

Frequently Asked Questions

This document provides answers to some frequently asked questions that LCBO Convenience Outlets (LCOs) have about wholesale.lcbo.com. The site will be the only way for LCOs to order from the LCBO.

For more detailed information, visit the online user manual available on doingbusinesswithlcbo.com/lco. The online user manual provides an overview of the ordering process on LCBO's eCommerce platform – wholesale.lcbo.com – including fulfillment, shipping and returns.

Product catalogue and ordering

As an LCO, can I increase submitting my order from once a week to several times a week?

You will continue to submit your orders weekly. Also, ordering a higher quantity less frequently will result in a more competitive freight rate. Speak to your Client Service Coordinator for more information.

Can I order less frequently when the store is not as busy?

Yes, you can reduce the number of orders as required. In fact, by ordering higher quantities, less frequently, you can save on overall delivery fees.

Will we have an expanded product selection when we order online?

We have tailored your catalogue based on top selling products across wine, beer and spirits. If you have a need for products not available in the catalogue reach out to your Client Service Coordinator for support and assistance.

What is the difference between requisition list and a quick order?

A **Requisition List** functions like a favourites list. You can create frequently ordered product lists in advance and save that list of items for future ordering.

Quick order function allows for fast order, and the user can type in the product or LCBO item number, and a list of products will appear.

More details and the benefits of each function can be found in the online user manuals on doingbusinesswithlcbo.com

Can I add product to an existing order?

You can only add products to your order before checking out. If you need to add products after checking out, you must create a new order.

How do I obtain a copy of my invoice?

You will receive an email with a copy of the invoice once the order is assembled. You will also have access to view your order and transaction history under your account on wholesale.lcbo.com.

Note on ordering: The system will reset and products in your cart will be removed if there is no activity for more than 30 minutes. Please allocate time to build your cart or create a requisition list for fast and efficient ordering.

Processing and delivery

What does two-day processing time mean?

Once an order is received, the depots will take up to two business days to process your order and it will be shipped thereafter. This will reduce order lead times for many LCO customers. The time it takes to ship from the depot to your business will not change. Contact your Client Service Coordinator for further details about what this will mean for your delivery.

What happens if one of the processing days is a statutory holiday?

It may take longer to receive your order, so we encourage you to plan accordingly. Contact LCO@lcbo.com regarding holiday ordering schedules.

Where do I see my delivery fees?

Your delivery fees will be automatically calculated as part of the checkout process and the total will be shown in your order summary and invoice.

Can I pay with the credit card?

Your payment method doesn't change and will remain EFT.

Will I be notified when the order is placed?

You will now receive notifications at each stage of the ordering process, including order confirmation, when your order is ready to be shipped. Your shipping times will not change.

Will my delivery date remain the same?

You will be notified if your set delivery dates are changing.

Can I change my delivery day?

Scheduled delivery days ensure the optimal efficiency of delivery routes. Requests can be made through your Client Services Coordinator.

Order cancellations or returns

How do I return a product? (i.e. product missing or damaged in transit etc.)?

All claims are submitted via your Wholesale.lcbo.com account within 72 hours of delivery. In the case of overages, customer quality complaints or non-saleable returns, please contact LCO@lcbo.com for further details.

Can I cancel my order?

You will have a 30-minute remorse period to cancel any orders submitted online.

Support and information

Does lco@lcbo.com replace the convenience outlets email?

Yes. While both inboxes remain active for the time being, we encourage you to use lco@lcbo.com going forward.

Where can I go for help with wholesale.lcbo.com?

Customer Care is your first point of contact regarding wholesale.lcbo.com. They can be reached between 8.30am – 6pm, Monday to Friday and 9am – 6pm on Saturday. Learn more about [Customer Care](#). You can also reach out to our Client Services Coordinator team by emailing us at lco@lcbo.com.

Where can I learn more about how to do business with the LCBO and online ordering?

Please refer to [Doing Business with LCBO](#) for online user guides, videos and FAQs.