

Grocers **CAN** refuse delivery if...

- 1. Incorrect Order** - the order was not placed by the store - the PO#, Store# or store name do not belong to the location
- 2. Non-Eligible Product(s)** - product(s) delivered are not eligible for sale in grocery - i.e., spirits, non-compliant wines and non-compliant beers
- 3. Incorrect Product(s)** - product(s) delivered do not match the order - i.e., cans instead of bottles
- 4. Outside Lead Time** - products delivered outside the communicated timelines as outlined in Section 4 of the Policy & Procedures Manual - i.e., product arrives 20 days after order was placed
- 5. Post ASN Delivery Date** - products delivered after the delivery date communicated in the Advanced Shipping Notice (ASN)
- 6. Damaged Product(s)** - product(s) delivered in unsaleable condition - i.e., broken bottles, dented cans, spilled load on truck, pallet overturned etc.
- 7. Overages** - the supplying source delivered more product than ordered - you are only required to accept the ordered
- 8. Non-Compliant Shipping Documentation** - the shipping documentation does not meet requirements. Shipping documentation must contain store #5xxx, store name, PO#, LCBO# and description and case quantity delivered per item

Deliveries **CANNOT** be refused if...

- 1. Deliveries** are within communicated lead times - as outlined in Section 4 of the Policy & Procedures Manual
- 2. Ordered product** would lead to excess inventory at the store
- 3. Any ordered** products are short shipped