

LCBO

Licensee Ordering Manual

Version 1 May 2024

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Support Contact Information

LCBO Customer Care

For enquiries regarding eCommerce site or order questions contact:

Live chat, submit help form, or call 1-800-668-5226 / 416-365-5900

8.30am – 6pm (Mon-Fri) or 9am – 6pm (Sat)

[email customer service](#)

For enquiries regarding your fulfillment, delivery and business support e-mail us at licensee@lcbo.com We will respond within one (1) business day.

Introduction

This User Manual is a reference tool for Licensee's that provides a general overview of the ordering-process through the LCBO's Ecommerce Platform Ecommerce Platform including fulfillment, shipping and returns.

To place an online order for eligible beverage alcohol products with the LCBO, you require access to our Ecommerce Platform.

If you obtained the Liquor Sales License from AGCO before May 17, 2024, your online account will be created by LCBO and log in instructions will be sent to you via an email before May 27, 2024.

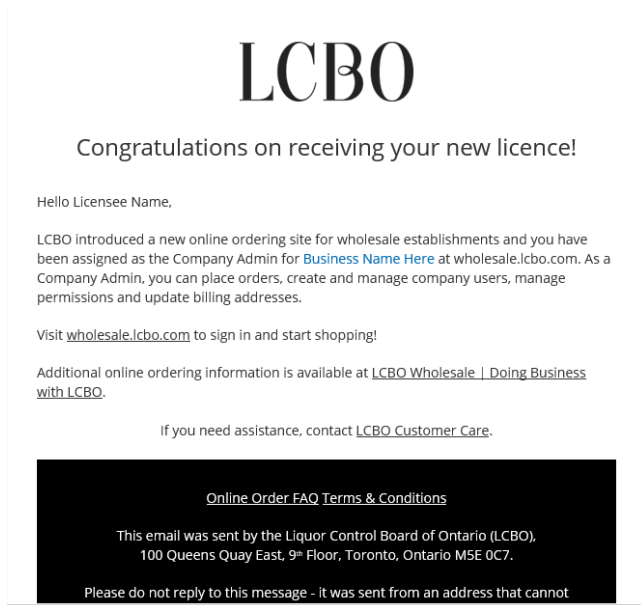
If you obtained the Liquor Sales License from AGCO after May 17, 2024, LCBO would create the account on your behalf and a system welcome email will be sent to the email address registered with AGCO.

Access will be provided to you via email with a link to login. Use your Operator email and click forgot password to set up your account.

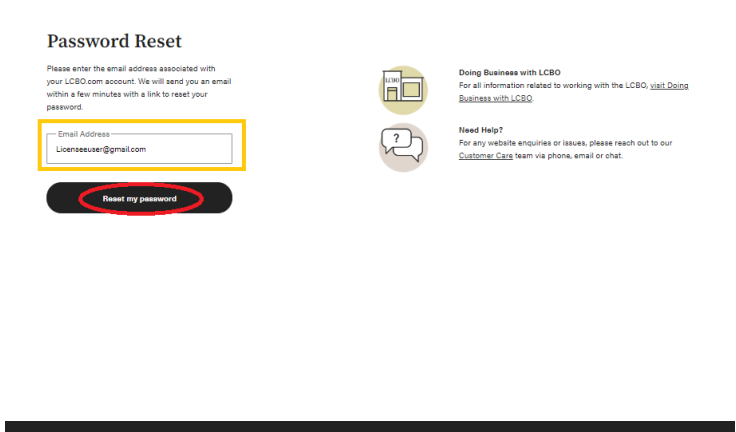
If you do not receive an e-mail with log-in instructions, contact Customer Care for information about your account.

Getting Started

Login to Ecommerce Platform



You will receive a welcome email to visit wholesale.lcbo.com.

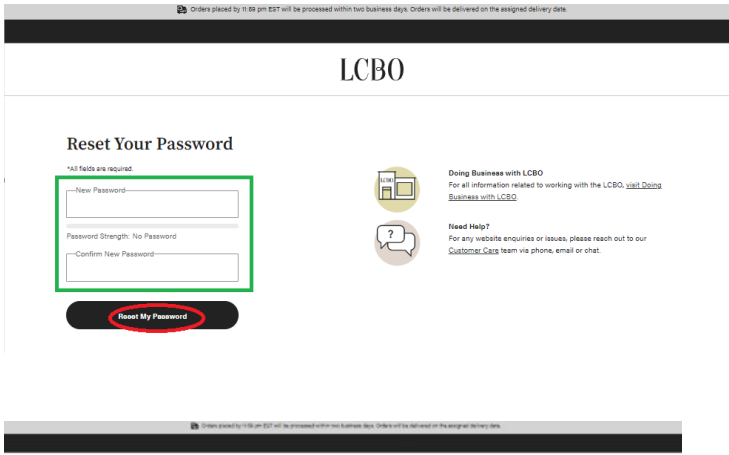


You will be required to select **Forgot Password** to access the Ecommerce platform.



Please enter the email address associated with your Licensee account. Then click **Reset my Password**.

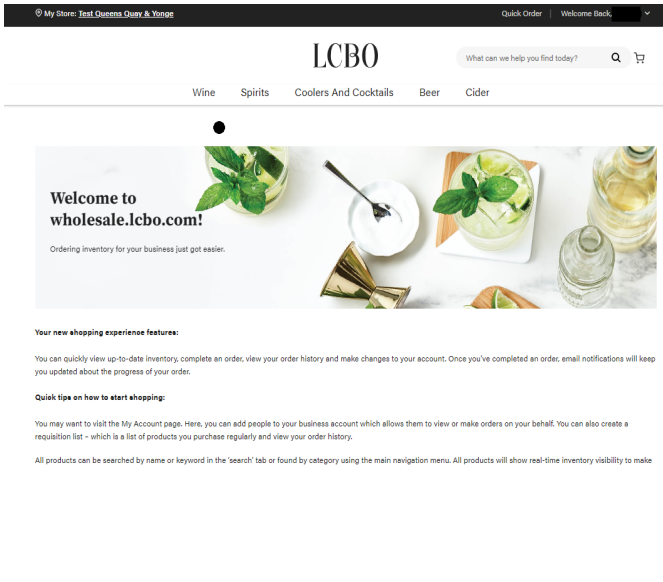
You will immediately receive an email to reset your account password. Click the link and follow the steps to change your password.



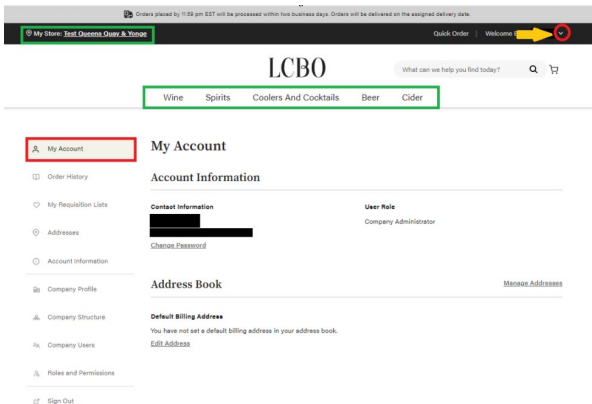
Once you have reset the password, you will be able to log in. You will not have to reset your password every time you log in, only on the very first time you are using the Ecommerce platform.



The password strength must be “green”. As a best practice we recommend that your password be at least 10 characters, 1 numerical value, 1 capital letter and 1 special character. Don’t have an account? Contact Customer Care



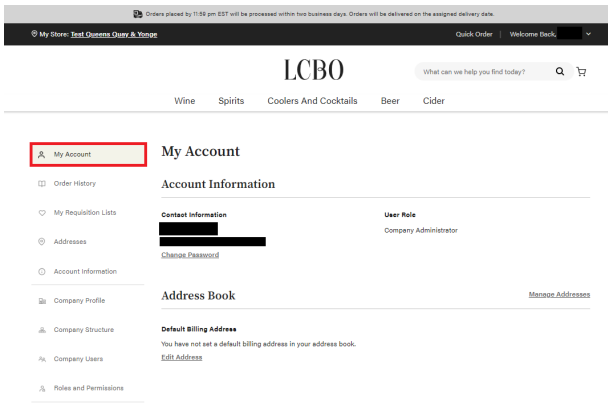
Once you have successfully logged in you will see the landing page.



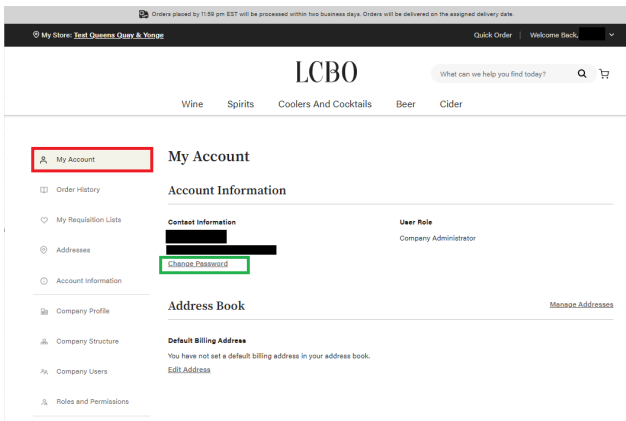
To navigate to your account click the **Welcome Back** carot in the righthand corner of your screen.

Using the Lefthand Navigation Bar

My Account

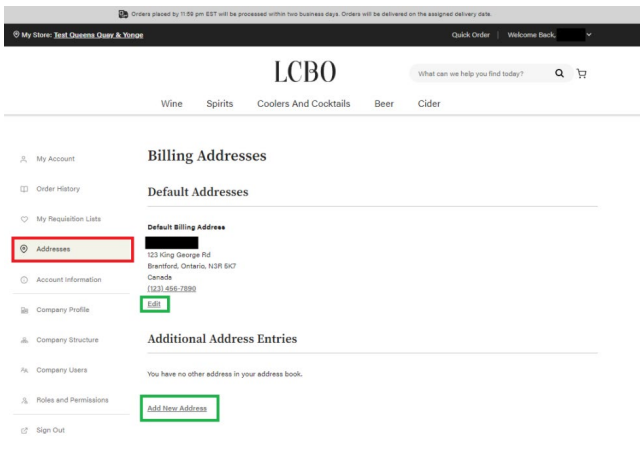


From the **My Account** page, you can review contact information and change your password. You may also edit the billing address section.



To change your Ecommerce Platform password, click the **Change Password** button under your name and contact email.

Addresses



This page does not affect your ordering or payment ability.

Your billing address must be consistent with the account used to place orders with. The name and billing address provided must match exactly with the name and address on your credit card statement. If you continue to experience problems, please contact your credit card issuer for assistance, or try another credit card.

