

# POLICIES & PROCEDURES



Ontario Packaged and  
Draught Products

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

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

## **BASIC OPERATIONS (Ontario Packaged and Draught Products)**

1. TBS orders product from the Brewer.
2. The brewer arranges shipment to TBS using one of the methods described below:
  - delivery to TBS DCs for transfer to stores
  - delivery of orders directly to stores and DCs
3. All products must be on TBS approved pallets.
4. Delivery times for all shipments are established by the TBS Distribution Department.
5. TBS will, with the brewer's agreement, transfer product between TBS locations where necessary to prevent stock-outs. A transfer fee will apply as per the Rate Sheet.
6. TBS sells product to:
  - home consumers
  - licensees
  - special occasion permits (eg. weddings, special events)
  - embassies
  - LCBO stores
  - LCBO Agency stores
  - LCBO/TBS Retail Partners
  - Other government approved Beer Retailers (eg. Grocery)

7. TBS collects container deposit at time of sale on all products.
8. Deposits are refunded to customers for empty containers returned to TBS.
9. Empties are sorted, where necessary, placed on pallets and returned to the brewer via the brewer's truck or hired carrier.
10. The brewer is invoiced for the deposit value of the empty containers.
11. For non-standard containers, sorting fees and/or recycling fees are applicable per the Rate Sheet.

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