

SPECIAL ORDERS FOR BEVERAGE ALCOHOL FREQUENTLY ASKED QUESTIONS

What is the cost and mark-up for special order products?

Customers should be aware that, typically, the final cost for special order products can be three to four times higher than the retail price found in the country of origin after exchange rates, mark up, freight, taxes and duty are applied.

If the special order request is for a product already available in BC, we will direct the customer to place an order directly with a BC Liquor Store.

What is the LDB's procedure for obtaining quotations?

The LDB will contact the supplier or their local sales representative to request pricing and minimum order quantities.

Upon receiving a response from the supplier we will estimate the retail price for the order. Based on this information, the customer can then decide whether or not to place an order.

If we do not receive a response from the supplier or its sales representative within six weeks, the file will be closed and we will notify the customer that the product is not available. Products requested through a Special Order request are subject to the same LDB product guidelines and social responsibility policies as products registered for sale in BC.

How long does the quotation take?

The LDB will contact the supplier to request pricing and minimum order quantities. If we do not receive a response from the supplier within six weeks, the file will be closed and we will notify the customer that the product is not available.

Upon receiving a response from the supplier, we will advise the customer of pricing and importing costs for the items. Based on this information, the customer can then decide whether or not to place an order. Once we send the quote, the customer will have two weeks to confirm the order. If the customer does not confirm, we will consider the order rejected and close the file.

How long will it take for the product to arrive once ordered?

Shipping times vary depending on where the product is being shipped from. International orders typically arrive within three to six months and domestic orders arrive within 15 days. In some circumstances, it may take longer for an order to arrive depending on product availability, and shipping capacity and conditions. The LDB does not have control of the delivery time and cannot guarantee a delivery date.

Is there a deposit?

There is no deposit required for special orders.

Is there a minimum case order?

The LDB has a general minimum order depending on the supplier location and the product category. Cases of wine or spirits usually have 6 or 12 bottles and beer usually comes in cases of 24 cans. A pallet of beer or refreshment beverages is usually 80 cases.

Product Category	Supplier Location		
	Canada	USA	International
Wine	2 case minimum	2 case minimum	2 case minimum
Spirits	1 case minimum	2 case minimum	2 case minimum
Beer/Refreshment	10 case minimum	1 Pallet minimum	Not available for SO

Due to a shorter shelf life and shipping requirements, we unfortunately cannot import beer from overseas.

It's important to note that some suppliers may require a higher minimum case order, and this is not something that is within the LDB's control. Additionally, we cannot order mixed cases.

What is the cost of freight?

Shipping costs start at a minimum **\$80.00** per order. The smaller the order quantity, the higher the ordering and shipping costs will be per unit.

Freight depends on a number of variables including, but not limited to: distance, order quantity, exchange rates, and mode of transportation.

Please note that actual freight charges will depend upon distance, market conditions and foreign exchange rates in effect at the time an order is placed.

How do I order a keg?

Beer kegs must be ordered directly from the brewery or through their distributor. Some craft breweries in B.C. sell kegs, and customers can contact them directly, or visit Brewers Distributor Ltd at <http://bdl.ca/>.

Why don't BC Liquor Stores carry product XYZ?

BC Liquor Stores are pleased to carry thousands of products to suit a variety of customer tastes and budgets, however, like all retailers, we must make business decisions about products based on factors like customer demand, overall product mix and selection and profitability.



In cases where a product is not available in BC Liquor Stores or via special order, our knowledgeable BC Liquor Store teams are happy to provide customers with excellent, comparable product recommendations from within the local store's inventory that will suit their taste and budget. Customers can visit <http://www.bcliquorstores.com/store/locator> to find a store near them.

I was told the product was not available but I see it for sale online. Why can't the LDB get it?

The LDB can only purchase directly from distributors and is unable to make retail purchases on behalf of customers.

Contact Information

To obtain more information about a product you are interested in or to get further information regarding our department, please email specialorderdesk@bcldb.com or call 604-252-3209.