



# CONVENIENCE OUTLET/ AGENCY STORE PRODUCT RECALL CHECKLIST (LCB 2421)

## Product Recall Types: Class 1, Class 2 and Action Required

- Class 1 may pose an Immediate or potential Health Hazard where the public is notified.
- Class 2 may pose an Immediate or potential Health Hazard and can escalate to “Class 1” upon further investigation.
- Action Required indicates a product quality problem with no Immediate or potential Health Hazard and is the most common recall type.

**This checklist is to be used for the following Quality Assurance (QA) Alerts: “Class 1”, “Class 2” and “Action Required” and must be submitted to the LCBO Convenience Outlets (LCO) Department within three (3) hours of the Alert issuance.** Do not submit this checklist to your LCBO supplying source. This checklist is to be utilized upon request by the LCO department or in the event that the QA Alert Management System is unavailable.

Convenience Outlet/ Agency Store #		Business Name	
QA Alert #		QA Alert Date	
Affected LCBO Product #			
Total Selling Units			

**\*If you do not have inventory on hand or do not carry the product, indicate “0” in “Total Selling Units”.**  
Selling unit is the format sold at the point of sale.

**Does your Convenience Outlet/Agency Store carry the recalled Product?** Yes No

If you **do not** carry the product, you must indicate in the check box above, sign and email or fax this form to the LCO Department: [convenienceoutlets@lcbo.com](mailto:convenienceoutlets@lcbo.com) or fax: 416-864-7654 within three (3) hours of alert issuance. **Note: If this is a “Class 1” recall and you do not carry the recalled product, you must also complete “Notification of Recall” section below.**

**If you carry the recalled product, follow the instructions below.**

<b>Removal of Product:</b>	<input type="checkbox"/>	Remove product from shelves and warehouse. Ensure product is removed from customer area. If product is also sold as single units, remove as well.
	<input type="checkbox"/>	Set product aside and ensure it is kept in a secure location.
	<input type="checkbox"/>	Re-pack and seal with a printed copy of the Alert visibly affixed to the product.
<b>Notification of Recall:</b> (This section is only completed for Class 1 recalls)	<input type="checkbox"/>	Receive Public Notice of Recall from LCO department.
	<input type="checkbox"/>	Post Public Notice of Recall in a prominent area (i.e. LCO area or entrance of host business). (The Public Notice is posted even if your Outlet does not carry the recalled product for public safety reasons.)
<b>Submit this checklist to the LCO Department:</b>	<input type="checkbox"/>	Ensure this checklist is completed, signed and emailed or faxed to the LCO Department: <a href="mailto:convenienceoutlets@lcbo.com">convenienceoutlets@lcbo.com</a> or 416- 864-7654 <b>within three (3) hours of alert issuance.</b>
<b>Return to Supplying Source:</b>	<input type="checkbox"/>	The B2B Team will arrange the return of the affected product to your LCBO supplying source for either replacement or refund with the Alert attached. Follow the Return instructions provided to you by the B2B Team

<b>Date with Time:</b> (MM/DD/YYYY HH:MM)	
<b>Completed by (full name):</b>	
<b>Title:</b>	

**COMPLETED CHECKLIST MUST BE EMAILED OR FAXED TO LCBO CONVENIENCE OUTLETS (LCO) DEPARTMENT: email: [convenienceoutlets@lcbo.com](mailto:convenienceoutlets@lcbo.com) or fax: 416-864-7654 WITHIN THREE (3) HOURS OF ALERT ISSUANCE.**