Account Information

The screenshot shows the 'Edit Account Information' page. On the left sidebar, the 'Account Information' tab is highlighted with a red box. The main content area is titled 'Contact Information' and contains several input fields: First Name, Last Name, Email (convenienceoutlets@lcbo.com), Legal Business Name (PAUL J. YAKUBSKI COMMUNITY CENTRE), and Your Company Role. Below these fields are two checkboxes: 'Change Password' (unchecked) and 'Allow LCBO Customer Care virtual shopping assistance' (checked, highlighted with a yellow box). A 'Save' button is located at the bottom.

The **Contact Information** tab will showcase a summary of the account.

Please ensure that you have checked off the box that says **Allow LCBO Customer Care virtual shopping assistance**.

Should you have technical difficulties or become locked out of your account, an LCBO Customer Care agent can assist you.

From this page you can also change your Ecommerce Platform password.

This screenshot shows the 'Edit Account Information' page with the 'Change Password' section highlighted in green. The 'Change Password' section includes the text 'All fields are required.' and three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Below these fields is a 'Password Strength: Strong' indicator and a note: 'Your password must have a minimum of 8 characters. You must have an uppercase letter, lowercase letter, number and special character.' The 'Change Password' checkbox is checked and highlighted with a green box. The 'Save' button is highlighted with a yellow circle.

To reset your password, simply enter a new one in the **New Password** field and then confirm it by reentering the same new password in the **Confirm New Password**.

This screenshot is identical to the previous one, showing the 'Edit Account Information' page with the 'Change Password' section highlighted in green and the 'Save' button highlighted in yellow.

Once you click **Save**, you will be redirected to the Login screen.

LCBO

Account Sign In

* Required field

Email Address*

Password*

[Forgot Your Password?](#)

Sign In



Doing Business with LCBO
For all information related to working with the LCBO, [visit Doing Business with LCBO](#)

Not a Wholesale Customer?
[Visit LCBO.com](#) to discover and shop our full assortment of products.

Need Help?
For any website enquiries or issues, please reach out to our [Customer Care](#) team via phone, email or chat.

Have an AGCO licence but don't have an account with us? [Contact Customer Care](#)

Enter your email and password and click Sign In

Company Profile

From the **Company Profile** tab, you may review basic information for your account.

Account information will showcase your business name and the email address your company is linked to in Ecommerce Platform.

The **Legal Address** refers to the legal address reflected on your AGCO license.

The Contacts information will showcase your role as the Licensee holder and again, show the email address linked to your account. This section also shows your Client Service Coordinators name and email address.

Please note this page will remain static throughout your authorization period; the information shown is for transparency and cannot be changed.

The **Legal Address** refers to your business premises location reflected on your AGCO license.

A note on Shipping Information: Orders will be placed as full pallets and may be split for truck loading purposes and noted in the instructions.

Company Structure

You may set up an internal company structure on your Ecommerce Platform account for your Licensee. Licensees with appointed managers, can create rules by which to delineate their access from yours, more on this topic in **the Roles and Permissions** section.

To view your company structure at any time, click the **Company Structure** tab from the lefthand navigation tab.



You can add to this structure, this will differ from Licensee to Licensee depending on their business needs and circumstances.

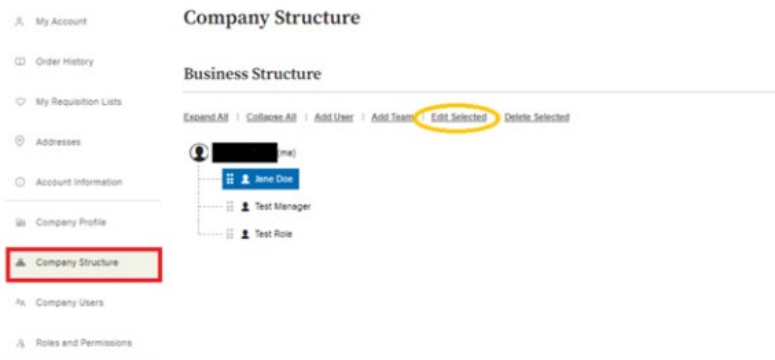
We recommend that you create roles for people who will be creating orders on your behalf, for example, bar managers/ restaurant managers.

To add a user click **Add User**.

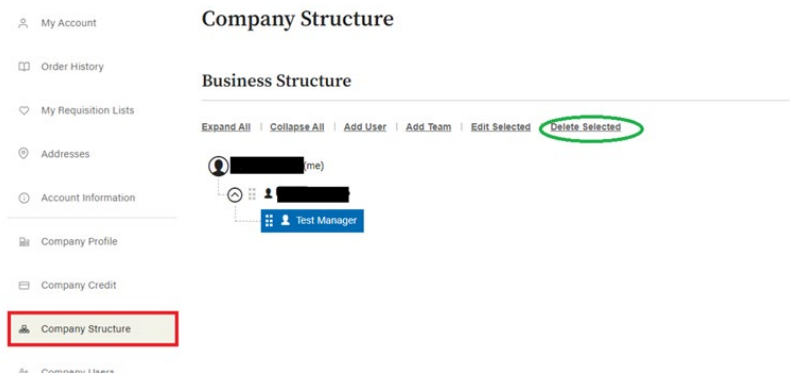


The 'Add User' pop-up form contains the following fields: 'Job Title' (text input with 'Bar Manager'), 'User Role' (dropdown menu with 'Default User'), 'First Name' (text input with 'Jane'), 'Last Name' (text input with 'Doe'), 'Email' (text input with a redacted address), 'Phone Number' (text input with a redacted number), and 'Status' (dropdown menu with 'Active'). At the bottom, there are 'Save' and 'Cancel' buttons. The 'Save' button is circled in red.

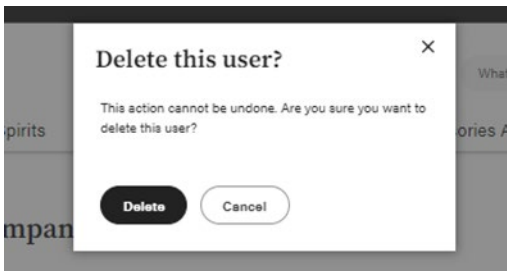
Fill in the pop –up as required. Then click the **Save** button.



To edit a user's name, role, or status, click on the role you wish to modify, then click **Edit Selected**.

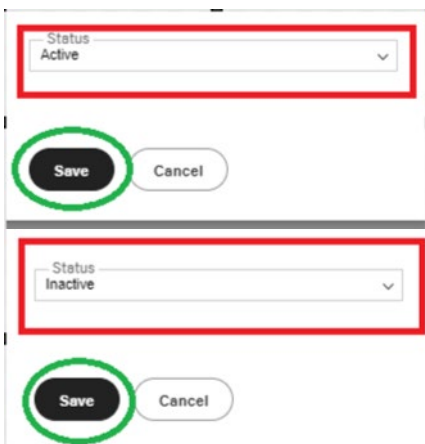


To delete a role, simply select the role and click **Delete Selected**.



Then click the **Delete** button.

Once you delete a role it will not appear on the structure tree.



If you wish to keep the role, but block someone's access to Ecommerce Platform, you can select the person/s name/ role and click **Edit User**.

At the bottom of the pop-up, in the Status field, toggle from **Active** to **Inactive**.

Alias Users

Please note that for all email confirmations to be received to your primary email account you must create an alias to retain visibility on what's being ordered on your account and what you will be charged for. To create an alias email, use your primary email then add "+1" as per the example below.

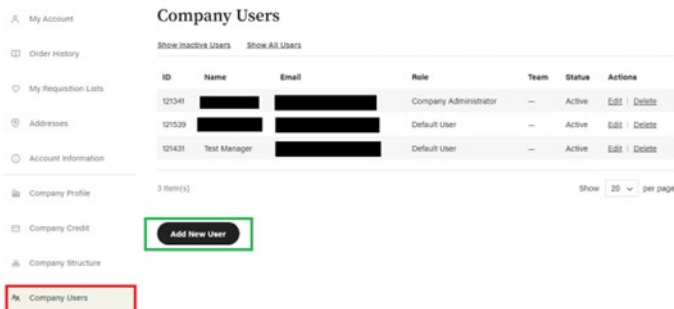


The screenshot shows a form titled "Add New User" with the following fields: Job Title (Bar Manager), User Role (Default User), First Name (Jane), Last Name (Manager), Email (licolicense@text+1@gmail.com), Phone Number ((123) 456-7890), and Status (Active). The "Save" and "Cancel" buttons are at the bottom.

To ensure you receive email notifications of your orders, use an alias email account (i.e. john.smith+1@gmail.com) that is linked to your email (ex. john.smith@gmail.com).

Company Users

To add a **Company User**, click the **Company Users** Tab from the left-hand navigation, then select **Add New User**.



The screenshot shows the "Company Users" page with a table of users and a left-hand navigation menu. The "Add New User" button is highlighted with a green box, and the "Company Users" tab in the navigation menu is highlighted with a red box.

ID	Name	Email	Role	Team	Status	Actions
121341	[REDACTED]	[REDACTED]	Company Administrator	—	Active	Edit Delete
121539	[REDACTED]	[REDACTED]	Default User	—	Active	Edit Delete
121431	Test Manager	[REDACTED]	Default User	—	Active	Edit Delete

Once you click **Add New User** a pop-up panel will appear and you can input their name, role, etc.

Add New User ✕

Job Title
 Bar Manager

User Role
 Default User

First Name
 Jane

Last Name
 Manager

Email
 lcblicenseestest1@gmail.com

Phone Number
 (123) 456-7890

Status
 Active

Save **Cancel**

Status
 Active

Status
 Inactive

Save **Cancel**

You can edit their status at any time by toggling the status options.

For example, if the Licensee goes on vacation, they can set their manager to **Active**.

Then when the Licensee returns from vacation and resumes the responsibility for ordering, they may set the manager's status back to **Inactive**.

You may inactivate a user by clicking the **Edit** button next to their name.

Company Users

Show Inactive Users Show All Users

ID	Name	Email	Role	Team	Status	Actions
121341	[REDACTED]	[REDACTED]	Company Administrator	--	Active	Edit Delete
121539	[REDACTED]	[REDACTED]	Default User	--	Active	Edit Delete
121431	Test Manager	[REDACTED]	Default User	--	Active	Edit Delete

3 Item(s) Show 20 per page

Add New User

Company Users

If you must reactivate a user, click the **Show Inactive Users** button at the top of the list.

Which will enable you to access a user who you've previously set to **Inactive**, so you may set them back to **Active**.

Company Users

Show Active Users Show All Users

ID	Name	Email	Role	Team	Status	Actions
121536	Jane Doe	[REDACTED]	Manager	--	Inactive	Edit Delete
121288	Test Role	[REDACTED]	Default User	--	Inactive	Edit Delete

2 Item(s) Show 20 per page

Add New User

Company Users

Then toggle their **Status** to **Active**.

