

How to submit a claim for RECALLED BEVERAGE ALCOHOL PRODUCT

Following receipt of a beverage alcohol product recall, to submit a claim for reimbursement of affected inventory:

1. Log into the B2B Claims App at B2B-Claims.lcbo.com
2. Select Product Recall claim.
3. Select the recalled product from the drop-down menu. Enter the required information.
4. Select option to either Return to LCBO or Destroy Onsite.
5. Ensure you provide a clear photo of the product.

If Return to LCBO is selected:

Product will be picked up by the LCBO's contracted courier. Monitor your email for a message from ProductRecall@LCBOReturn.com, which will include your Return Authorization and instructions to arrange for the product to be picked up.

If Destroy Onsite is selected:

DO NOT destroy any product until this claim request is approved by the LCBO. Your claim request will be reviewed within 2 business days. Product destroyed without approval may not be credited.