



Product Returns Policy

Policy Number: 0720-03
Policy Category: 03 (Finance & Procurement)
Business Owner: Channel Sales Department
Executive Sponsor: Vice-President of Channel Sales
Approved By: Executive Management Team
Last Revised: 2023-10-11
Next Review: 2025-10-11

	Page
1.0 Purpose	1
2.0 Definitions	1
3.0 Policy Statement	2
4.0 Applicability	6
5.0 Authorities	6
6.0 Guiding Principles	7
7.0 Duties and Responsibilities	7
8.0 Approvals	7
9.0 Processes or Procedures Associated with this Policy	7
10.0 Forms Associated with this Policy	7
11.0 Review and Evaluation Schedule	7
12.0 Revision History and Contact Information	7

1.0 Purpose

The New Brunswick Liquor Corporation accepts returns from the public, licensees, agents, and special customers, as part of its responsibility as the sole distributor of beverage alcohol products in the Province of New Brunswick.

2.0 Definitions

Other Non-Public Customers: This includes tasting representatives, special events, festivals, NATO members, Diplomats, and Clergy.

Product Returns Policy

3.0 Policy Statement

In accordance with the *Liquor Control Act*, ANBL is responsible for the distribution and sale of all alcoholic beverages within the province of New Brunswick. It is required that any return of these products be completed in a fair manner, while providing the Store Manager, or their designate, the opportunity of exercising discretion.

ANBL processes 4 types of returns:

- General Public Returns
- Licensee Returns
- Agent Returns
- Other Non-Public Customers (Tasting Reps, Special Events, NATO etc...)

3.1 Returns from the General Public

ANBL recognizes the need to allow customers to return product for a variety of reasons. To fulfil these needs, the following guidelines have been established:

- a. Returns will be accepted up to thirty (30) days after the date of purchase, upon presentation of the cash register sales receipt.
- b. If it is after thirty (30) days, or if the customer is unable to produce the corresponding cash register receipt, a return is not permitted. The customer can instead exchange the returned product for the same product or have the value of the returned product applied against the purchase of other products. If no receipt is presented, or if the store cannot determine the selling price, the returned product should be processed at the lowest price offered in the past 3 months at the discretion of the store manager, or their designate.
- c. Excepting debit transactions, the same tender used to purchase the product will be used to process the refund. Returns where the sale was made using debit will be processed using cash.
- d. A [Product Return Form](#) is required for all public customer product returns.
- e. If the product has been opened, or is defective, the product is not to be returned to inventory. Instead, the product must be destroyed as per the [Destruction of Unsaleable Products Policy](#).

Product Returns Policy

- f. If the product has not been opened, after completing the return at the POS, store management will examine the product to ensure that it has not been tampered with. Once verified, the product will be placed on the shelf for resale.
- g. Return of products which are longer in ANBL's system, must not be accepted due to the length of time from when the product was purchased to the date of return.
- h. Stale dated product returns need to be accompanied by a receipt to verify when the product was purchased. Product which expired after the purchase date is not eligible for return.
- i. Special Orders are not returnable.
- j. If an ANBL team member is concerned that fraudulent activity is occurring in relation to returns, they should notify the District Manager and the Loss Prevention Officer.

3.2 Returns from Licensees

ANBL recognizes the need to allow licensees to return product for a variety of reasons. These may include, but are not limited to, slow selling products or overstocked brands. To fulfil this need, the following guidelines have been established:

- a) When returning products, licensees should present the original invoice, along with the item(s) being returned. The return price should be the same as the purchase price.
- b) If no invoice is presented, or if the store cannot determine the selling price, the returned product should be returned at the lowest price offered to licensees in the past 3 months.
- c) If the method of payment was credit card, then the amount refunded is to be applied against their credit card. If the method of payment was cash, debit, or cheque, then the refund should be made at store level, provided sufficient funds are available. Only in rare circumstances (insufficient funds at store or record keeping purposes) should a request for payment from Head Office be required.
- d) In the event the product being returned has been deemed to be defective and has been opened, or is a non-tamper evident product, the product is not to be returned to inventory but instead must be destroyed as per the [Destruction of Unsaleable Products Policy](#).

Product Returns Policy

- e) If the product being returned is tamper evident after examination by the Store Manager, or their designate, and found to be fit for resale, the product is to be returned to inventory for resale.
- f) While ANBL currently does not normally charge a handling or restocking fee for licensee returns, it does reserve the right to apply an administrative charge where circumstances warrant. If in the opinion of the Store Manager, a licensee is abusing the return process by continually returning an excessive quantity of products, and has received a documented warning, action can be taken. The store manager is to provide supporting evidence to the district manager who, if in agreement, will forward the information to the Controller, who in turn will calculate a suitable administrative charge which is to be paid by the licensee.
- g) Return of product which is no longer in ANBL's system must not be accepted, due to the length of time from date of purchase to the date of return.
- h) Stale dated product returns will need to be accompanied by a receipt to verify when the product was purchased. Product which expired after the purchase date is not eligible for return.
- i) Special Orders are not returnable.
- j) It is important to note that breakage which occurs after the purchase has been loaded for transport will be the responsibility of the licensee.
- k) Licensee refunds for kegs returned directly to the supplier are to be processed by Finance, once Finance receives a credit from the supplier.