Edit User ✕

User Role
 Manager

First Name
 Jane

Last Name
 Doe

Email
 [REDACTED]

Phone Number
 (416) 987-6543

Status
 Active

Save Cancel

They will then appear on your list of **Active Users**.

Should you decide to delete a user, for example, if your manager leaves their employment at your Licensee location. You can delete them from the account altogether by selecting the **Delete** button under the **Actions** column.

Company Users

Show Inactive Users Show All Users

ID	Name	Email	Role	Team	Status	Actions
121341	[REDACTED]	[REDACTED]	Company Administrator	—	Active	Edit Delete
121529	[REDACTED]	[REDACTED]	Default User	—	Active	Edit Delete
121726	Jane Doe	[REDACTED]	Default User	—	Active	Edit Delete
121431	Test Manager	[REDACTED]	Default User	—	Active	Edit Delete

4 item(s) Show 20 per page

Add New User

Company Users

PLEASE NOTE: that when you inactivate and delete a user, they will not be able to log into Ecommerce Platform.

We recommend as a best practice to only set up your manager as an alternative for placing orders for the Licensee location.

Delete this user? ✕

Select Delete to permanently delete the user account and content. User's orders and quotes are still visible for the merchant. Select Set as Inactive to temporarily lock the user. The user's content is still available to parent users.

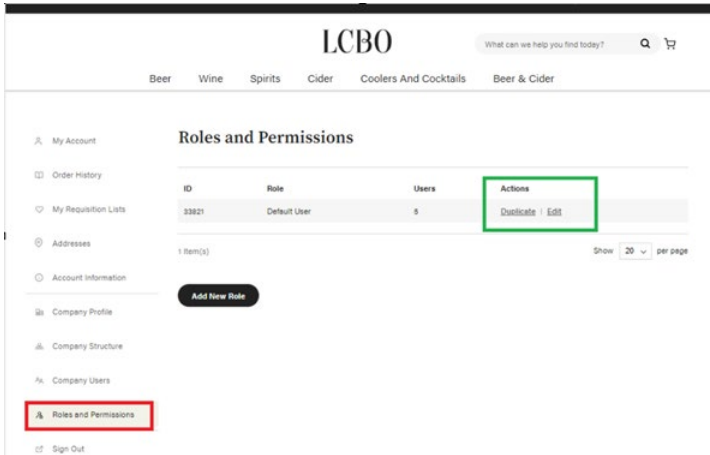
Delete Set as Inactive

Cancel

Click **Delete**.

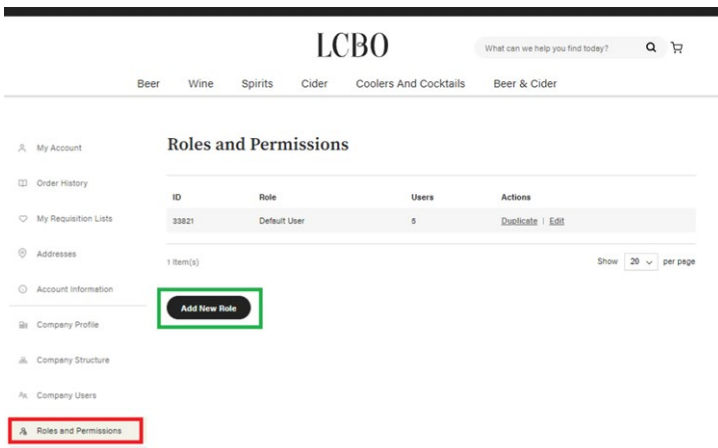
Roles and Permissions

If you create an internal business structure for your Ecommerce Platform ordering account or decide to add a manager role to place orders on your behalf. You can enable and restrict what that role/ user has access to do within the account.



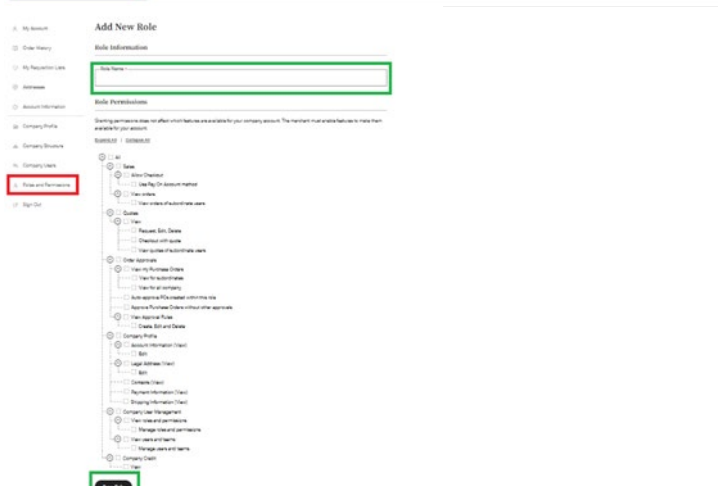
You may **Duplicate/ Edit** or **Delete** these roles from this page as well.

Licensee holders will be set up initially as the **Default User**.



To duplicate a role, click the **Duplicate** button in the Actions column. This option automatically duplicates your role exactly, and if you create this role for someone else, they will have access to everything in the Ecommerce Platform account.

To add a new role and modify their permissions, click **Add New Role**.



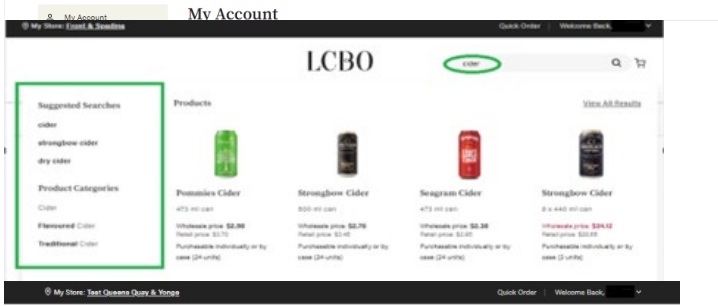
Check off the permissions you wish this role to have. These permissions will affect what the role can do on your account.

Once you are happy with the selection, click **Save Role**.

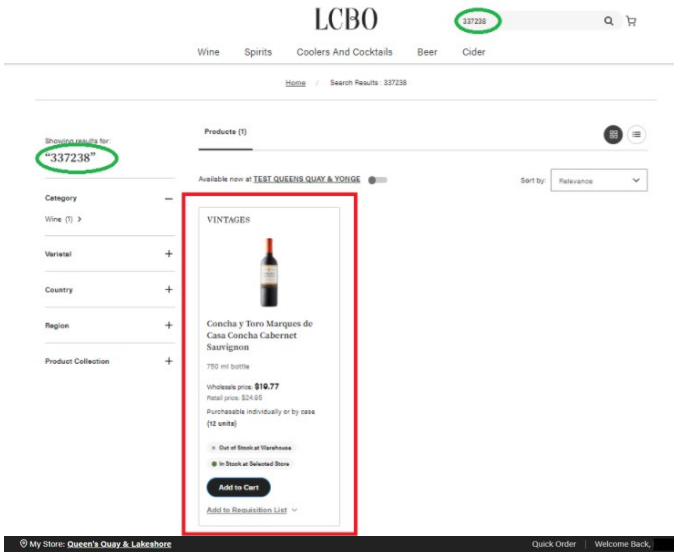
Ordering



To begin ordering, you can click the headers highlighted below.



Or you may search individual categories using the search bar function.



Alternatively, if you happen to know the product name or LCBO SKU # (ex. 337238) you wish to order, you may enter the product name or SKU # in the search bar also.

You may also search by brand name for ease.

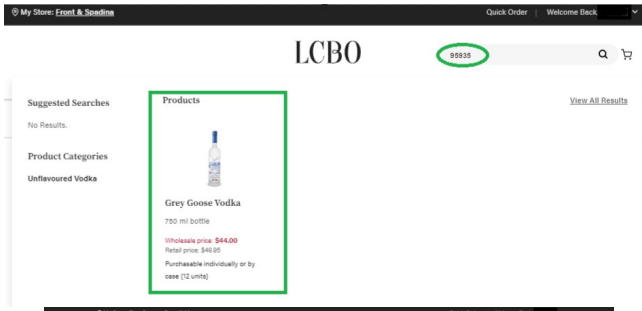


Placing Your Order

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

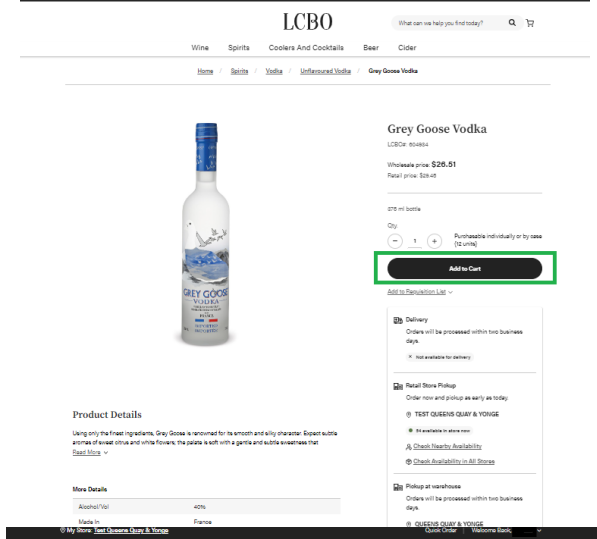
Licensees will be able to shop for any product available online, the inventory is updated in real time and will show quantities available at the LCBO locations.

Search Function

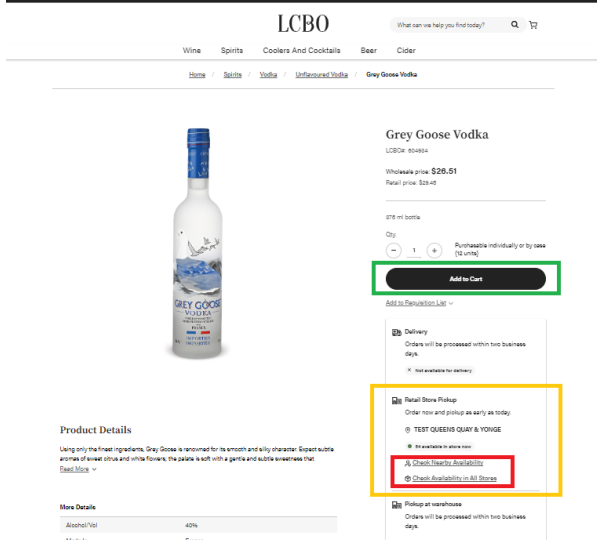


Using the **Search** function, located at the top right, type in a product's brand name or LCBO item number and a list of products will appear.

Alternatively, you can also type individual LCBO SKUs in the Search bar in the top right-hand corner of the screen.

