

# **Faulty Product Claim Tip Sheet**

(Connect Logistics Orders Only)

Have you wondered: how faulty product claims are handled and processed; what is permitted for a faulty product claim; or what AGLC Inspectors look for to verify a faulty product claim?

Look no further.

## Differences between Faulty Products, Delivery Problems and Dry Breaks

Faulty Products

Delivery Problems

**Dry Breaks** 

What it is...

foreign material in bottle

short-filled (bottle not full)

damaged cap or cork

product missing from sealed case

wet breaks (product breakage during delivery)

missing or extra cases delivered

wrong product received

damaged container and liquor evaporated

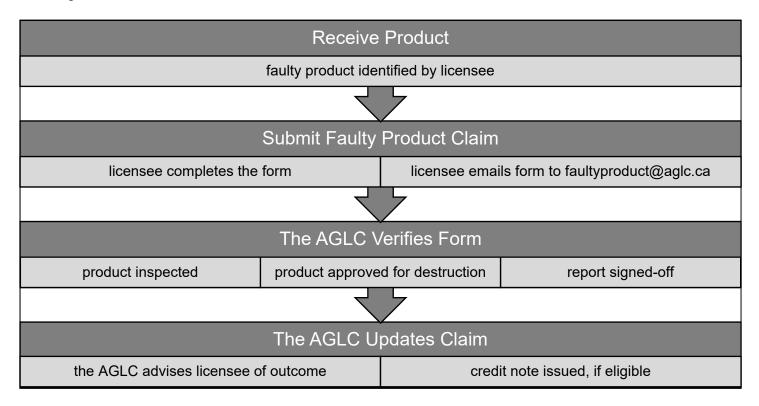
### What you need to do...

- complete Faulty Product Claim Request Form
- email completed form to faultyproduct@aglc.ca
- submit within 30 days of invoice date
- consumer complaints can be submitted within one year
- form can be found at aglc.ca, search Faulty Product

 contact Connect Logistics Service Inc. Customer Service at 1-800-265-6784

- compensation is automatically paid to licensees
- see section 5.8.5 of the Retail Liquor Store Handbook for more details

### **Faulty Product Claim Process**



### Tips:

Retailers must claim within 30 days of invoice

Consumer claims
within one year
from purchase
(provide person's
name, address,
phone # and nature
of complaint)

Product must have been ordered from Connect Logistics Keep bottles and/or case until the AGLC approves destruction

#### **Additional Information**

See Section 5 of the Retail Liquor Store Handbook.

#### Still need help?

Send your questions to faultyproduct@aglc.ca or call 1-800-272-8876.