3.3 Returns from Agents

ANBL recognizes the need to allow agents to return product for a variety of reasons. To fulfil this need, the following guidelines have been established:

a) Defective Product

- i. ANBL will reimburse the agent for product that was delivered damaged, or if the product is defective.
- ii. Breakage that occurs inside or outside the agent's location is not considered defective and will not be reimbursed.

Product Returns Policy

- iii. Credits for defective products will not be issued for an excess of stale dated product because of overordering.
- iv. Agents will reconcile their defective products monthly and must follow all ANBL defective protocols ([Destruction of Unsaleable Products Policy](#)).
- v. Annual defective product credits will not exceed 0.5% of total annual dollar sales after commissions are deducted. If the defective claimable credits exceed the benchmark of 0.5%, the amount thereafter will be absorbed by the agent and not ANBL.

b) Product Returns

- i. It is the agent's responsibility to properly manage their inventory so large returns are not required.
- ii. Agent product returns should be limited to once per month.
- iii. Agent product returns valued over \$1,000 must have the Convenience Channel manager' approval. The return may be subjected to a \$150, or suitable, restocking fee at the discretion of the district manager.
- iv. When returning products, agents should present the original invoice along with the item(s) being returned. The return price should be the same as the original purchase price. If no invoice is presented, or if the store cannot determine the original selling price, the returned product should be returned at the lowest price offered to agents in the past 3 months.
- v. No funds are to be given to agents at the store level. The return will be placed on the agent's customer account and Finance will deduct from future amounts owed.

3.4 Returns from other Non-Public Customers

ANBL recognizes the need to allow other non-public customers to return product for a variety of reasons. These customers include tasting reps, special events sales, charitable festivals, NATO, diplomats, and clergy. Eligible returns include, but are not limited to, the purchase of incorrect products, defective products or leftover products after an event or festival. To fulfil this need, the following guidelines have been established:

Product Returns Policy

- a) The return must be processed using the same customer account, to ensure that appropriate discounts (if applicable) are applied. The return price should be the same as the purchase price.
- b) When returning products, customers should present the original receipt along with the item(s) being returned. The return price should be the same as the purchase price.

4.0 Applicability

This policy applies to all ANBL store employees, including store managers, assistant managers, and all other team members.

This policy also applies to all ANBL customers, including public customers, licensees, agents, and other non-public customers.

5.0 Authorities

- [New Brunswick Liquor Corporation Act](#)
- [Destruction of Unsaleable Products Policy](#)

6.0 Guiding Principles

This policy adheres to the following corporate principles as established under ANBL's [Policy Management Policy](#):

- Health and safety
- Compliance with all relevant regulatory instruments and alignment with the ANBL mandate and strategic plan
- Fairness and equity
- Transparency and clarity
- Consistency and accessibility
- Corporate responsibility (social, economic, and environmental)
- Operational effectiveness and continuous improvement

Channel Sales is responsible for the **adherence to the guidelines** established for the return of products at store level. It is the responsibility of the store manager, or their designate, to ensure that all product

Product Returns Policy

returns, whether from the public or a non-public customer, are dealt with in accordance with established guidelines.

There will be instances where circumstances fall outside of the established guidelines, and in such instances, store managers, or their designate, will be required to use their **best judgment** when dealing with these types of returns (i.e., customer does not have their receipt). Store managers will make their district manager aware of any situation that falls outside the guidelines, if they feel the situation warrants further discussion.

7.0 Duties and Responsibilities

The **Vice President of Channel Sales** is accountable for the corporation's compliance with the Product Returns Policy.

District managers are responsible for ensuring that store managers are aware of the requirements under the Product Returns Policy.

Store managers are responsible for ensuring that all team members are aware of the requirements under the Product Returns Policy.

Convenience Channel Manager is responsible for ensuring that the Convenience stores are aware of the requirements under the Product Returns Policy.

8.0 Approvals

This policy is to be approved by the Executive Management Team.

9.0 Processes or Procedures Associated with this Policy

Not Applicable

10.0 Forms Associated with this Policy

- [Product Return Form](#)

Product Returns Policy

11.0 Review and Evaluation Schedule

This policy shall be reviewed every two years; however, an unexpected event (e.g., a legislative change) may trigger a review outside of the established schedule.

12.0 Revision History and Contact Information

Adopted and Approved:	2007-03-01	Approved by the Vice-President of Channel Sales.
Revised:	2023-10-11	Approval level changed to Executive Management Team.
Previous Revisions:	2021-04-01	
	2011-04-01	
Key Contact:	Director of Channel Sales	(506) 888-2954 Adam.savoy@anbl.com
