

Section:	Yukon Liquor Corporation	Effective Date:	March 3, 2020
Number:	CE-2019-07	Last Revised:	June 1, 2022
Item:	Return of Cannabis	Reference:	

STATEMENT OF POLICY

All cannabis that is unsuitable for sale or display to the public must be returned to the Yukon Liquor Corporation without delay. This policy describes those circumstances where the Yukon Liquor Corporation may provide a refund or replacement product for that returned product. All final refund decisions are at the discretion of the Corporation.

AUTHORITY

Cannabis Licensing Regulation – s. 7(c)

RATIONALE

Licensees must return cannabis to the Yukon Liquor Corporation if a cannabis product becomes unsuitable for sale or display to the public. Licensees cannot destroy cannabis that is unsuitable for sale or display.

DEFINITIONS

Damaged/Defective products – visibly defective (e.g., foreign material present), or damaged or tampered packaging

Product – cannabis products sold by the Yukon Liquor Corporation to licensees

Concealed defect or damage – a product with a defect or damage that is not visible or cannot be discovered without opening the package of the retail selling unit.

PROVISIONS

Immediate Returns

If a licensee receives a shipment that is not satisfactory for any reason, the licensee may return the product to the Yukon Liquor Corporation for a full refund (product and shipping cost). To be eligible for a full refund, the licensee must inform YLC of their plan to return the product to the Corporation within five business days of receiving the product. The Corporation and the licensee will then coordinate the shipping and full return of the product.

Recall

If a product is recalled through notice by the Yukon Liquor Corporation, the licensee must move the product into the secure part of the dedicated cannabis area immediately and clearly label it “recall/do not sell.” The licensee must inform the Yukon Liquor Corporation of their plan to return the product to the Corporation within three business days of the receipt of the recall notice. The Yukon Liquor Corporation will refund the licensee the cost of recalled products, and shipping costs associated with the recall.

Concealed Damage or Defect

If a product is found to have concealed damage or defect, the licensee must notify the Yukon Liquor Corporation within three business days of discovering the perceived damage or defect. If the Corporation confirms that the product was subject to a concealed defect or damage, the licensee can choose a full refund or replacement for the damaged or defective product.

Display Containers

A licensee may choose to place cannabis products in display containers. Cannabis products removed from display containers are no longer suitable for sale or display. Those products must be moved to the licensee's secure dedicated cannabis area and then returned to the Yukon Liquor Corporation. Licensees must give notice of their plan to return the products to the Corporation within three business days of removing the product from the display containers.

Cannabis products from display containers returned to the Yukon Liquor Corporation must be accompanied with the original packaging and marked as "display". Licensees will not be refunded for the cost of cannabis used in display containers or the costs associated with returning the cannabis to the Yukon Liquor Corporation.

Customer Returns

Licensees may accept returns from their customers according to the licensee's return policy for purchasers. A licensee's return policy must cover in-store as well as remote sales. Cannabis accepted for return from a purchaser must be moved, without delay, into the secure part of the dedicated cannabis area or the licensed premises.

The Yukon Liquor Corporation will only provide licensees with refunds or replacement of product that licensees have accepted from purchasers in the circumstances outlined in the relevant provisions above. Licensees must give notice of their plan to return the product to the Corporation within three business days of the licensee accepting the return.

Other Returns

If a licensee no longer wishes to sell a product for any other reason than outlined in the provisions above, the licensee must return that product to the Yukon Liquor Corporation. The licensee must inform YLC of their plan to return the product to the Corporation within three business days of making the decision not to sell the product. The licensee is responsible for all costs (product and shipping) associated with returning the product to the Corporation.

Licensee Product Return Form

All cannabis returned to the Yukon Liquor Corporation must be accompanied by a completed Licensee Product Return Form, available from the Yukon Liquor Corporation office or online.

Products must be returned with the completed form to:

Yukon Distributor Corporation

Attention: Warehouse

9031 Quartz Road

Whitehorse, Yukon Y1A 4P9

RELATED FORMS

Licensee Product Return Form

RELATED POLICIES AND DIRECTIVES

N/A

Approved by:



Dennis Berry
President

June 1, 2022

Date: