

Frequently Asked Questions

This document provides answers to some frequently asked questions that licensed establishments have about wholesale.lcbo.com. The site will be the only way for licensees to order online products from the LCBO.

For more detailed information, visit the online user manual for licensees available on doingbusinesswithlcbo.com/licensee. 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

What isn't changing?

If you are receiving deliveries, you may continue to do so from your dedicated depot.

While we encourage licensees to leverage the convenience and enhanced capabilities of online ordering, you may continue to order directly from retail stores.

What differences will I notice when it comes to product selection?

Since you will be able to order from any LCBO pickup store, you will have a more extensive selection of products to choose from based on that store's inventory.

Will we be able to access pdf copies of previous orders on the new site?

You will be able to view your order history in the new eCommerce site.

Will I be able to build a favourites list for commonly ordered items?

Yes, this will allow you to quickly place orders.

Will our current order templates transfer over to the new website? Or will we need to re-build our templates?

You will need to rebuild your favourites list on the new site or you download an excel file of your favourites and upload it into the new system.

Will the way I order Vintages change?

At this time, the way you order Vintages will not change; you will continue to do so via VINTAGES Shop Online or via LCBO's Specialty Services team. Any changes will be communicated.

What forms of payment are accepted on the ordering platform?

Payment is accepted only via credit card: VISA, Mastercard or American Express for Licensees

Where can we obtain updated pricing catalogue for customer licensee accounts?

All product prices will be presented on the site with the wholesale price applicable to licensees.

Can multiple people access the site under one licensee number?

Yes, you will have the ability to create sub accounts. Visit the Licensee Online User Manual for more details.

Can products not normally carried by our local retail store be requested to have in stock?

By shopping on wholesale.lcbo.com you will have visibility of the inventory at all 530+ retail pickup stores, allowing you to shop the LCBO network

Fulfillment and delivery

How long will it take my order to be ready for in-store pickup?

If you plan to pick up your order in an LCBO pickup store, your order will be processed within two business days. You will be notified by email when your order is ready to be picked up. You have three business days to pick up your order before it is returned to shelves.

What if my default LCBO pickup store does not have inventory of the selected product?

Licensees have the option to check other store locations that are part of the pickup store program.

Can I change my LCBO default pickup store?

You can change the default store at any time.

Will I be able to continue to use a third-party carrier to pick up my orders?

Licensees can have a designate pick up their order as needed. The designate information must be provided to the depot with the order submission. Upon pick up a copy of the invoice and valid government issued ID must be presented to the depot attendant

How do I know the address of the LCBO location I need to pick up my product?

The pickup address is shown on your invoice.

How do I request someone else to pick up my order?

In your shopping cart, you can designate someone to pick up an order on your behalf. The individual picking up your order will need to show proof of purchase (e.g. the 'Ready to pick up' email) and government-issued ID.

For more information about fulfillment and delivery, visit the LCO or licensee operational manual

Order cancellations or returns

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

All product returns and claims must be submitted in the [B2B Claims Application](#)

Can I cancel my order?

If you paid for your order online, you cannot cancel your order. You will need to receive it and return the product. All product returns and claims must be submitted in the [B2B Claims Application](#)

Support and information

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 reach out to our Client Services Coordinator team by emailing us at licensee@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.