submitted Claims:

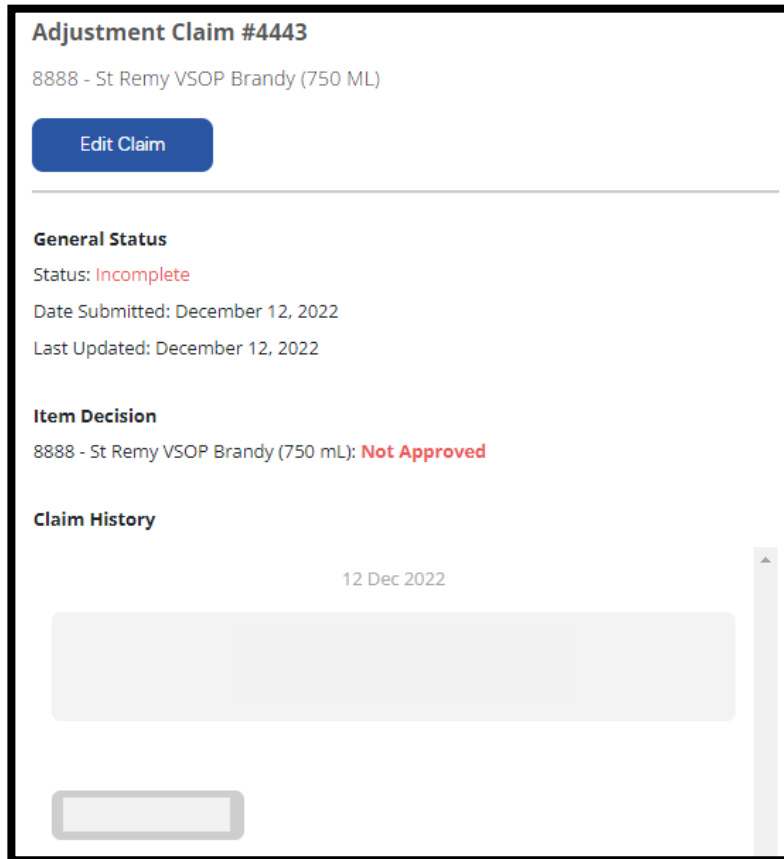
After claims are successfully submitted, B2B Customer Service team will review and either ask for more information or approve/decline each claim item. You can review the progress of each claim, claim details, and any messages from B2B Customer Service team by clicking individual claims on the main screen.

Editing Submitted Claims:


If more information is required, the claim will be moved to the “Action required” area of the homepage accompanied with an  icon. When you see this icon, it means there is a comment left on the claim, to view it click on the claim.



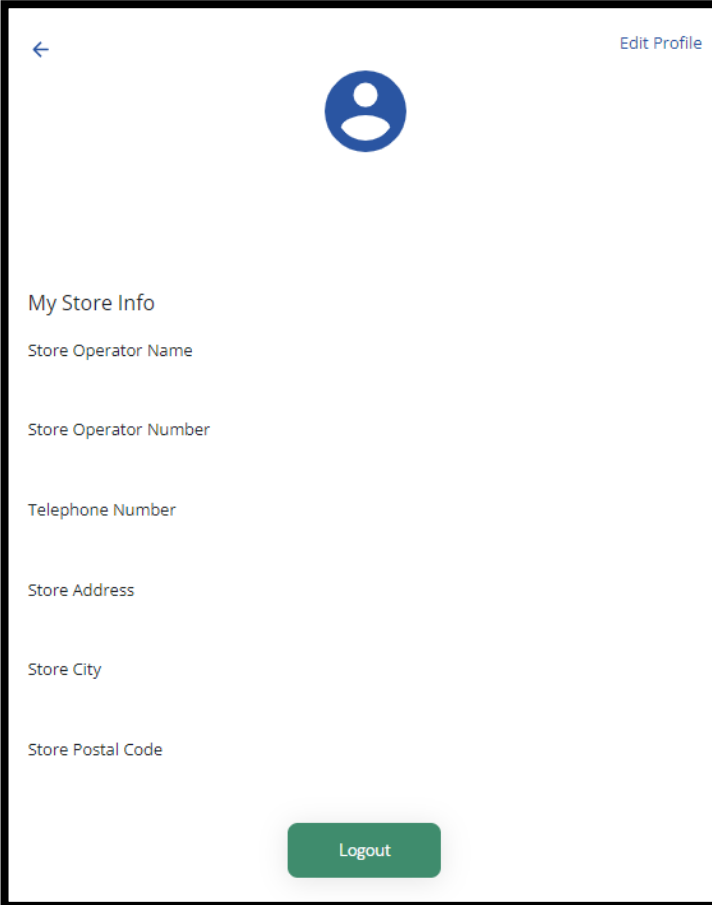
Once you click on the  icon, you will be taken to the page below where you can answer any questions regarding this claim. You can also edit the claim if there is any extra information required.




Application Main Screen – Profile Tab:

Clicking the **Profile Icon**  from the main application screen will take you to your profile page where you can edit your password or log out of the application. Your profile details should be kept up to date since they are used to pre-populate new claim forms that you create. If profile details need updating, please contact B2B Customer Service Team at B2Breturns@lcbo.com.

Click **Edit Profile** to change your password. *Note that only your password can be changed, all other details are maintained by the B2B Customer Service team.



← Edit Profile



My Store Info

Store Operator Name

Store Operator Number

Telephone Number

Store Address

Store City

Store Postal Code

Logout

Click the **Logout** button to log out of the app