

To: Liquor Commercial Customers
From: Manitoba Liquor & Lotteries
Date: December 2, 2024
RE: Product Returns & Fee Structure – December 9, 2024

Updated Product Return Guidelines & Fee Structure

Effective Monday December 9, 2024, the following guidelines and fees will be in place for liquor Commercial Customers wishing to return products to Manitoba Liquor & Lotteries (MBLL).

Commercial Customers must first contact the Commercial Customer Sales department to arrange the return of product to the MBLL Distribution Centre.

Customers may return liquor purchased from MBLL if the product meets the following criteria:

- Product was purchased through a Liquor Mart or MBLL's Distribution Centre. Privately distributed products will not be accepted for return.
- Product was purchased within the last ninety (90) days.
- The product is in saleable condition.
- The product has current packaging, and all labels are intact.
- All product seals are intact.
- The product is a currently Listed product at MBLL and available for sale.
- Products and packaging that have deteriorated over time, moisture or excess temperature will not be accepted for return.

Commercial Customers are encouraged to process all returns through MBLL's Distribution Center; returns will only be accepted at a Liquor Mart if the product adheres to the criteria noted above, and if the total count of items being returned is equal to or less than eleven items (combined count of individual bottles or cases of beer). Full case returns should be sent to the Distribution Centre.

Products being returned to MBLL are subject to charges such as but not limited to freight charges, Quality Control inspection fees, restocking, destruction, and repackaging fees.

Effective December 9, 2024, the MBLL Quality Assurance fee schedule for product returns is as follows:

FEE DESCRIPTION	FEE	UNIT
Unauthorized product returns – disposal fee	\$2.00	Per Case
Quality Assurance Inspection fee	\$2.50	Per Case
Repackaging of cartons and trays fee for loose products	\$1.50	Per Case
Re-Taping fees for unsealed cases	\$0.50	Per Case
Sticker Removal fee for stickers added to the product.	\$0.50	Per Unit
Warehouse Restocking fee	\$0.50	Per Case
Warehouse Recycling or Product Destruction fee	\$2.00	Per Case
Freight Charge for product returns – Winnipeg customers	\$25.00	Per Return
Freight Charge for product returns – Outside Winnipeg customers	Carrier Quote	Per Return

MISSED DELIVERY FEES	FEE	UNIT
Missed or Refused Delivery fee	\$25.00	First Instance
Missed or Refused Delivery fee	\$50.00	All subsequent instances for the same order.

Please contact your Commercial Customer Sales Manager to discuss or schedule a return; as noted in the above fee structure, returns that were not previously approved will incur a \$2.00 per case disposal fee.

Thank you,

MBLL Channel Partners Team