

Return/Refund Authorization Form

- Instructions:** (1) Complete and submit the completed form and signed Bill of Lading (BOL) to the LCBO by email: wholesalereturns@lcbo.com within 72 hours of delivery.
 (2) When the return is approved, the LCBO will provide instructions on how to return the physical product. In some cases, if the return is due to a quality control issue and the product must be destroyed, the customer may not have to return the product but instead photos may be required documenting the product destruction.
 (3) A credit memo will be issued when the product is received and verified by the LCBO.
 (4) **Products cannot be returned to an LCBO Retail Store.**

Consumer Returns: Defective products returned by your customers must be accompanied by a completed "Product Quality Complaint" form.

All returns must be in original packaging and original shipping containers (carton or tray) must be saved when products are missing or damaged.

Store Operator Number	Signature	Date
Store Operator Name	Contact Name	Telephone Number
Address		E-MAIL

LCBO Item No.	Product Description	Quantity		Store Operator Purchase Order #	Receival Date	Reason for Return/Refund Request (please explain)
		Units	Cases			

Notes:	LCBO Use Only		
	Approved By:	Date:	Reference:
	Declined By:	Date:	Reason:

Supplying Source Use Only		
Quantity received:	Signature:	Date:
Units Cases		

* It is the store operator's responsibility to ensure the form is complete and accurate.