

# LCBO

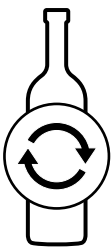
## Making a product claim.

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 Landing

Document provided by the distribution company



Please note you must upload

or



#### Photo of Product

Please include your GMS 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](http://www.doingbusinesswithlcbo.com/groceryandconvenience)

