

# POLICIES & PROCEDURES



## Non-Ontario Draught Products

Effective March 15<sup>th</sup>, 2023

Corporate Office  
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Bolton, ON L7E 3A9  
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## **BASIC OPERATIONS (Non-Ontario Draught Products)**

### **Ordering**

1. All non-Ontario draught products are ordered from the LCBO.
2. Draught from outside North America must be ordered in sufficient quantity to completely fill one or more shipping containers, either 20 foot or 40 foot, as determined by the LCBO.
3. North American kegs shipped by rail or transport may be ordered in less than full container quantities, as determined by the brewer, TBS and the LCBO.
4. The LCBO purchases the kegs from the brewer.
5. The LCBO arranges shipment of the shipping container(s) directly to the TBS DC(s) chosen by TBS and the brewer.
6. TBS unloads each full container at the point of receipt.
7. Additional handling costs may result if kegs are not shipped on either trays or pallets.
8. At the brewer's direction, TBS will arrange the shipment of kegs from the original receiving DC location to any other TBS DC location, where demand is not sufficient to warrant a full container. The brewer has the choice of paying the LCBO for this service

(minimum 50 kegs shipped) or may ask TBS to arrange for less costly alternatives.

9. A brewer may ask that TBS ship smaller quantities at the brewer's cost.

## **Sales**

1. Kegs are sold primarily to licensee customers, however, a brewer may also sell to home consumers and holders of Special Occasion Permits if the appropriate price approvals have been obtained.
2. Kegs are sold at the prices established by the brewer, using the LCBO price model.
3. TBS collects a refundable deposit on the kegs at the point of sale. Standard deposits are set at \$20.00 for kegs less than 30 litres and \$50.00 for kegs that are 30 litres or more.

## **Return of Empty Kegs**

1. The TBS location that received the original order will fill a container with empty kegs.
2. If kegs were sold through other TBS DC locations, the brewer may either arrange the shipment of empty kegs to the original receiving location or may contract with TBS to complete this activity.
3. The LCBO will ship filled containers back to the point of origin.
4. Non-refillable Kegs (one-way Kegs) will be disposed by TBS and the brewer will be charged the one-way disposable keg fee (see rate sheet).

*For any policy inquiries, please email: [customerservice@thebeerstore.ca](mailto:customerservice@thebeerstore.ca).*