

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

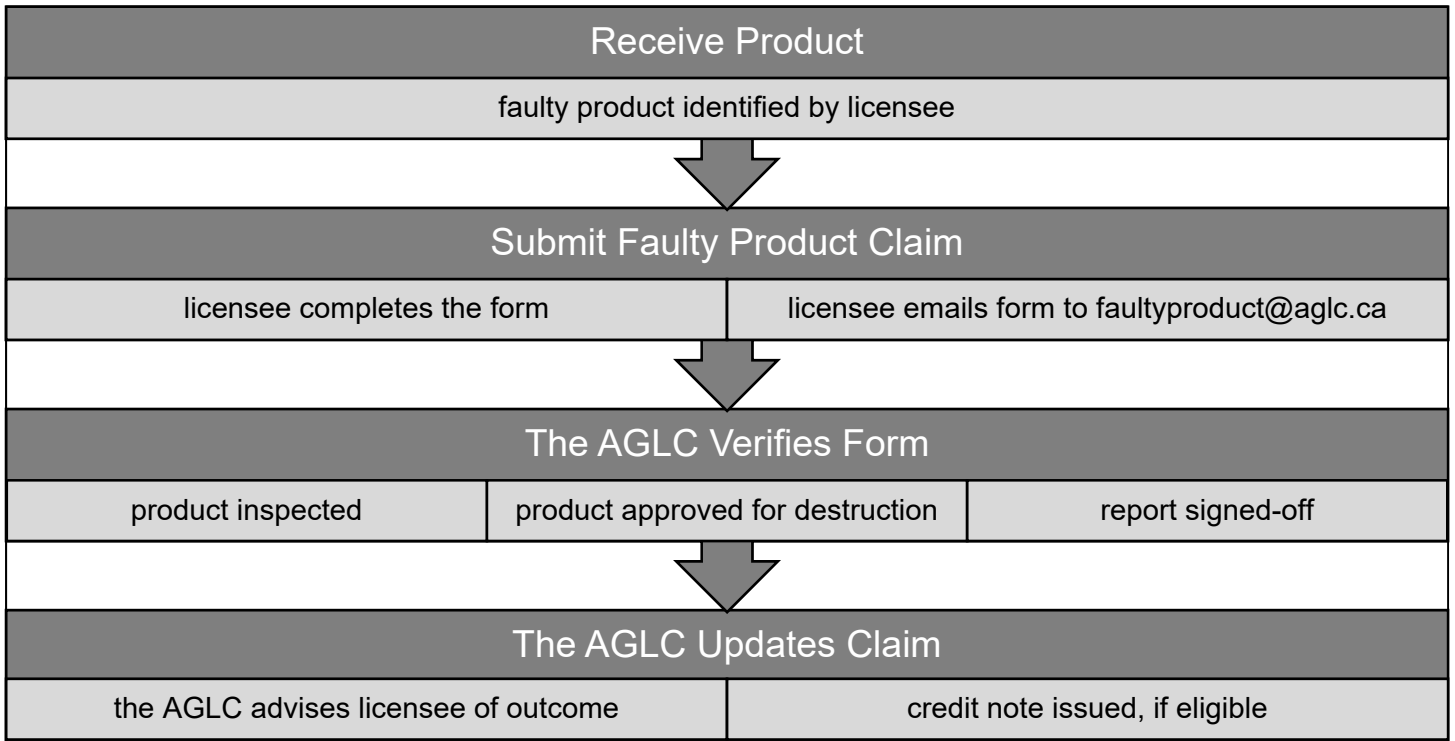
What you need to do...

- 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

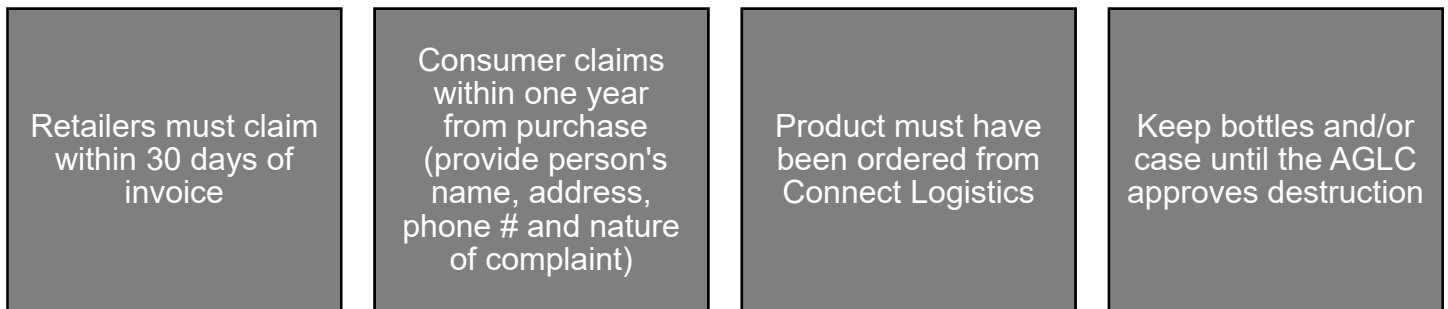
- contact Connect Logistics Service Inc. Customer Service at 1-800-265-6784

- 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:



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.