

How to submit a claim for a **RETURN**

1. 72 hours – The time you have after receipt of delivery to submit a return/refund claim.
2. Log into B2B Claims App at B2B-Claims.lcbo.com
3. Select Return/Refund claim.
4. Enter required information. Please ensure you upload a copy of the delivery documentation with your submission.
5. Provide a clear photo of the mis-picked product to ensure efficient processing.
6. Select submit. On average, claims will be processed within 5 business days.
7. Upon receipt, the LCBO will review the request and will advise if the return is approved or declined via the LCBO B2B Claims Application.
8. If approved, label the case(s) with the return authorization number or print the pickup authorization email and attach it to the case. Print two copies of the email and have the driver sign both copies. Keep one signed copy for your store as evidence of the pickup. The other copy is returned with the driver.
9. Once the product has been picked up, send a photo of the signed pickup authorization to lcbooperations@lcbo.com

Mis-Picked Product(s) - Product(s) you did not order, you received the wrong product or you received more quantity than ordered. If you'd like to keep over-shipped product, please indicate that in the notes section of the claim.

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