



Wholesale Customer Centre (WCC) Product Return Guidelines

Sales through the WCC are considered final. However, exceptions may be considered in the following limited circumstances:

1. The product is in saleable condition and the LDB makes an error on the order;
2. The product is subject to a recall;
3. The product is in saleable condition and:
 - The customer's licence is discontinued or suspended; or
 - The customer's licence is for seasonal operation only;
4. The product is in saleable condition and is the subject of bankruptcy or legal seizure; or
5. The product is defective.

Saleable condition means that the product:

- Is unopened with caps, seals, labels, and original packaging intact and with no visible tampering;
- Is in its original condition;
- Is in its original selling unit (e.g. full case);
- Has no evidence of deterioration with age; and
- Is not stale-dated.

The following applies to all returns:

- Only products distributed by the LDB and sold through the WCC are accepted as returns.*
- The Return Authorization Form, including valid proof of purchase information, must be approved by the WCC.
- Refunds are based on the original purchase price.
- Refunds will be processed:
 - By credit card on file where the customer is a WCC customer and when the original purchase was made via credit card on file.
 - By Head Office cheque, in situations when: the original purchase was completed by Pre-Authorized Payment at the WCC; or, when the original purchase was at a BC Liquor Store. Additionally, Head Office cheques may be issued when the reason for return is a bankruptcy, closure, seasonal closure or suspension of license, or when there is a system constraint requiring use of Head Office cheque.
- The WCC and the Customer must mutually agree on a time to deliver the returned products.

* Products purchased by a wholesale customer in BC Liquor Stores for the discounted price must be returned to the WCC.



Returns may be made under the following circumstances:

1. LDB Error

- 1.1. It is possible to return a product where the LDB makes an error on the order.
 - 1.1.1. Cases picked-up by the Customer, or delivered by a third-party carrier, are not eligible for a claim.
 - 1.1.2. Examples of LDB errors include, but are not exclusive to:
 - Case overage; or
 - Picking error (the wrong product placed on the order).
 - 1.1.3. Product must be in saleable condition to the satisfaction of the WCC.
 - 1.1.4. The return must be initiated within 48 hours of receipt of an order.
- 1.2. To submit a claim, the following steps are to be followed:
 - 1.2.1. Sign and return the Bill of Lading to the carrier after detailing. Include the following information:
 - An explanation of the error (for example, overage or picking error);
 - The product name;
 - The container size;
 - The SKU or CSPC;
 - Quantity in selling units only (not total cases);
 - Invoice number and date;
 - Details of error or incorrect case(s) delivered; and
 - Signature of both the carrier and consignee.
 - 1.2.2. Claims will be denied where “subject to re-count”, “subject to verification”, or a similar statement has been noted on the Bill of Lading, or where shipping error details have not been clearly printed on the driver’s copy of the Bill of Lading.
 - 1.2.3. Within 48 hours of receipt of an order, a completed Return Authorization Form, including valid proof of purchase information and a copy of the signed Bill of Lading must be emailed to the WCC.
 - 1.2.4. The WCC will review the return request (confirmed against the Bill of Lading), and will inform the Customer if the return is approved or declined.
 - 1.2.5. Coordinate with the WCC to mutually agree on a time to deliver the returned products to the WCC.
 - 1.2.6. Arrange for delivery of the product back to the WCC. All returns must be in original packaging and/or original cardboard cases. When a product is returned because of an LDB error, freight charges, if necessary, are covered by the LDB.

2. Product Recalls

- 2.1. Product recalls are initiated by the LDB on behalf of an Agent or Supplier.



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- 2.1.1. When the LDB has confirmation of a recalled product, specific instructions will be provided to WCC Customers regarding:
 - Removal of the product from sale; and
 - Making a claim for reimbursement.
- 2.1.2. Examples of recalled products include, but are not exclusive to:
 - Potentially harmful products; and
 - Foreign material present in the bottle.
- 2.2. To complete the return, the following steps are to be followed:
 - 2.2.1. Complete a Return Authorization Form, including valid proof of purchase information, and email it to the WCC.
 - 2.2.2. Coordinate with the WCC to mutually agree on a time to deliver the returned products to the WCC.
 - 2.2.3. Arrange for delivery of the product back to the WCC. When a product is recalled, the cost of the return delivery is covered by the Agent or Supplier.

