



TO: RETAIL LICENSEES
FROM: BUREAU OF WHOLESALE OPERATIONS
DATE: AUGUST 13, 2018
SUBJECT: RETURN OF WINE & SPIRITS TO THE PLCB

The PLCB's Licensee Return Policy, as detailed below and formalized in regulations effective Aug. 4, 2018, is intended to ensure compliance with federal and state laws that prohibit wholesalers of alcoholic beverages from making sales to retail licensees with an unlimited right of return.

Returns from licensees will only be accepted for the reasons and within the timeframes set forth in the table below. No return will be accepted more than 30 days after the product was purchased or picked up, or more than 30 days after notification to the licensee, as identified below

No returns for the following reasons will be accepted:

- Product is slow-moving, or a licensee has too much product.
- Product has limited or seasonal demand (for example holiday decanters, certain distinctive bottles, etc.).
- Product is no longer wanted due to a change in menu or other similar business reasons.
- Product was damaged after it left the custody or control of the PLCB.
- Any other reason that is not identified in the table below.

Note also that certain returns may be subject to a handling charge as set forth below.

Reason for Return	Returned Within 30 Days of:	Handling Charge
Defective products (only when delivered by or picked up at PLCB)	Purchase (or Pickup for Special Orders)	Waived
Error in products delivered	Purchase (or Pickup for Special Orders)	Waived
Products may no longer lawfully be sold	Notification by PLCB	Waived
Recall of product or withdrawal by manufacturer	Notification by PLCB	Waived
Change in product by manufacturer	Notification by PLCB	12.5% or \$50, whichever is greater*
Product discontinued by manufacturer	Notification by PLCB	12.5% or \$50, whichever is greater*

* No handling charge will be assessed on any return of fewer than 12 saleable bottles.

All determinations regarding returns are subject to review by the PLCB, and the licensee may be required to provide verification to support the claim being made (e.g., photos of damaged products). The PLCB reserves the right to refuse any return and/or refund at its sole discretion.

Returns of Special Orders are also subject to approval by the supplier. A licensee whose Special Order did not meet expectations must contact the supplier to discuss the order issue. Once the supplier and licensee have agreed upon resolution of the order dispute, the supplier will contact the Special Order Division to notify the PLCB of the resolution and related product return(s), partial or full refunds, order cancellation and/or creation of a new order. If replacement of returned items is sought, a new order must be created. Any returned Special Order product must be physically presented at a Licensee Service Center or Fine Wine & Good Spirits store in order for the return to be accepted and approved by the PLCB. Licensee Service Centers and Fine Wine & Good Spirits stores will only accept Special Order returns that have been pre-authorized by the PLCB Special Order Division, following supplier notification of the return. Licensees are encouraged to confirm with suppliers that they have made the appropriate PLCB notifications before returning Special Order products to a store, to avoid unnecessary trips or inconvenience.

Product must be returned, with the original or gift receipt from a Fine Wine & Good Spirit (FWGS) store location or through the Licensee Online Order Portal (LOOP), within 30 calendar days of purchase.

If you have any questions regarding the return process, please contact a Customer Service Representative at 1-800-332-7522, option 5 or by email at PLCBLOOP@pa.gov.