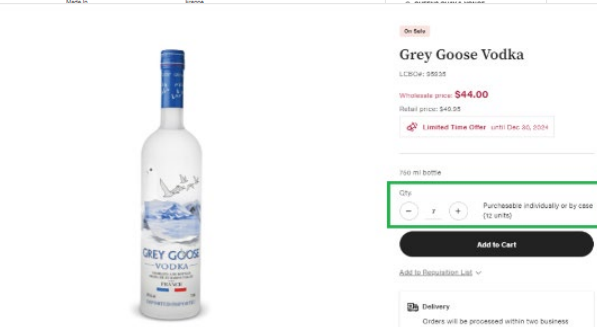


To add the item(s) to your cart, click the **Add to Cart** button.

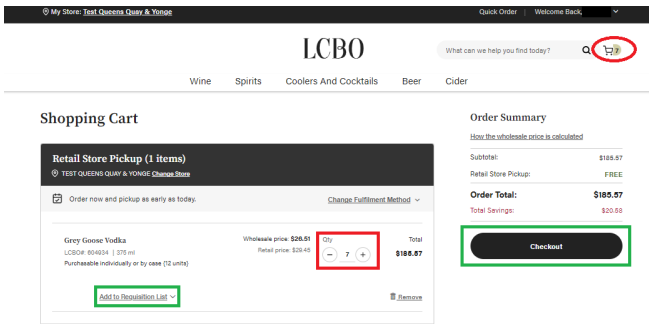


You will also be able to view whether your default pick up store has inventory in the selected product. If not, you do have the option to check other store locations. Please note that only LCBO Pick-up stores will be an option, not every LCBO retail store will be listed as a result. You may change your default store if required.

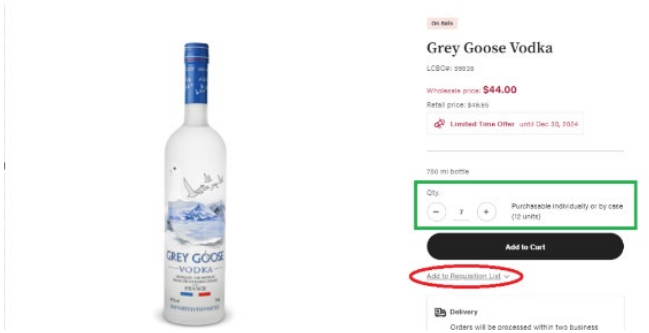
Please note that your default LCBO retail store will be determined based on your business premise postal code. Should you decide to change the default store, you can at any time.



Once you click **Add to Cart** the cart icon in the top right-hand corner of the screen will update in case quantity. To verify the correct quantity you require, you can adjust the quantity on the page prior to adding it to your cart. Or you may click the cart icon and adjust the case quantities you need by using the “-“ and “+“ icons from there.

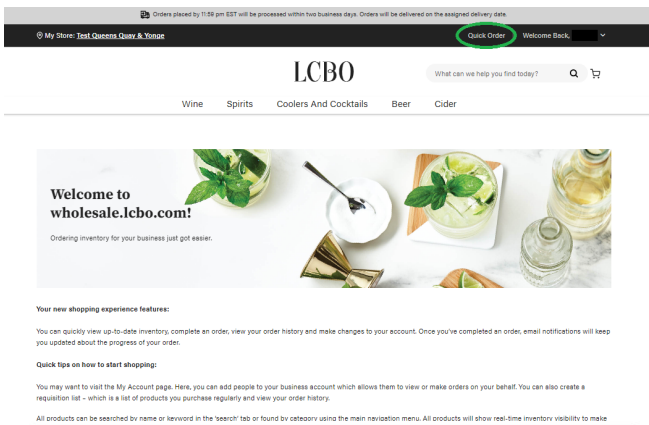


Once you are happy with the quantities amount, you can click the **Checkout** button to place your order.

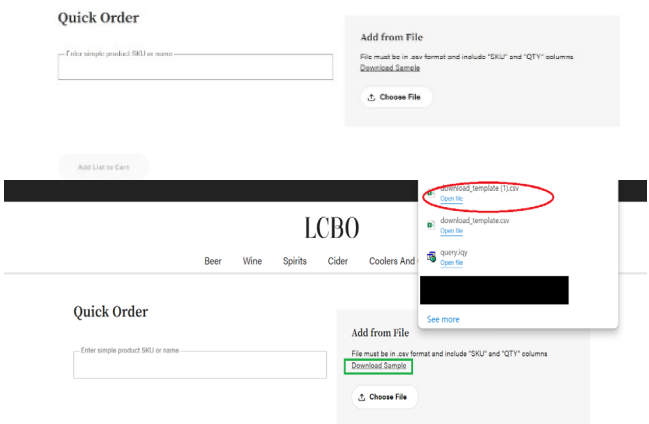


If this is a standard order for you, you may want to consider adding it to your requisition list by clicking the **Add to Requisition List** under the product.

Quick Order Function



Quick order allows for fast ordering and is accessed by clicking on **Quick Order** at the top right of the screen.



The user can type in the product name or LCBO item number and a list of products will appear. This is more efficient than separately pulling up the full item screen for each product.

You may create a quick order by downloading a sample template in excel, simply click **Download Template**.

	A	B	C	D	E	F	G	H	I
1	sku	qty							
2	14488	48							
3	553461	48							
4	316323	24							
5	211227	18							
6									

Then open the downloaded file and populate with desired SKU's and quantities.

Quick Order

Enter a simple product SKU or name

Add from File
File must be in .csv format and include "SKU" and "QTY" columns
[Download Sample](#)

Choose File

Then save the excel file on your desktop, or in a folder you can easily access. Then click **Choose File**.

Organize New folder

Home Gallery

Name Status

LIC Quick Order.csv

316323
Moff's Chamato Original Caesar
LCBO# 316323
48001
Purchasable individually or by case (24 units)

Wholesale price: \$3.34
Retail price: \$3.70

553461
Moff's Chamato The Works Caesar
LCBO# 553461
48001
Purchasable individually or by case (24 units)

Wholesale price: \$3.34
Retail price: \$3.70

Enter simple product SKU or name

Add List to Cart

Then upload the file for your order.

Or you may type in the LCBO SKU numbers individually.

Quick Order

14488 Qty: 48
White Claw Hard Seltzer Natural Lemon
LCBO# 14488
47001
Purchasable individually or by case (24 units)

Wholesale price: \$3.03
Retail price: \$3.00

211227 Qty: 18
Pulse Bay Maple Grapeseed
LCBO# 211227
4138001
Purchasable individually or by case (24 units)

Wholesale price: \$6.68
Retail price: \$5.10

316323 Qty: 24
Moff's Chamato Original Caesar
LCBO# 316323
48001
Purchasable individually or by case (24 units)

Wholesale price: \$3.34
Retail price: \$3.70

553461 Qty: 48
Moff's Chamato The Works Caesar
LCBO# 553461
48001
Purchasable individually or by case (24 units)

Wholesale price: \$3.34
Retail price: \$3.70

Enter simple product SKU or name

Add List to Cart

Add from File
File must be in .csv format and include "SKU" and "QTY" columns
[Download Sample](#)

Choose File

Once you are happy with the order, click **Add List to Cart** and the items will be added to your shopping cart.

Proceed to **Checkout**.

Please note that it may take a few moments to update your cart for larger orders.

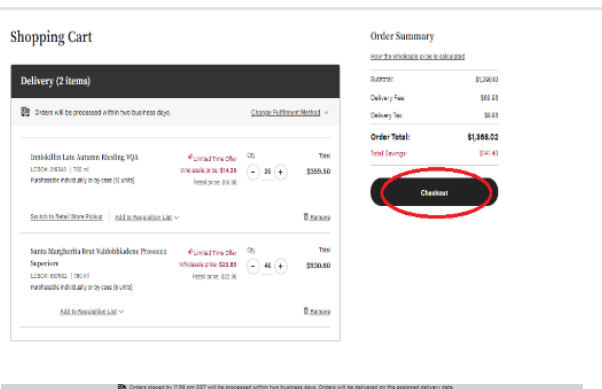
134857 Qty: 12
Open Cab 2 Merlot VQA
LCBO# 134857
33001

Wholesale price: \$15.47
Retail price: \$14.90

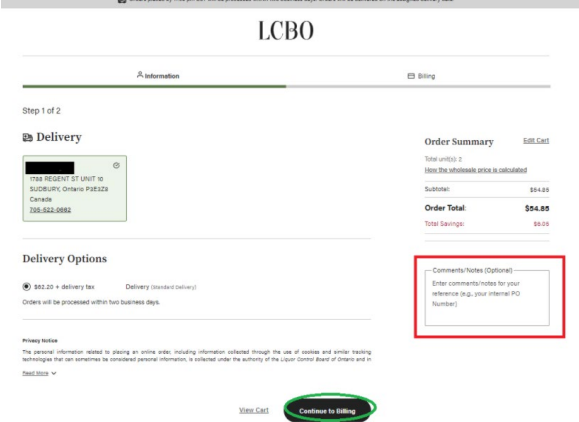
Notice
Your cart is loading. Please wait while we prepare your items for checkout. Thank you for your patience.

Open Blending Cab@nterastore VQA
LCBO# 134863
33001

Wholesale price: \$12.87
Retail price: \$13.95



To preview your order at any time, click the cart icon in the top righthand corner of the screen.



Please note that the comments section does not appear on your order or invoicing so please do not use this feature as a means of communication.

This section also does not allow special characters. Your order will be blocked if you attempt to use the following: !@#\$\$%^&*.

Pickup from LCBO Retail Stores/Depots

Licensees can also shop from any of the 680 LCBO retail stores, with 530 represented online from LCBO Retail locations and depots where orders will be packed and ready for pickup within two business days – all through wholesale.lcbo.com.

The depots offer both pick-up and delivery options for your convenience. All completed orders must be picked up within 3 days otherwise they will be returned to stock.

Licensees can have a designate pick up their order as needed. It is the responsibility of the Licensee holder and/or their designated pick-up person to verify the order invoice matches the products in their physical order. Please ensure the order is correct prior to leaving the depot/ retail store premises.

The designate information must be provided to the Depot with the order submission and will show on your invoice. Upon pick-up a copy of the invoice and valid government issued ID must be presented to the depot attendant.

You will receive notifications at each stage of the ordering fulfillment process.

Change Delivery to Pick up Option

Shopping Cart

Delivery (2 Items)

Orders will be processed within two business days. [Change Fulfillment Method](#)

Item	Wholesale price	Retail price	Qty	Total
Cabana Coast Original Mule LCBQF 40746 473 ml Purchasable individually or by case (24 units)	\$2.62	\$3.25	1	\$2.62
Founder's Original Tequila Paloma LCBQF 10200 355 ml Purchasable individually or by case (24 units)	\$2.62	\$3.25	1	\$2.62

Buttons: [Switch to Retail Store Pickup](#), [Add to Requisition List](#), [Remove](#)

Order Summary

[How the wholesale price is calculated](#)

Subtotal:	\$5.24
Delivery Fee:	\$68.88
Delivery Tax:	\$8.89
Order Total:	\$80.81
Total Savings:	\$1.28

[Checkout](#)

In scenarios where you decide you want to pick up products from a retail store, you have the option of changing the delivery option to a **Pick-up in Retail Store Option** while in your cart.

