

## How to submit a claim for **DAMAGED PRODUCTS**

1. **72 hours** – The time you have to submit a claim for damaged product discovered after receipt of delivery in order to receive credit.
2. Log into B2B Claims App at [B2B-Claims.lcbo.com](https://B2B-Claims.lcbo.com)
3. **Select Breakage/Shortage claim.**
4. **Enter required information. Please ensure you upload a copy of the delivery documentation with your submission.**
5. **Ensure you provide a clear photo of the damaged goods to ensure efficient processing.**
6. **Select submit. On average, claims will be processed within 5 business days.**

If at the time of delivery, damaged product(s) was refused, mark on the shipping document and provide a picture and copy of the documentation when you complete a breakage/shortage claim in the claims application. The supplying source copy must also note the refused product(s).

For additional details on how to submit a claim for damaged product, review the short instructional video found here:

[How to Submit a Claim](#)