

Supplying Sources

How to pick up an approved RETURN REQUEST

1. **Grocery Store Operator** – Requests a return to Supplying Source by submitting a Return/Refund claim in the claims application.
2. **Once approved by LCBO Grocery Operations** - The grocer is advised and asked to have the product ready for pick-up, along with the approved written confirmation. This is to be given to the Supplying Source's driver.
3. **Supplying Sources** - Must complete the pick up within fourteen (14) days and /or during the next delivery to the store.

*The LCBO will contact you to advise there is product to be picked up at a grocery location.

*Do not pick-up product if it is a product that is not supplied by your company.

4. **Once the product has been picked up** - Send an email, including the total units picked up and the date of pick-up to:
lcbogroceryoperations@lcbo.com