You have switched to Retail Store Pickup
Please review your cart before checkout.

Shopping Cart

Delivery (1 Item)

Orders will be processed within two business days. [Change Fulfillment Method](#)

Item	Wholesale price	Retail price	Qty	Total
Founder's Original Tequila Paloma LCBQF 10200 355 ml Purchasable individually or by case (24 units)	\$2.62	\$3.25	1	\$2.62

Buttons: [Switch to Retail Store Pickup](#), [Add to Requisition List](#), [Remove](#)

Retail Store Pickup (1 Item)

[Show Items](#)

Order Summary

[How the wholesale price is calculated](#)

Subtotal:	\$5.24
Retail Store Pickup:	\$68.88
Delivery Fee:	\$68.88
Delivery Tax:	\$8.89
Order Total:	\$80.81
Total Savings:	\$1.28

[Checkout](#)

Once you select this, Ecommerce Platform will update your cart. You may select this as one option if you wish.

You May Be Interested In

Shopping Cart

Delivery (2 Items)

Orders will be processed within two business days. [Change Fulfillment Method](#)

Item	Wholesale price	Retail price	Qty	Total
Cabana Coast Original Mule LCBQF 40746 473 ml Purchasable individually or by case (24 units)	\$2.62	\$3.25	1	\$2.62
Founder's Original Tequila Paloma LCBQF 10200 355 ml Purchasable individually or by case (24 units)	\$2.62	\$3.25	1	\$2.62

Buttons: [Switch to Retail Store Pickup](#), [Add to Requisition List](#), [Remove](#)

Order Summary

[How the wholesale price is calculated](#)

Subtotal:	\$5.24
Delivery Fee:	\$68.88
Delivery Tax:	\$8.89
Order Total:	\$80.81
Total Savings:	\$1.28

[Checkout](#)

Or you can change the entire cart by selecting the **Change Fulfillment Method** option.

Shopping Cart

Delivery (2 Items)

Orders will be processed within two business days. [Change Fulfillment Method](#)

Item	Wholesale price	Retail price	Qty	Total
Cabana Coast Original Mule LCBQF 40746 473 ml Purchasable individually or by case (24 units)	\$2.62	\$3.25	1	\$2.62
Founder's Original Tequila Paloma LCBQF 10200 355 ml Purchasable individually or by case (24 units)	\$2.62	\$3.25	1	\$2.62

Buttons: [Switch to Retail Store Pickup](#), [Add to Requisition List](#), [Remove](#)

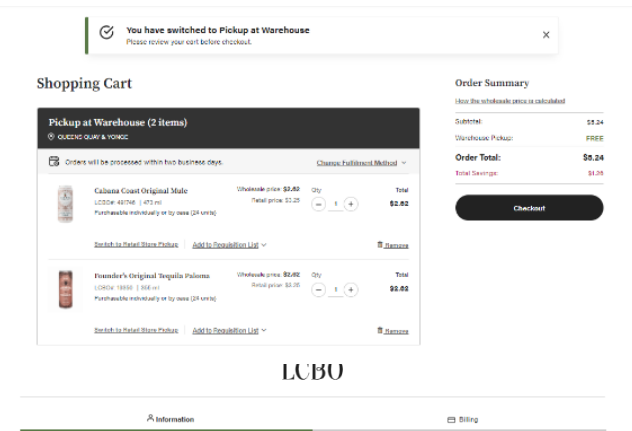
Order Summary

[How the wholesale price is calculated](#)

Subtotal:	\$5.24
Delivery Fee:	\$68.88
Delivery Tax:	\$8.89
Order Total:	\$80.81
Total Savings:	\$1.28

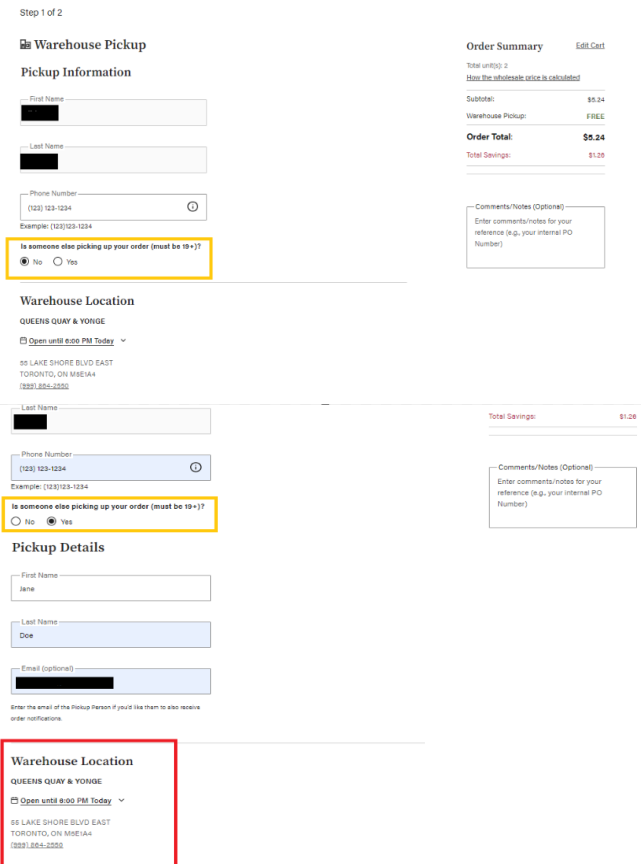
[Checkout](#)

You can either select the **Pickup from Retail Option** or **Pick up from Warehouse option**.



If you select the **Pickup from Warehouse** Option, a green confirmation message will appear. You will notice the **Order Summary** value change.

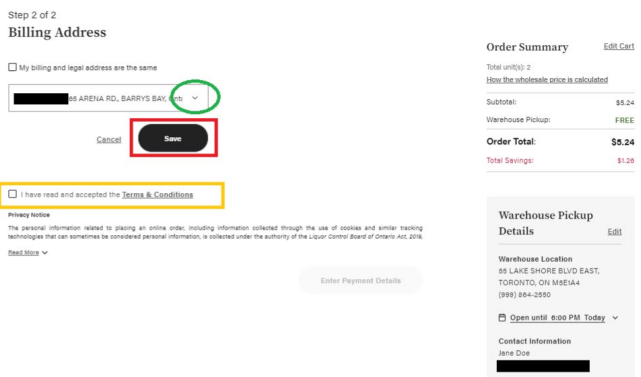
Click **Checkout** to proceed.



You as the Licensee holder, will appear as the default pick up person. Should you wish to appoint a designated pick-up person to pick up the products on your behalf. Click **Yes** in the **“Is someone else picking up your order (must be 19+)”** field.

Enter in their contact information in the spaces required.

Please be advised that your designated pick-up person must be 19 years of age or older and be able to provide a valid Government Issued ID upon pick up. Click **Proceed to Billing**.



The account logged-in will and the designate (if selected) will receive the ready for pick-up e-mail.

If you wish to update your billing address, click the down arrow beside your default billing address. Then click **Save** to update the order.

If your billing address does not require editing, click the **My billing and legal address are the same** checkbox. Please review the **Terms and Conditions** and confirm that you have read them by clicking the **Terms and Conditions** checkbox.

Step 2 of 2
Billing Address

My billing and legal address are the same

55 ASSETA RD
BARRYS BAY, Ontario K0R0E
Canada
(833) 298-2247

I have read and accepted the [Terms & Conditions](#)

Privacy Notice
The personal information related to placing an online order, including information collected through the use of cookies and similar tracking technologies that can sometimes be considered personal information, is collected under the authority of the Liquor Control Board of Ontario Act, 2016.
[Read More](#)

Order Summary [Edit Cart](#)

Total unit(s): 2
[How the wholesale price is calculated](#)

Subtotal: \$5.24
Warehouse Pickup: FREE
Order Total: \$5.24
Total Savings: \$1.20

Warehouse Pickup Details [Edit](#)

Warehouse Location
55 LAKE SHORE BLVD EAST,
TORONTO, ON M5E1A4
(905) 884-2200

Open until 6:00 PM Today

Contact Information
Jane Doe

[Enter Payment Details](#)

Click **Enter Payment Details** to proceed. Once you have paid you will receive the order confirmation email. Your designated pick-up person will receive the Pickup email confirmation when the order is received and ready for pick up.

Beer Wine Spirits Cider Coolers And Cocktails Beer & Cider

You have switched to **Retail Store Pickup**
Please review your cart before checkout.

Shopping Cart

Retail Store Pickup (2 items)
[Front & Spadina](#)

Order now and pickup as early as today. [Change Fulfillment Method](#)

	Wholesale price: \$2.62 Retail price: \$3.25	Qty: 1	Total: \$3.25
Purchasable individually or by case (24 units)			
Switch to Delivery	Add to Wishlist	Remove	
	Wholesale price: \$2.62 Retail price: \$3.25	Qty: 1	Total: \$3.25
Purchasable individually or by case (24 units)			
Switch to Delivery	Add to Wishlist	Remove	

Order Summary [Edit Cart](#)

[How the wholesale price is calculated](#)

Subtotal: \$5.24
Retail Store Pickup: FREE
Order Total: \$5.24
Total Savings: \$1.20

[Checkout](#)

When you select **Pickup from Retail Store**, your default store will appear as the pickup site. Then click **Checkout** to proceed.

Step 1 of 2
Retail Store Pickup

Pickup Information

First Name: [Redacted]
Last Name: [Redacted]
Phone Number: [Redacted]
Example: (123)123-1234

Is someone else picking up your order (must be 19+)?
 No Yes

Store Location

FRONT & SPADINA
 Open until 6:00 PM Today
415 KING STREET WEST
TORONTO-CENTRAL, ON M5V1K1
(416) 888-1882

Order Summary [Edit Cart](#)

Total unit(s): 2
[How the wholesale price is calculated](#)

Subtotal: \$5.24
Retail Store Pickup: FREE
Order Total: \$5.24
Total Savings: \$1.20

Comments/Notes (Optional)
Enter comments/notes for your reference (e.g., your internal PO Number)

You will notice that you (the Licensee holder) will appear as the default pick up person. If you do intend to pick up the product yourself from the LCBO retail, simply add your preferred phone number in the format given (ex. (123)123-1234).

Last Name: [Redacted]

Phone Number: (123) 123-1234
Example: (123)123-1234

Is someone else picking up your order (must be 19+)?
 No Yes

Pickup Details

First Name: John
Last Name: Smith
Email (optional): john.smith@gmail.com

Enter the email of the Pickup Person if you'd like them to also receive order notifications.

