Grocers CAN refuse delivery if...

1. **Incorrect Order** - The order was not placed by the store - the PO#, Store# or store name do not belong to your location.

2. **Non-Eligible Product(s)** - Product(s) delivered are not eligible for sale in grocery - i.e., spirits, non-compliant wines and non-compliant beers.

3. **Incorrect Product(s)** - Product(s) delivered do not match the order - i.e., cans instead of bottles.

4. **Outside Lead Time** - Products delivered outside the communicated timelines as outlined in Section 4 of the Policy & Procedures Manual - i.e., product arrives 20 days after order was placed.

5. **Damaged Product(s)** - Product(s) delivered in unsaleable condition - e.g., broken bottles, dented cans, spilled load on truck, pallet overturned etc.

6. **Overages** - The supplying source delivered more product than ordered - you are only required to accept the ordered.

7. **Non-Compliant Shipping Documentation** - The shipping documentation does not meet requirements. Shipping documentation must contain store #5xxx, store name, PO#, LCBO# and description and case quantity delivered per item.

Deliveries CANNOT be refused if...

1. **Deliveries** are within communicated lead times - as outlined in Section 4 of the Policy & Procedures Manual

2. **Ordered product** would lead to excess inventory at the store.

3. **Any ordered** product(s) are short shipped.