

Faulty Product Claim Tip Sheet

(Connect Logistics Orders Only)

This tip sheet will provide details on:

- How faulty product claims are handled and processed
- What is permitted for a faulty product claim
- What AGLC Inspectors look for to verify a faulty product claim

Differences between Faulty Products, Delivery Problems and Dry Breaks

Faulty Products

What it is ...

Foreign material in bottle

Short-filled (bottle not full)

Damaged cap or cork

Product missing from sealed case

Delivery Problems

Wet breaks (product breakage during delivery)

Missing or extra cases delivered

Wrong product received

Dry Breaks

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

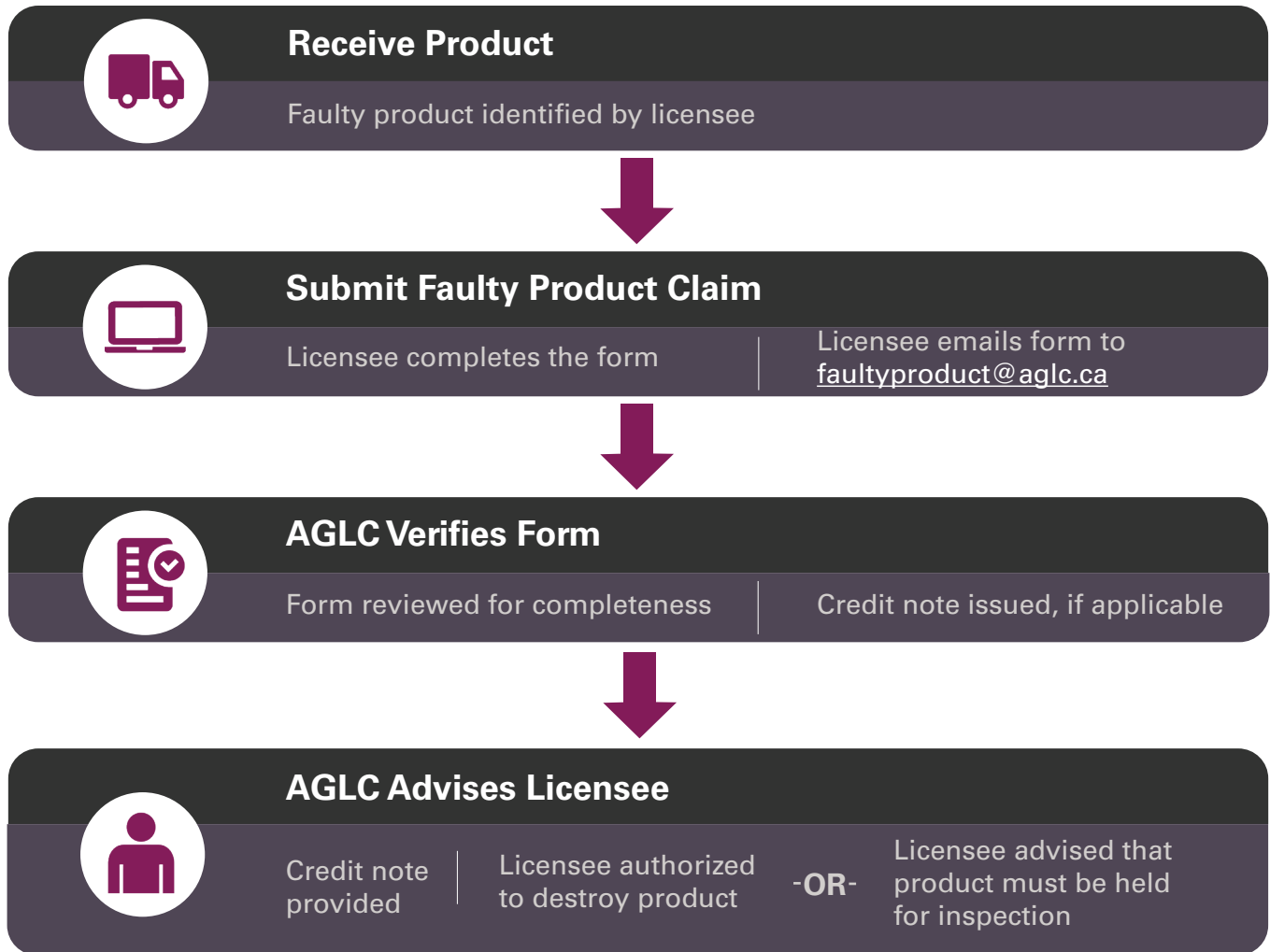
Form can be found at aglc.ca, search Faulty Product

Contact
Connect Logistics' Customer Service at
1-800-265-6784

Compensation is automatically paid to licensees

See **section 5.9.22** 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 (attach return receipt from your POS system).

Product must have been ordered from Connect Logistics.

Keep bottles and/or case until 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.