Store Location

FRONT & SPADINA
 Open until 6:00 PM Today
415 KING STREET WEST
TORONTO-CENTRAL, ON M5V1K1
(416) 888-1882

Comments/Notes (Optional)
Enter comments/notes for your reference (e.g., your internal PO Number)

If you wish to have a trusted designate pick up the product on your behalf, click **“Yes”** in the **Is someone else picking up your order (must be 19+)** field. Your chosen designated pickup person must be 19yrs of age or older, and they must provide a valid form of Government Issued ID upon pickup.

Information Billing

Step 2 of 2
Billing Address

My billing and legal address are the same

▼

Cancel Save

I have read and accepted the [Terms & Conditions](#)

Privacy Notice
The personal information related to placing an online order, including information collected through the use of cookies and similar tracking technologies that can sometimes be considered personal information, is collected under the authority of the Liquor Control Board of Ontario Act, 2016. [Read More](#) ▼

Enter Payment Details

Order Summary Edit Cart

Total unit(s): 2
Show the wholesale price as calculated

Subtotal: \$5.24

Retail Store Pickup: FREE

Order Total: \$5.24

Total Savings: \$1.29

Retail Store Pickup Details Edit

Store Location
418 KING STREET WEST,
TORONTO-CENTRAL, ON M5V1K1
(416) 598-1482

Open until 6:00 PM Today ▼

Contact Information

Confirm that your **Billing Address** is correct, if not, you can edit the billing address from this page by clicking the **Edit** button under your default billing address.

Click the down arrow beside your default billing address and click edit.
Then click **Save**.

Step 2 of 2
Billing Address

My billing and legal address are the same

I have read and accepted the [Terms & Conditions](#)

Privacy Notice
The personal information related to placing an online order, including information collected through the use of cookies and similar tracking technologies that can sometimes be considered personal information, is collected under the authority of the Liquor Control Board of Ontario Act, 2016. [Read More](#) ▼

Enter Payment Details

Order Summary Edit Cart

Total unit(s): 2
Show the wholesale price as calculated

Subtotal: \$5.24

Retail Store Pickup: FREE

Order Total: \$5.24

Total Savings: \$1.29

Retail Store Pickup Details Edit

Store Location
418 KING STREET WEST,
TORONTO-CENTRAL, ON M5V1K1
(416) 598-1482

Open until 6:00 PM Today ▼

Contact Information
John Smith

If your billing address does not require editing, please review the **Terms and Conditions**, click the checkbox to confirm you have reviewed them.

Then click **Enter Payment Details**. Once you have paid you will receive the order confirmation email. Your designated pick-up person will receive the Pickup email confirmation when the order is received and ready for pick up.

Order History

There is functionality in the Ecommerce Platform to assist you in tracking orders and it is accessed by going to **My Account**.

My Account

- Order History
- My Requisition List
- Addresses
- Account Information
- Company Profile
- Company Structure
- Company Users
- Roles and Permissions
- Sign Out

Order #	Date	Order Type	Order Total	Status	Actions
9001240	02/12/24	Delivery	\$303.97	In Progress	View Order
9001861	01/22/24	Delivery	\$210.07	In Progress	View Order
9001842	01/12/24	Delivery	\$797.07	In Progress	View Order
90010860	01/08/24	Retail Store Pickup	\$43.36	Not Complete	View Order
90010703	01/05/24	Retail Store Pickup	\$1,471.40	In Progress	View Order
90010374	01/04/24	Delivery	\$5,094.03	In Progress	View Order
90010170	01/04/24	Delivery	\$12,612.48	In Progress	View Order
90010990	01/04/24	Retail Store Pickup	\$423.90	Not Complete	View Order
90010896	01/02/24	Pickup at Warehouse	\$0.00	Cancelled	View Order
90010820	01/02/24	Delivery	\$0.00	Cancelled	View Order

Showing Order(s) 1 to 10 of 12 total



In the lefthand navigation bar, select **Order History**. The order history screen itemizes all orders placed and allows for searching and filtering.

My Account **Order #6001142** [Print Order](#)

Order History | Date: January 12, 2024 | **Order Type: Delivery** | Order Total: \$797.67 | Status: **In Progress**

Order Placed | **In Progress** | Shipped

Items Ordered

	White Claw Hard Seltzer Black Cherry LCBO# 14488 473 ml can Purchase individually or by case (24 units) Qty Ordered: 101	Wholesale price: \$2.70 Retail price: \$3.23	Total \$272.70
	Mott's Clamato The Works Caesar LCBO# 555491 450 ml can Purchase individually or by case (24 units) Qty Ordered: 124	Wholesale price: \$2.86 Retail price: \$3.55	Total \$354.64

2 Item(s) [How the wholesale price is calculated](#)

Subtotal:	\$627.34
Delivery Fee:	\$161.00
Delivery Tax:	\$19.33
Order Total:	\$797.67



Once you select an order to view, a list of items, delivery type and the quantity ordered appears

My Account **Order #6001142** [Print Order](#)

Order History | Date: January 12, 2024 | Order Type: Delivery | Order Total: \$797.67 | Status: In Progress

Order Placed | In Progress | Shipped

Items Ordered

	White Claw Hard Seltzer Black Cherry LCBO# 14426 473 ml can Purchase individually or by case (24 units) Qty Ordered: 101	Wholesale price: \$2.70 Retail price: \$3.23	Total \$272.70
	Mott's Clamato The Works Caesar LCBO# 555491 450 ml can Purchase individually or by case (24 units) Qty Ordered: 124	Wholesale price: \$2.86 Retail price: \$3.55	Total \$354.64

2 Item(s) [How the wholesale price is calculated](#)

Subtotal:	\$627.34
Delivery Fee:	\$161.00
Delivery Tax:	\$19.33
Order Total:	\$797.67

To print off an order confirmation, click **Print Order** on the right-hand side of the screen.

Print
Total: 1 sheet of paper

Printer: [Redacted]

Copies: 1

Layout: Portrait Landscape



Pages: All

Print Cancel

Order #6001142 LCBO

Date: January 12, 2024 | Order Type: Delivery | Order Total: \$797.67 | Status: In Progress

Items Ordered

	White Claw Hard Seltzer Black Cherry LCBO# 14488 473 ml can Purchase individually or by case (24 units) Qty Ordered: 101	Wholesale price: \$2.70 Retail price: \$3.23	Total \$272.70
	Mott's Clamato The Works Caesar LCBO# 555491 450 ml can Purchase individually or by case (24 units) Qty Ordered: 124	Wholesale price: \$2.86 Retail price: \$3.55	Total \$354.64

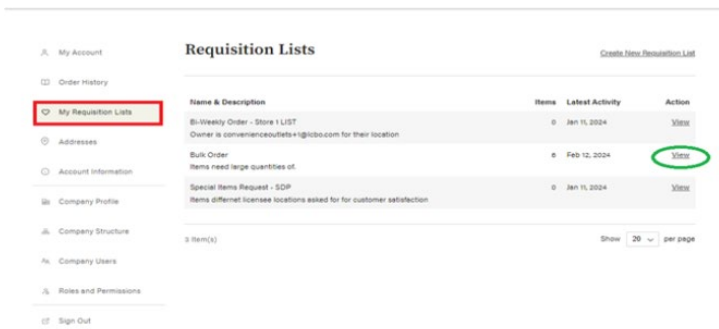
2 Item(s) [How the wholesale price is calculated](#)

Subtotal:	\$627.34
Delivery Fee:	\$161.00

It will be available to print off on your computer.

Requisition Lists

From the **Requisition List** tab, you can easily access all requisition lists that your and/or your company users have created.

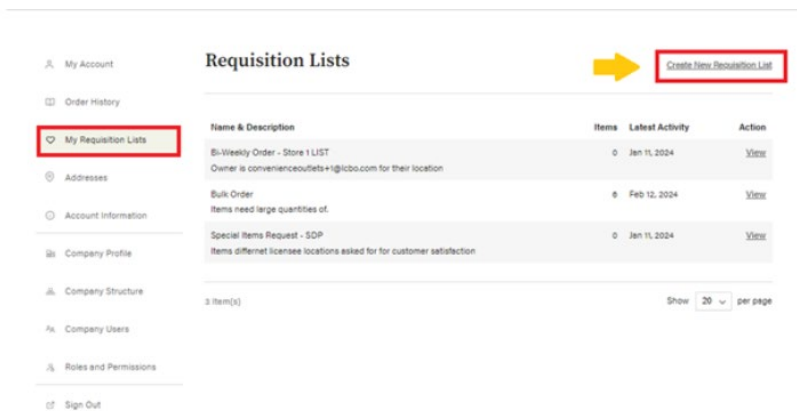


Click on the **View** button in the **Action** column on the right-hand side of the pane.

A **Requisition List** functions like a wish list. You can create product lists in advance and save that list of items that are frequently ordered. This is the most efficient way to order items, especially those you purchase on a regular basis.

Requisition lists can be saved and recalled at the time of ordering. Multiple requisition lists can be created to satisfy ordering requirements and customer needs.

Please note requisition lists are designed to help make your ordering more seamless. Please be advised that adding a SKU to your requisition list does not mean you will be able to order that product, as product availability at your supplying source may vary.



To create a list, click **Create New Requisition List**.

Create Requisition List

Requisition List Name

Description

Save **Cancel**

Type in the name of the list (i.e. Summer Order) and click **Save**.

As you are browsing product selection, you have the option of adding products to your requisition list. By clicking the **Add to Requisition List** drop down menu

Click **Add to Requisition List** to add the item to the list and repeat process to add additional items. You will receive confirmation that the selected item has been added to the confirmation list.

Home / Coolers And Cocktails

Product Cottage Springs Lemon Lime Vodka Soda has been added to the requisition list First Week of Summer Order.

Coolers And Cocktails 201 Result(s)

Category: Coolers (201)

Available at Your Store now

Sort by: Relevance

<p>Smirnoff Ice Berry Blast</p> <p>473 ml can</p> <p>Wholesale price: \$2.78 Retail price: \$3.20 Limited Time Offer</p> <p>Purchasable individually or by case (24 units)</p> <p>Out of Stock at Warehouse</p> <p>In Stock at Selected Store</p>	<p>Smirnoff Ice</p> <p>1000 ml bottle</p> <p>Wholesale price: \$6.64 Retail price: \$7.25 Limited Time Offer</p> <p>Purchasable individually or by case (12 units)</p> <p>Out of Stock at Warehouse</p> <p>In Stock at Selected Store</p>	<p>Jaw Drop Squeezing Oranges</p> <p>473 ml can</p> <p>Wholesale price: \$2.54 Retail price: \$2.90 Limited Time Offer</p> <p>Purchasable individually or by case (24 units)</p> <p>Out of Stock at Warehouse</p> <p>Available in Other Stores</p>
--	--	---

To add items to the newly saved **Requisition List**, you can navigate to the product section or category of interest and add accordingly. Or type in the product name or LCBO item number in the search bar if you are looking to add a specific item.

