

Making a product claim.

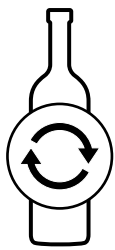
LCBO

Visit website

<https://b2b-claims.lcbo.com/login>

Log in with your LCBO-supplied email and password

Choose type of claim



Return or Refund

Shipment errors, wrong product or missing product

or



Damage Shortage/Overage

Too much, too little or damaged product

or



Product Recall

LCBO Quality Assurance Alert

Follow the prompts



Bill of Lading

Document provided by the distribution company



Please note you must upload

or



Photo of Product

Please include your GSM order number

Submit for review



LCBO will review

May ask for additional information



View claim progress

Click on the claim on the main screen of the app to see details and messages from the LCBO until claim is resolved

Need more info?

B2B Claims Application User Manual is available at :
www.doingbusinesswithlcbo.com/groceryandconvenience