3. Closure or Suspension of Business and Seasonal Closure of Business

- 3.1. It is possible to return products if the business is closing, or if the licence is suspended, or if the business is closing for the season (i.e. a ski hill or fishing lodge).
 - 3.1.1. There must be evidence of closure or suspension of business, or seasonal closure of business.
 - 3.1.2. Product must be in saleable condition to the satisfaction of the WCC.
 - 3.1.3. The return must be initiated within 60 days of business closure (including seasonal closure) or suspension.
 - 3.1.4. A 10% restocking fee will apply to the purchase price of the product returned.
 - 3.1.5. The return should be completed in one (1) transaction with the WCC.
 - 3.1.6. If you are returning product bought at a BC Liquor Store, the WCC will verify that the BC Liquor Store location was servicing your location.
- 3.2. To complete the return, the following steps are to be followed:
 - 3.2.1. Within 60 days of business closure (including seasonal closure) or suspension, complete a Return Authorization Form, including valid proof of purchase information, and email it to the WCC.
 - 3.2.2. The WCC will review the return request, and will inform the Customer if the return is approved or declined.
 - 3.2.3. Coordinate with the WCC to mutually agree on a time to deliver the returned products to the WCC.
 - 3.2.4. Arrange for delivery of the product back to the WCC. All returns must be in original packaging and/or original cardboard cases. The cost of the return delivery is the Customer's responsibility.

4. Product subject to Bankruptcy or Legal Seizure

- 4.1. It is possible to return products due to a bankruptcy or legal seizure.
 - 4.1.1. There must be evidence of bankruptcy or legal seizure (i.e. court documents).
 - 4.1.2. The return should be completed in one (1) transaction to the WCC.
 - 4.1.3. If you are returning product bought at a BC Liquor Store, the WCC will verify that the BC Liquor Store location was servicing your location.
- 4.2. To complete the return, the following steps are to be followed:
 - 4.2.1. Complete a Return Authorization Form, including valid proof of purchase information, and email it to the WCC.
 - 4.2.2. The WCC will review the return request, and will inform the Customer if the return is approved or declined.
 - 4.2.3. Coordinate with the WCC to mutually agree on a time to deliver the returned products to the WCC.
 - 4.2.4. Arrange for delivery of the product back to the WCC. The cost of the return delivery is the Customer's responsibility.

5. Defective Product

- 5.1. It is possible to return a product that is defective, or due to a retail consumer complaint of a defective product.
 - 5.1.1. Examples of defective product include, but are not exclusive to:
 - Product not fit for consumption (and, if it is open, has at least one-third of its contents remaining); or
 - Product that has damage that was not identifiable at the time of purchase (for example, wet containers due to breakage).
 - 5.1.2. In cases where the return of defective product is due to breakage, broken bottle necks complete with seals intact and the bottle label must be kept by the Customer to allow for LDB inspection, if requested pending an authorization for refund
 - 5.1.3. If you are returning product bought at a BC Liquor Store, the WCC will verify that the BC Liquor Store location was servicing your location.
 - 5.1.4. The determination to accept a return as defective is at the discretion of the LDB.
- 5.2. To complete the return, the following steps are to be followed:
 - 5.2.1. Complete a Return Authorization Form, including valid proof of purchase information, and email it to the WCC.
 - 5.2.2. In cases where the return of defective product is due to a retail consumer complaint, complete the Customer Return Information form and email it to the WCC. **Note:** this does not apply to customer complaints in hospitality establishments (i.e. restaurants, bars, hotels etc.) The LRS, RAS, WIN or GRC must advise the retail consumer that:



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- The personal information is protected in accordance with the Freedom of Information and Protection of Privacy Act;
 - The LDB will retain the information for a period of six (6) months;
 - The information is required in the event the LDB finds it necessary to contact the retail consumer regarding the complaint; and
 - If the retail consumer cannot be reached or does not confirm the return of product, the return transaction will not qualify for a refund to the WCC Customer.
- 5.2.3. The WCC will review the return request, and will inform the Customer if the return is approved or declined.
- 5.2.4. Coordinate with the WCC to mutually agree on a time to deliver the returned products to the WCC.
- 5.2.5. Arrange for delivery of the product back to the WCC. All returns must be in original packaging and/or original cardboard cases must be saved when products are damaged. The cost of the return delivery is the Customer's responsibility.

Ineligible Returns

All sales are considered final. The following circumstances are ineligible for returns to the WCC:

1. Products with Poor Sales Performance

Customers are responsible for business decisions regarding their product portfolio. Examples of items not eligible for return include, but are not exclusive to:

- Products that have performed poorly in their market area; and
- Instances where the Customer overbuys a product.

2. Privately Distributed Products

Products purchased directly from a distributor or supplier must be returned directly to the source of purchase.

3. Products Damaged at the Customer Business

Products not damaged by the LDB are ineligible for returns.

4. Sample Products

Products opened for in-store tastings are ineligible for returns.

5. Back-Ordered Product

Products delivered after being on back-order are ineligible for returns.