My Account

Order History

My Requisition Lists

Addresses

Account Information

Company Profile

Company Structure

Company Users






Roles and Permissions

Sign Out

Bulk Order [Rename](#)

Items need large quantities of.

6 items Select all [Remove Selected](#) [Move Selected](#) [Copy Selected](#)

Item	Price	Qty	Subtotal
<input checked="" type="checkbox"/>  Mionetto Prestige Prosecco Brut DOC Treviso LCBO# 483309 750 ml Purchasable individually or by case (12 units)	Wholesale price: \$15.20 Limited Time Offer Retail price: \$18.95	Qty: 44	Total: \$608.00
<input checked="" type="checkbox"/>  Peller Family Vineyards Rosé LCBO# 455017 1000 ml Purchasable individually or by case (8 units)	Wholesale price: \$15.20 Limited Time Offer Retail price: \$18.95	Qty: 75	Total: \$1,140.00
<input checked="" type="checkbox"/>  Peller Family Vineyards Pinot Grigio LCBO# 685485 4000 ml Purchasable individually or by case (4 units)	Wholesale price: \$37.00 Limited Time Offer Retail price: \$43.95	Qty: 32	Total: \$1,203.00
<input checked="" type="checkbox"/>  Collavini Pinot Grigio LCBO# 33340 750 ml Purchasable individually or by case (12 units)	Wholesale price: \$12.40 Limited Time Offer Retail price: \$13.20	Qty: 67	Total: \$830.00
<input type="checkbox"/>  Sinha Stout	Wholesale price: \$3.02	Qty:	Total: \$93.00

To add the requisition list to your order, click the checkbox next to the products (or all) that you would like to add to your order. Click **Add to Cart**.

My Account

Order History

My Requisition Lists

Addresses

Account Information

Company Profile

Company Structure

Company Users




Roles and Permissions

Sign Out

First Week of Summer Order [Rename](#)

Styles to stock for summer season.

3 items Select all [Remove Selected](#) [Move Selected](#) [Copy Selected](#)

Item	Price	Qty	Subtotal
<input type="checkbox"/>  Cottage Springs Lemon Lime Vodka Soda LCBO# 693029 355 ml Purchasable individually or by case (24 units)	Wholesale price: \$2.38 Retail price: \$2.95	Qty: 100	Total: \$238.00
<input checked="" type="checkbox"/>  Smirnoff Ice LCBO# 321760 1000 ml Purchasable individually or by case (12 units)	Wholesale price: \$6.64 Limited Time Offer Retail price: \$7.25	Qty: 24	Total: \$159.00
<input checked="" type="checkbox"/>  Smirnoff Vodka & Soda White Peach Rose LCBO# 14818 4 x 355 ml Purchasable individually or by case (8 units)	Wholesale price: \$7.00 Retail price: \$8.65	Qty: 92	Total: \$644.00

Add to Cart [Update List](#) [Delete Requisition List](#)

If you do not wish to add the whole requisition list to your order, you can uncheck boxes next to the products you don't want. Then click **Add to Cart**.

My Account

Order History

My Requisition Lists

Addresses

Account Information

Company Profile

Company Structure

Company Users




Roles and Permissions

Sign Out

First Week of Summer Order [Rename](#)

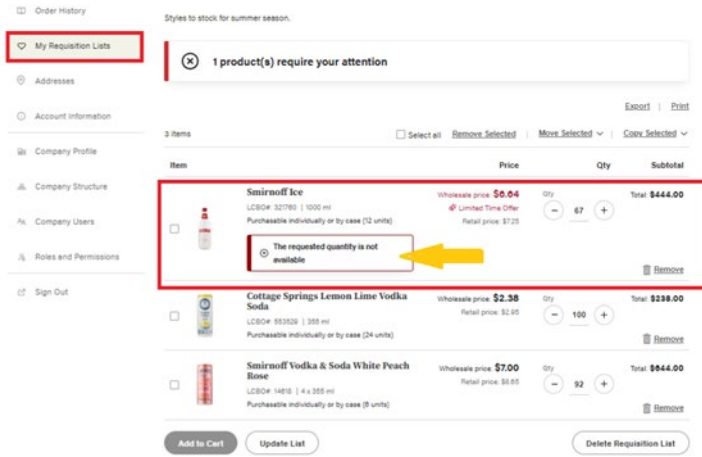
Styles to stock for summer season.

3 items Select all [Remove Selected](#) [Move Selected](#) [Copy Selected](#)

Item	Price	Qty	Subtotal
<input type="checkbox"/>  Cottage Springs Lemon Lime Vodka Soda LCBO# 693029 355 ml Purchasable individually or by case (24 units)	Wholesale price: \$2.38 Retail price: \$2.95	Qty: 100	Total: \$238.00
<input type="checkbox"/>  Smirnoff Ice LCBO# 321760 1000 ml Purchasable individually or by case (12 units)	Wholesale price: \$6.64 Limited Time Offer Retail price: \$7.25	Qty: 67	Total: \$159.00
<input type="checkbox"/>  Smirnoff Vodka & Soda White Peach Rose LCBO# 14818 4 x 355 ml Purchasable individually or by case (8 units)	Wholesale price: \$7.00 Retail price: \$8.65	Qty: 92	Total: \$644.00

[Add to Cart](#) **Update List** [Delete Requisition List](#)

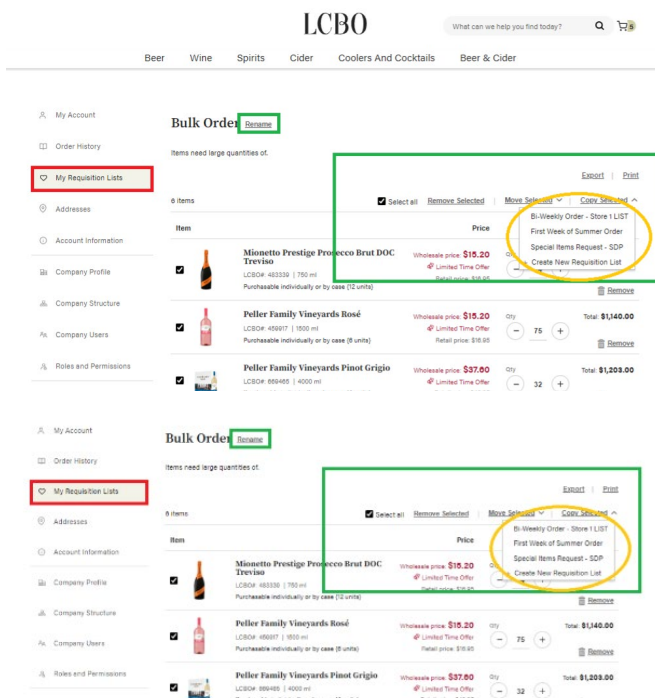
If you need to edit the quantities, simply type in the desired quantity or use the “-” and “+” icons. Then click **Update List**.



Please note that the live quantities will always affect your product selection, if you attempt to order more than quantities allow, the Ecommerce Platform will notify you with an error message and you will not be able to order the product in that quantity.

If you still wish to order the product, then you must lower your quantity or place a partial order for that SKU as inventory levels allow.

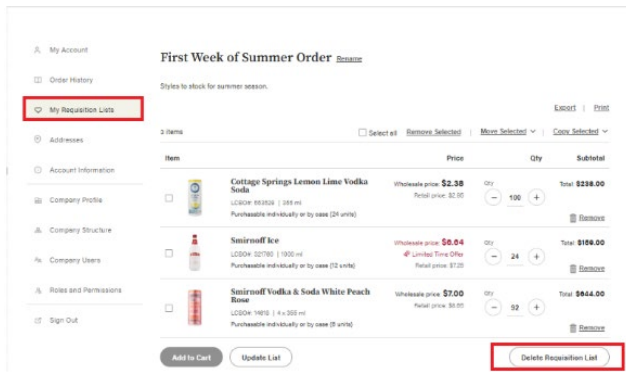
Updating your Requisition List



You can individually select products and copy or move them to an existing requisition list or create a new one for convenience.

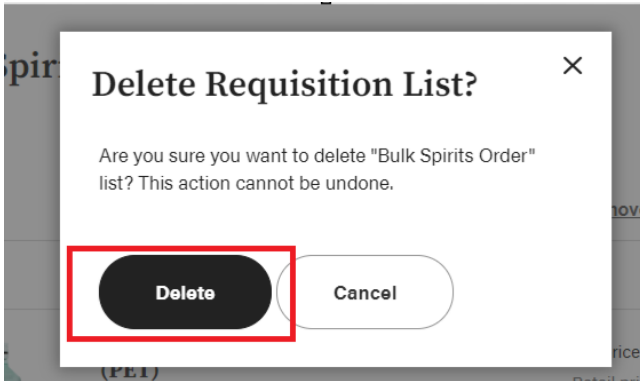
You can also remove a specific SKU by clicking the **Remove** button.

Delete Requisition List



To delete a requisition list, click on the list that is no longer representative of your ordering needs.

Click **Delete Requisition List**.



Then click **Delete**.

Order Pickup Details

How am I notified that my Order is ready?

You will receive an e-mail notification when your order is ready for pickup. If you've designated an alternate person to pick up your order and provided their email address, then they will also receive the email.

To complete your pickup, please bring the following:

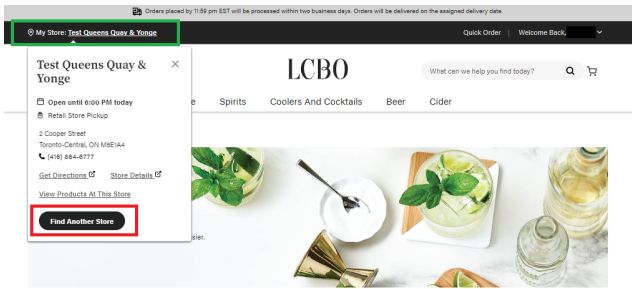
- Ready for Pickup Notification email
- Government-issued photo ID to your selected LCBO store. Your identification will be verified against the name on the order and is required as proof of legal drinking age. Acceptable proof includes a valid driver's licence, passport, citizenship card and BYID photo identification card.
- Order must be picked-up within 3 business days or your order will be cancelled. (Refer to FAQ)

How long will they hold my purchase?

- Pickup orders not claimed within 3 days of the Ready for Pickup Notification email are subject to cancellation and refund without further notice.

Changing your Default Pickup from Retail Store

As your business needs evolve, you have the flexibility to change your Pickup retail location should you require it.



Click the **My Store** button on the top lefthand corner of the screen.

