

How to submit a claim for a **SHORTAGE**

1. **72 hours** – The time you have to submit a claim for shorted product discovered after receipt of delivery in order to receive credit.
2. Log into B2B Claims App at B2B-Claims.lcbo.com
3. Select the Breakage/Shortage claim.
4. Enter required information. Please ensure you upload a copy of the delivery documentation with your submission.
5. Select submit. On average, claims will be processed within 5 business days.

Entire Order Missing - Indicate in the notes section on the B2B claims app if there is no shipping documentation because order was not delivered.

For additional details on how to submit a claim for shorted product, review the short instructional video found here: [How to Submit a Claim](#)