

How to **PICK UP** a return request Supplying Sources

- 1. Grocery Operator** - Requests a return to Supplying Source by submitting a Return/Refund Authorization Form to LCBO Grocery Operations
- 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 Return/Refund Authorization Form to be given to the Supplying Source's driver
 - Ensure there is a reference number on the form as this is confirmation that the return is approved for pick-up
 - Do not pick-up product if it is a product that is not supplied by your company
- 3. Supplying Sources** - Must complete the return within fourteen (14) days and /or during the next delivery to the store
- 4. Once the product has been picked up** - Complete the supplying source section of the Return/Refund Authorization Form, include total units picked up, the date of pick-up and send the signed form to wholesalereturns@lcbo.com
- 5. When the completed form is received by Grocery Operations** - The corresponding financial adjustments for both the grocery operator and supplying source will occur