

## **Beverage Alcohol Product Quality Complaint**

Return to: LCBO		Store Opera	tor Number	Telephone Number			Date		(Office Use Only) Sample No.		
groceryandconvenience@lcbo.com		Store Operator Name			Contact Nam		е		Date Received		
		Address									
	,										
Note: All reports of alleged illness, allergic reaction, personal injury, property damage, hospitalization, medical care, or health & safety issue, e.g., the presence of glass particles, must be reported to LCBO immediately at <a href="mailto:groceryandconvenience@lcbo.com">groceryandconvenience@lcbo.com</a> .											
LCBO Item No. Product Description (One Only)						No. of Units Retail Price		s Retail Price p	per Unit		
Customer's Name							For Refun	For Refund Purposes Only			
Outhwest Obert Address						Linit Covita Na					
Customer's Street Address						Init/Suite No.		Customer's Signature			
City/Village							Postal Code				
Home Telephone Num	ber	Business Telephone Number			E	mail Address					
Reason for Complaint: (check all that apply and add comments as applicable)											
Health Concern	Personal	Injury	Property Damage Add		Addit	ional Reason D	-				
stomach cramps	☐ lacerations					arance	Aroma & Flavour & Taste		Faulty Packaging		
☐ vomiting	☐ contusions				☐ not typical ☐ off colour			☐ not typical		packaging leaked	
diarrhea	other (comments)				_		oxidized/maderized		loose cap or seal		
asthma						udy/hazy	☐ vinegary ☐ sulphury		☐ dry or crumbled cork☐ faulty screw cap		
allergic reaction											
food sensitivity					_	er (comments)	☐ compost/microbial ☐ chemical/medicinal			fective packaging	
other (comments)						er (comments)	<del></del>	corky/musty		contains foreign matter	
☐ customer requests an investigation							☐ tart or acidic		☐ oth	ner (comments)	
☐ medical treatment required						☐ bitter/astringent		ringent			
hospitalization required						other (comments)					
Comments:											
						Licensee Signature					

Please note that all customer personal information on this form will be forwarded to the LCBO under the authority of the Liquor Control Act, Sec. 3(n), R.S.O. 1990 CL.18 for the purpose of possible investigation of the complaint. All reports of alleged illness, allergic reaction, personal injury, property damage, hospitalization, medical care, or health & safety issue, e.g., the presence of glass particles, will be reported to LCBO immediately. The LCBO may contact the customer directly as a result of such complaints. Any questions on the collection and use of the personal information by the LCBO should be directed to "groceryandconvenience@lcbo.com".