

# LCBO

The following document provides frequently asked questions by grocery and convenience customers related to delivery fees from supplying sources .

For more information, visit the dedicated page on [doingbusinesswithlcbo.com](http://doingbusinesswithlcbo.com).

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## Delivery fees

**Why do I need to set up Versapay for supplying source deliveries? I want to be able to pay by credit card and not have to set up another payment method.**

Please contact the supplying source and/or their delivery partner for information regarding payment options.

**How often can rates change?**

Rates may change monthly based on the supplier. All changes will be visible in the rate card and updated in the Delivery Related Service Fee Tool.

**Why can't the delivery fees be charged through [wholesale.lcbo.com](http://wholesale.lcbo.com)?**

Delivery fees for supplying sources are managed directly between the wholesale customer and the supplying source.

**Where can I see the Delivery Fees being charged?**

They will be posted in [wholesale.lcbo.com](http://wholesale.lcbo.com) through the Delivery Related Service Fee Tool.

**Why does the supplying source and/or their delivery partner want to keep my credit card on file when the LCBO doesn't?**

Please contact the supplying source and/or their delivery partner for information regarding payment options.

**What other products are similar to the ones delivered by supplying sources charging delivery fees?**

Refer to the product catalogue for any product information. You can also reach out to your Account Manager.

**If the supplying source or their delivery partner shorts my order, does my delivery charge change?**

You should submit a claim in [wholesale.lcbo.com](http://wholesale.lcbo.com) for the shortage (if it is not reflected on the invoice) and contact the supplying source and/or their delivery partner directly for information regarding the delivery charge.

**Some supplying sources and delivery partners only accept Visa and Mastercard, I use American Express for my business so I can't pay delivery charges?**

Please contact the supplying source and/or their delivery partner for information regarding payment options.

**The Delivery Fees Tool isn't working. I can't see the Supplying Source or the Delivery Partner.**

You need to click on Enable Editing in the Document then select your Customer Type and enter in the first three characters of your Postal Code. Please contact your account manager if you are experiencing difficulty accessing the tool.

**Would the new costs typically be more or less compared to the previous model in place prior to June 1? Would you say this new model — particularly the direct delivery billing fees — is generally beneficial for wholesalers?**

Supplying sources have the option to include delivery and related service fees in the product price or separately charge and collect permitted delivery related service fees directly to wholesale customers. Fees may vary between supplying sources depending on what option they choose to recover costs.

**How are wholesale customers expected to know what individual suppliers charge for delivery under the new model. Will suppliers be providing their delivery fee schedules directly, or is there a centralized resource available for reference?**

Delivery related service fees are available on [wholesale.lcbo.com](http://wholesale.lcbo.com) through the Delivery Related Service Fee Tool.

**Regarding the delivery fees, I understand that “all fees by supplying sources are available online through the Delivery Service Fee Tool” and that “these fees will not show on the invoice, as charges will be billed by the supplying company at the time of delivery.”**

Correct. Supplying sources will invoice or charge wholesale customers delivery related service fees upon delivery of the orders. Fees are available on [wholesale.lcbo.com](https://wholesale.lcbo.com) through the Delivery Related Service Fee Tool and are not included on your LCBO invoice/receipt. All delivery and other related service fees are applied consistently to all deliveries and uniformly to all wholesale customer types.

**It would be greatly appreciated if wholesalers could clearly know the applicable delivery charges before placing an order, rather than only learning of the charges afterward through the supplier's invoice. Having access to the fees upfront would allow for better purchasing decisions, budgeting, and overall transparency.**

Delivery related service fees are available on [wholesale.lcbo.com](https://wholesale.lcbo.com) through the Delivery Related Service Fee Tool. Fees can be viewed prior to placing an order.

**If I currently use a designated 3PL as my delivery partner for LCBO supplied product, I already pay them to deliver to me. Will I need to pay additional fees for my delivery from supplying sources who are using the same 3PL?**

The fees you are currently paying your designated 3PL to deliver to you is for LCBO supplied products only. As of June 1, if the supplying source chooses to charge delivery related service fees and they elected delivery to a 3PL, you will need to pay the 3PL for products delivered even if it is the same 3PL provider as your LCBO products. If the supplying source has elected a 3PL it is noted on the Delivery Service Tool as 'delivered by'.

**I am being charged for delivery for supplying source orders placed prior to May 31, 2026. Is this permitted?**

No. Supplying sources are permitted to charge delivery related service fees on orders placed on or after June 1, 2026. If you have been incorrectly charged, please reach out to the supplying source and/or their delivery partner to remove any pending charges or for a refund if you were charged.

**I only want to pick up from LCBO and TBS. Will I have to pay delivery fees?**

No, you can continue to place orders on [wholesale.lcbo.com](https://wholesale.lcbo.com) for LCBO supplied and TBS supplied product for pickup (for convenience only).

**How do I get a refund from the supplying source and/or delivery partner if I'm not happy with delivery or they do not deliver the correct amount of cases.**

Please contact the supplying source and/or their delivery partner directly for any issues related to delivery and associated fees.