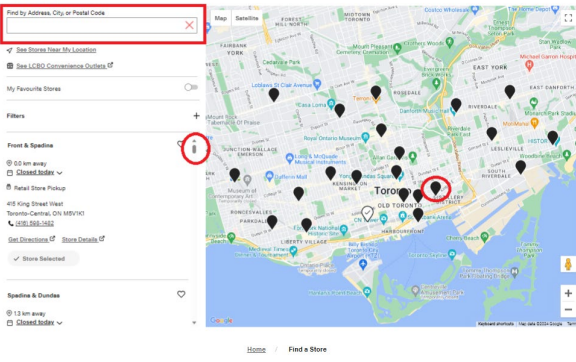
Your new shopping experience features:

You can quickly view up-to-date inventory, complete an order, view your order history and make changes to your account. Once you've completed an order, email notifications will keep you updated about the progress of your order.

Quick tips on how to start shopping:

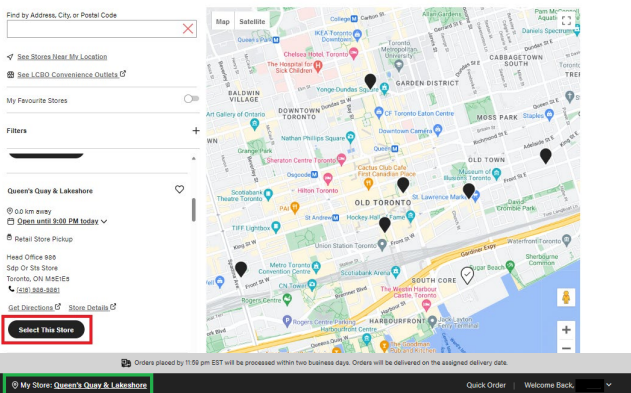
You may want to visit the My Account page. Here, you can add people to your business account which allows them to view or make orders on your behalf. You can also create a requisition list - which is a list of products you purchase regularly and view your order history.

Find a Store



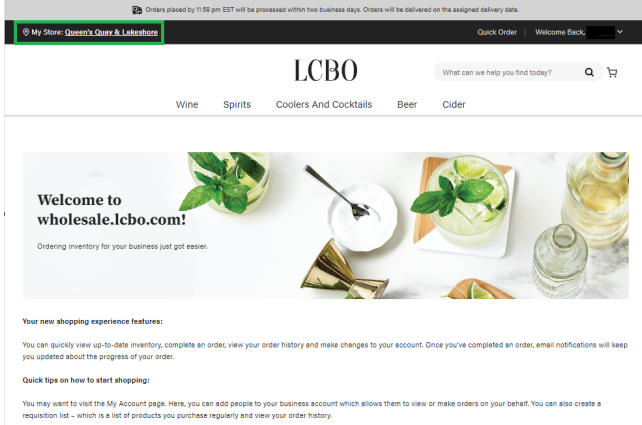
Select **Find Another Store**. Please note that only retail stores designated as pickup stores will be shown on the same day.

Find a Store



You can either type in the postal code of your prospective pick-up store, or click the location pins on the map, or scroll down the list of locations in the drop-down menu.

Once you have selected a store, click **Select this Store**.



You will see an update to the **My Store** option in the top lefthand corner of your screen with the new location you selected.

Shopping Cart

Delivery (2 items) [Show Items](#)

Retail Store Pickup (3 items) [Hide Items](#)

Order now and pickup as early as tomorrow [Change Fulfillment Method](#)

	New Amsterdam Pink Whitney Vodka LCBO# 16304 - 1700 ml Purchasable individually or by case (12 units)	Wholesale price: \$28.00 Retail price: \$31.00	Qty: 1	Total: \$28.00
	Absolut Lime Vodka LCBO# 16305 - 1700 ml Purchasable individually or by case (12 units)	Wholesale price: \$26.50 Retail price: \$32.00	Qty: 1	Total: \$26.50
	Beaulieu Farm Crafted Strawberry Flavored Vodka LCBO# 16486 - 1700 ml Purchasable individually or by case (12 units)	Wholesale price: \$23.00 Retail price: \$23.00	Qty: 1	Total: \$23.00

Order Summary

[How the wholesale price is calculated](#)

Subtotal:	\$143.00
Retail Store Pickup:	FREE
Delivery Fee:	\$0.00
Delivery Tax:	\$0.00
Order Total:	\$216.00
Total Savings:	\$20.76

[Checkout](#)

Please be mindful that when you are choosing another pickup store, please ensure you select the correct store location that you wish to pick up from. Before you order, verify that the store is your intended pick-up location.

One or more product quantities are no longer available for Retail Store Pickup

Please use current delivery method or remove product from cart

Shopping Cart

Delivery (2 items) [Show Items](#)

Retail Store Pickup (3 items) [Hide Items](#)

Order Summary

[How the wholesale price is calculated](#)

Subtotal:	\$143.00
Retail Store Pickup:	FREE
Delivery Fee:	\$0.00
Delivery Tax:	\$0.00
Order Total:	\$216.00

Some of the items in your order may not be available at the newly selected store. If that is the case, you will see an error message. Once you proceed to check out, you cannot change the retail location.

Checking Out

LCBO

Information [Billing](#)

Step 1 of 2

Delivery

65 ARENA RD.
BARRY'S BAY, Ontario K0J1B0
Canada
(813) 756-2747

Delivery Options

\$0.00 + delivery fee [Delivery \(standard delivery\)](#)
Orders will be processed within two business days.

Order Summary [Edit Cart](#)

[How the wholesale price is calculated](#)

Subtotal:	\$300.00
Order Total:	\$300.00
Total Savings:	\$70.00

Comments/Notes (Optional)

Enter comments/notes for your reference (e.g. your internal ID Number)

[Privacy Notice](#)

[View Cart](#) [Continue to Billing](#)

LCBO

Information [Billing](#)

Once you have reviewed your order, click **Checkout**.

Step 2 of 2

Billing Address

My billing and delivery address are the same

65 ARENA RD.
BARRY'S BAY, Ontario K0J1B0
Canada
(813) 756-2747

I have read and accepted the [Terms & Conditions](#)

[Privacy Notice](#)

[Enter Payment Details](#)

Order Summary [Edit Cart](#)

Total unit(s): 7
[How the wholesale price is calculated](#)

Subtotal:	\$300.00
Delivery Fee:	\$0.00
Delivery Tax:	\$0.00
Order Total:	\$300.00
Total Savings:	\$70.00

Delivery Details [Edit](#)

Address
65 ARENA RD.
BARRY'S BAY, Ontario K0J1B0
Canada
(813) 756-2747

Delivery Option
Standard Delivery - Delivery
Orders will be processed within two

Proceed by clicking **Continue to Billing**.

Please review the **Terms and Conditions** and click the checkbox to confirm that you have read it. Then you may proceed to **Enter Payment Details**. The order confirmation will be sent to the primary email within 30 minutes.

Payment Method

Payment is accepted only via credit card: VISA, Mastercard, or American Express. When the order is placed, an authorized hold is placed on your credit card to ensure there are available funds for your purchase. Please ensure you are using the credit card associated with the business to place orders.

Your credit card will be charged in full once your order has been completed by the warehouse.

LCBO

Order Total: \$383.57

All fields are required.

Cardholder Name
Cardholder Name

Card Number
0000000000000000

Expiration Date

Month(MM)
01

Year(YYYY)
2024

CVV
123

What's this?

[Back to Review Order](#)

Submit Payment

If the payment is declined your order will not be shipped. Delivery charges are on a per case basis and will be calculated at checkout for each order.

To place the order, click **Submit Payment**.

Once the order is placed you will receive a confirmation order number.

Thank you for your online order

Your order number is: **280202401**
We will email you an order confirmation with details.

Continue Shopping

You may click **Continue Shopping** if you have other orders to place.

Note: Once an order has been placed, you cannot cancel it.

An order confirmation and an invoice will be sent to your primary email address when the order ships.

Upon submitting your order, you will receive the following emails:

- Order Confirmation: When your order is received.
- Shipment Confirmation: When your order has been processed for fulfillment and delivery.

Once you receive an order confirmation, your order will be processed within 2 business days and shipping will occur on your assigned delivery date. If you have a split cart (some items coming from a depot and some from an LCBO retail store), you will receive separate updates on the delivery status for each part of the order.

Each order placed online is recognized as an individual order, regardless of who is placing the order or when it is being delivered. Each order delivered by the LCBO will have a delivery fee calculated based on the number of cases in the order.

Order deadlines and delivery dates may change from time to time due to long weekends or seasonal adjustments which will be communicated via email.

Licensees are required to be available on the delivery date to sign for the received order.

Licensees should verify the number of cases stated on the invoice and report any discrepancies, such as shortages, in-transit breakages, over shipments, or incorrect products, to their designated LCBO supplying source within 48 hours.

Delivery

If you choose delivery, delivery will be fulfilled by our LCBO contracted carriers. If delivery is not an option when you shop online, please reach out to licensee@lcbo.com.

A delivery day will be assigned for your order, and a confirmation email will be sent prior to your delivery. Products will be delivered to the business address on your AGCO Liquor Sales License by LCBO's contracted carrier.

Once the carrier has dropped off your order, please count your case quantity and sign the route sheet. You have 48 hours to report any discrepancies with your order via the B2B Claim App.

Note: Claims reported after this 48-hour period will not be accepted.

You have a default delivery window period that has been assigned to your business based on past history that is either in the AM or PM. If you want to change you have to contact licensee@lcbo.com

For Delivery orders, our carriers will only hold on to your order up to 1 business day. Delivery will be reattempted the following day. Unsuccessful deliveries will return to the LCBO and will be refunded to your credit card excluding shipping charges and applicable taxes. Refunds are generally issued within 10 business days of when the return is dropped off at our warehouse by the carrier. It may take an additional 3-5 business days for your credit card issuer to apply the refund.

Large Event Call-out

Customers should provide at least 4 weeks notice to licensee@lcbo.com in advance of the event.

Returns Policy

If you are not completely satisfied with a product, you may return it to point of purchase (Retail Store or Depot) for a refund equal to the purchase price (excluding the amount of the delivery charge (if any) for such product), subject to the following conditions:

- (i) the product must be in saleable condition
- (ii) the product must be returned within thirty (30) days after purchase.
- (iii) the product must be accompanied by the original invoice.

Returns will not be accepted without your invoice as proof of purchase. Customers returning product must also show valid, government-issued photo ID to verify their identity. The LCBO will issue you a refund by a credit to the credit card used for the original purchase. Please note that delivery charges are non-refundable. For more information on returning products to the LCBO, e-mail us at licensee@lcbo.com.

Resources

Claims Manual Link: [Claims and Returns | Doing Business with LCBO](#)
Doing Business with the LCBO Link: [Licensee | Doing Business with LCBO](#)