



Damage and Return Claim Policy

Please refer to this policy when claiming damages or returns of GP Brewing Co LTD product.

In the event you receive damaged product(s) and/or have a consumer return and wish to file a claim you are required to provide the following information and documentation:

- Record visible damage on the shipping BOL.
- Download a copy of the Damage and Quality Control Claim Form from the Common Resources page on our website: www.gpbrewing.com.

SUBMIT A DAMAGE CLAIM FORM

Once you have received the 'Damage and Quality Control Claim Form', complete the following:

- Fill out the provided form fully and accurately.
- Damage claim forms must correspond with a **paid** invoice.
- The completed damage claim form **must** be accompanied by photographic or visual evidence of the product(s) damages/opened.
- Only one invoice number is permitted per damage claim form.
- Only Full cases of beer will be approved.
- Vodka can be claimed by single bottles and cases.

Submit completed forms within 30 days of the order receiving/return date for processing.

Damage and Return claims are subject to approval processing times of up to 4 weeks from the invoice date.

CONSUMER RETURNS

GP Brewing Co.'s customer support team will contact consumers directly to confirm the return details.

For **any** reason that causes a consumer to return product to the store the following must be provided to submit a claim:

- Photographic or visual evidence that the product is damaged/opened.
- Consumer Name
- Consumer phone number

FINALIZING A CLAIM

After a completed 'Damage and Quality Control Claim Form' has been approved the following **must** be provided to finalize the claim:

- Photographic or visual evidence of the destruction of the claimed product(s)
- Each item claimed must be destroyed.** (Claimed damaged 8 pack = 8 destroyed cans etc.)
Failure to provide evidence of destruction will cancel the claim.

REFUND ELIGIBILITY

Refunds are subject to approval and are only permitted in the event of partial product damage ordered through AGLC.

AR@gpbrewingco.com

8812 - 111A Street
Grande Prairie, Alberta, T8V 5L3
780-533-HOPS (4677)



GP Brewing Co Damage and Quality Control Claim Form

Date _____ License Number _____
 Store Name _____
 Street Address _____
 City _____ Province _____
 Postal Code _____
 Telephone _____ Email _____

All claims submitted require supporting documentation or pictures. Please note that shipping damages not noted on the BOL or claims submitted past 30 days from the invoice date will NOT be processed.

Select which type of claim you are requesting reimbursement for

Reason for Claim _____
 Other: _____

Required Product Information						
SKU	Pack Size	Brand	Batch	Quantity	Price	Total

A separate claim form is required for each invoice requiring a credit

Date	Invoice Number	Method of Payment

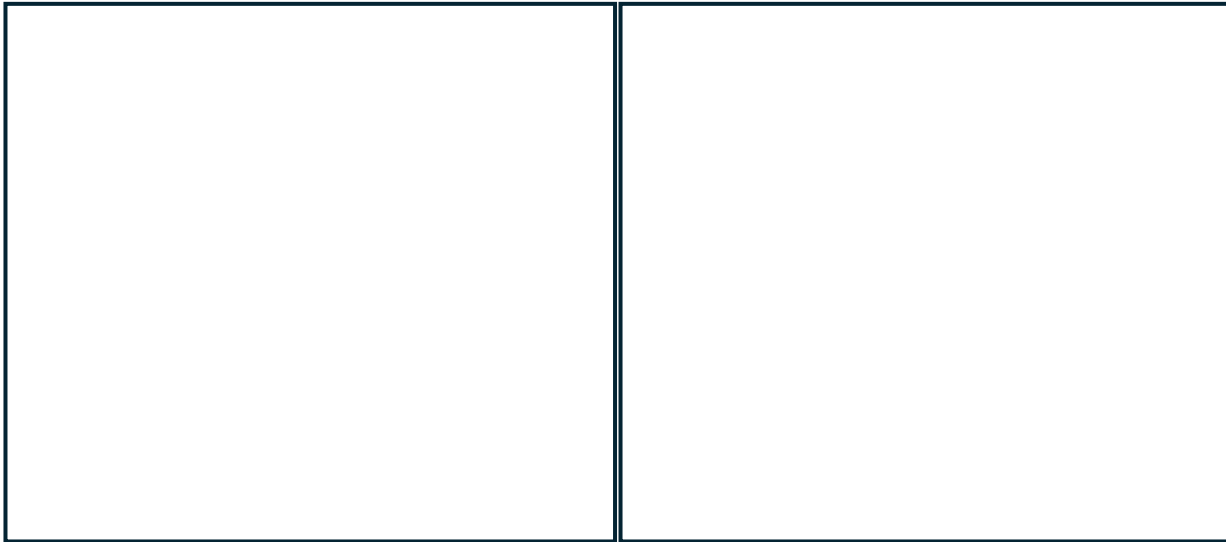
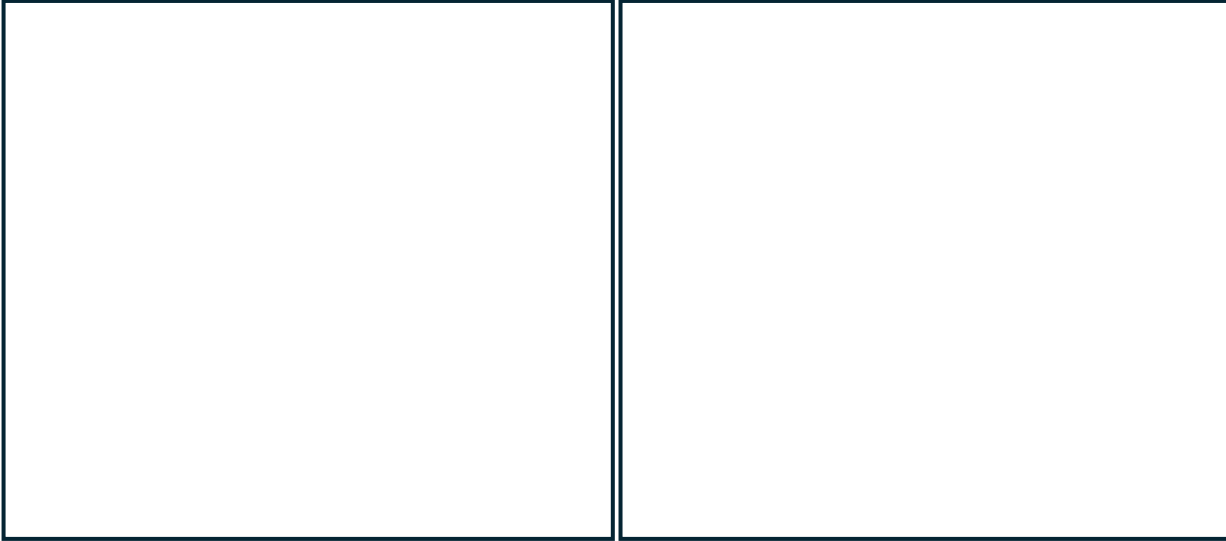
Comments/Additional Information

Office Use Only

Customer Code _____ Sales Representative _____
 Method of Credit _____
 Approval _____ Document Number _____

All claims are subject to approval. Claim processing can take up to four weeks. Please contact your sales rep for updates and inquiries.

Images of Damage



Images of Destruction

