

POLICIES & PROCEDURES



Product Return Procedure

TBS

Effective March 15th, 2023

Corporate Office
12258 Coleraine Drive
Bolton, ON L7E 3A9
customerservice@thebeerstore.ca

PRODUCT RETURN PROCEDURE

The Beer Store allows exchanges and/or refunds of beer purchased per the following conditions

Liquor delivery service drivers may return product purchased at the Beer Store for a refund when they are required to refuse the sale and transfer of such product due to the unavailability of proper proof of government issued identification, verifying the age of the person receiving the product. In addition, liquor delivery service drivers may also receive a refund where there is a refusal of the sale and transfer of product to a person who is or appears to be intoxicated. In order for the Beer Store to issue a refund in such circumstances, a receipt is required for refund. If no receipt is available, standard exchange only policy is in effect.

When customers visit our stores with concerns of product quality, packaging, taste, or other product issues employees may replace a package returned by a customer with the same package size or price point. Alternatively, gift cards equal to the monetary value of the package size returned may be provided to the customer if they are agreeable to this option.

Cash refunds will not be provided except for SOP (Special Occasion Permit) Returns.

Returns for cash are permitted on SOP's. Product will be inspected, and tamper proof cases returned to stock. Others returned to brewer.

We do not offer refund or exchange on select products including Kegs and Pumps.

For any policy inquiries, please email: customerservice@thebeerstore.ca.