



Licensees - Returning Products to the NSLC

i. Products Damaged During Transit

When product arrives damaged and your carrier is still present, please follow these steps:

- a) Note on the bill of lading 'Damaged + *name of product*' and the quantity'.
- b) Write the total number of cases you are accepting and sign.
- c) Do not keep product that arrives damaged. If one bottle of beer in a case of 24 is damaged, all 24 bottles must be returned. The case is compromised; slivers of glass can easily make its way under a cap.
- d) Please call the Service Excellence Team (902-450-5253 or 800-380-7449) or fax a copy of the bill of lading detailing the damages to them at 902-450-7053 or 888-592-7788. **A call must be made within 24 hours** to ensure you receive credit for the damaged product; simply returning with your carrier is not enough. If a call is not received by the Service Excellence Team, the refund process will be delayed.
- e) The carrier will return the damaged product to the NSLC Distribution Centre where it is recorded and disposed of. Product must be returned to the Distribution Centre.

When product arrives damaged and your carrier is no longer present, please follow these steps:

- a) If the quantity of your damaged product is no more than one case of beer, or one case of spirits, or one case of wine, you can return the product to your closest NSLC Retail store for an exchange or refund. Call the store to confirm the product in question is available.
- b) If the quantity of your damaged product is more than one case, you must contact the Service Excellence Team within 24 hours to make arrangements to have the product exchanged with your next delivery or shipped back to the DC.

PLEASE NOTE: Products damaged during service do not qualify as damaged product and will not be refunded.

ii. Products with Quality Issues

If you experience product with an unknown quality issue within the liquid or the packaging, please contact the Service Excellence Team (902-450-5253 or 800-380-7449), NSLC Account Manager, or your Sales Representative from that specific supplier.

iii. Damaged In Service

Products damaged while in service on premise that are not a direct result of a defective bottle/package may not be returned for refund or exchange. Examples of damaged in service includes accidents occurring as a result of inappropriate bottle opening that chips a bottle lip or bottles dropped.

If you have a chipped bottle you believe is a result of a faulty product, you must return the entire case you purchased to your NSLC store for refund or exchange. You may not collect single bottles and return them to an NSLC store after an extended period in order to receive a refund or exchange. Breweries will not reimburse individual bottles from licensees that collect chipped bottles.

iv. Product Received in Error

If you have received product in error, please contact the Service Excellence Team within 24 hours. Arrangements will be made to exchange the product, or you can take product to your closest NSLC Retail store for exchange. A copy of your invoice is required for this exchange. Please DO NOT return products that are received in error with the carrier; this may result in the carrier applying additional delivery charges.

v. General Products Returns

A licensee may return product they are no longer selling on premise, with the approval of an NSLC Account Manager. Examples of this type of return would be a seasonal licensee shutting down and not able to warehouse product on site, or bar that has over purchased product or no longer offering a particular product. Any product returned must be in re-sellable condition, meaning it has not reached an expiry date, is in its original packaging and is still a valid listing with the NSLC.

The Account Manager will determine if inventory being returned should come to the Head Office Distribution Centre or can be returned to a store. As a rule, returns in excess of 12 units (a unit being a case of beer or a single bottle of wine or spirit) must be returned to the NSLC Distribution Centre. Returns of less than 12 units may be returnable to a store.

All inventory being returned will be inspected and returns in excess of 12 units may be subject to a re-stocking fee. Please reach out to your NSLC Account Manager to discuss.