



Private Ordering Policy
March 18, 2019 (updated)

1.0 Private Ordering

Private Ordering is a service offered by the NLC in response to customer requests for products which are not currently available in NLC Corporate and Express stores. These products would be for **personal consumption only**, not for resale.

Note: Retail promotional programs (e.g. air miles) do not apply to Private Orders.

2.0 Cost

The NLC will provide a written quote once contact has been made with the supplier. Total cost includes supplier cost after application of exchange rates, freight, duty, NLC mark up, bottle deposit and taxes. An administrative charge will also be applied at the rate of \$24 per case plus applicable taxes based on twelve bottle cases for spirits and wine and \$24 per case plus applicable taxes for twenty-four bottle cases of beer and refreshment beverages.

3.0 Payment of Product

The NLC requires 50% payment prior to placing the order, with the remaining 50% due after the order's arrival at NLC's warehouse. All sales are final. The customer purchases all product at their own risk. Under no circumstances will refunds be given on private orders.

4.0 Minimum Case Order

The NLC requires that orders be in case lot sizes with the retail value of the total order not less than \$200. There will, however, be instances where a supplier may require a higher minimum case order. The NLC has no control over a supplier's minimum order requirement.

5.0 Procedures for Ordering

Customer must complete the [Private Order Enquiry](#) form which is available on NLC's website - www.nliquor.com, at all NLC corporate stores or can be obtained from the NLC's Head Office on Kenmount Road.

The NLC will contact the supplier or their local sales representative to request pricing and minimum order quantities. Upon receipt of a response from the supplier the NLC will provide the customer with a written quote.

Upon receiving written authorization and 50% payment from the customer, NLC will issue a Purchase Order to the supplier.

6.0 Timing

Once an order is placed the NLC will advise of the expected delivery date. The NLC assumes no responsibilities should the product not arrive by a specified date as there are many factors that can affect the shipment of product which are beyond the NLC's control.

7.0 Delivery

The customer will be contacted once the product has arrived. The customer will pick up the product at the NLC Corporate store of their choice. The product will be held for 30 days after which it will be either returned to the supplier or sold at NLC's discretion. There are no refunds for orders not picked up.

8.0 Laboratory Testing

NLC will have all products tested to ensure the products meet federal standards and are free from contaminants. The cost of these tests are \$200 plus applicable taxes per product. The test will usually involve no more than one bottle of each brand of product in the customer order. The test product must all be paid for by the customer. Product used in testing will not be returned to the customer.

The private order customer can avoid the laboratory testing by signing a waiver when completing the Private Order Enquiry Form.



Licensee Private Ordering Policy
March 18, 2019 (updated)

1.0 Licensee Private Ordering

Licensee Private Ordering is a service offered by the NLC in response to licensee customer requests for products which are not currently available in NLC Corporate and Express stores. These products would be for resale at a licensed establishment in accordance with the terms and conditions of the license.

Note: Retail promotional programs (e.g. air miles) do not apply to Licensee Private Orders.

2.0 Cost

The NLC will provide a written quote once contact has been made with the supplier. Total cost includes supplier cost after application of exchange rates, freight, duty, NLC mark up, bottle deposit and taxes.

3.0 Payment of Product

The licensee requires 50% payment prior to placing the order, with the remaining 50% due after the order's arrival at NLC's warehouse. All sales are final. The licensee customer purchases all product at their own risk. Under no circumstances will refunds be given on licensee private orders.

4.0 Minimum Case Order

The NLC requires that orders be in case lot sizes with the retail value of the total order not less than \$200. There will, however, be instances where a supplier may require a higher minimum case order. The NLC has no control over a supplier's minimum order requirement.

5.0 Procedures for Ordering

The licensee customer must complete the [Private Order Enquiry](#) form which is available on NLC's website - www.nliquor.com, at all NLC corporate stores or can be obtained from the NLC's Head Office on Kenmount Road.

The NLC will contact the supplier or their local sales representative to request pricing and minimum order quantities. Upon receipt of a response from the supplier the NLC will provide the licensee customer with a written quote.

Upon receiving written authorization and 100% payment from the licensee customer, NLC will issue a Purchase Order to the supplier.

6.0 Timing

Once an order is placed the NLC will advise of the expected delivery date. The NLC assumes no responsibilities should the product not arrive by a specified date as there are many factors that can affect the shipment of product which are beyond the NLC's control.

7.0 Delivery

The licensee customer will be contacted once the product has arrived. The customer will pick up the product at the NLC Corporate store of their choice. The product will be held for 30 days after which it will be either returned to the supplier or sold at NLC's discretion. There are no refunds for orders not picked up.

8.0 Laboratory Testing

NLC will have all products tested to ensure the products meet federal standards and are free from contaminants. The cost of these tests are \$200 plus applicable taxes per product. The test will usually involve no more than one bottle of each brand of product in the customer order. The test product must all be paid for by the customer. Product used in testing will not be returned to the customer.

The private order licensee customer can avoid the laboratory testing by signing a waiver when completing the Private Order Enquiry Form.

Newfoundland Labrador Liquor Corporation

Completing the Private Order Enquiry Form

Instructions

Please complete **one form per product** regardless of whether or not the products are from the same supplier. Wherever possible the NLC will combine orders to reduce shipping costs.

Please fill in as much information as possible about the product and the supplier. The more complete the form is, the easier it will be to source the product. Use the comments section for additional information about the product or where the customer may have purchased it in the past.

Please fax the completed form to 709-754-0321 or e-mail it to privateorder@nliquor.com.

Once the product has been sourced and a price calculated, the form will be sent back to the customer with the price per case including HST and environmental deposit.

The customer must confirm the order with a payment of 50% of the retail value of the product before the order can be placed. This payment must be made in person at an NLC Corporate store or at NLC's head office on Kenmount Road. A final signed copy of the order form should be included with the payment. The remaining 50% payment is due after the order's arrival at NLC's warehouse.

Upon order arrival the customer will be sent a copy of the customer invoice and the product will be shipped to an NLC Corporate store of your choice.

The minimum order for any private order is one (1) case.

Private Order Enquiry Form

Customer Information

* Mandatory Fields

Customer Name:* _____
 Address:* _____
 City/Town & Postal Code* _____
 Telephone No.:* _____
 Email Address: _____

Product Information

Name / Description: _____
 Country of Origin: _____
 Bottle Size (ml): _____ Bottles per Case: _____
 Alcohol %: _____ UPC: _____
 Comments: _____

Supplier Information

Name: _____
 Street Address: _____
 City/Town, Postal Code: _____
 Telephone: _____ Fax: _____
 Email Address: _____

For Office Use Only

Pricing (To be completed by Finance Department)

Date: _____ Price/Case: _____

Order Confirmation

Cases Requested: _____ Total Cost: _____
 Date: _____ Deposit Paid (\$): _____

Payment must be made at an NLC Corporate Store or NLC's head office on Kenmount Road.

I hereby declare that I am 19 years or older, and that I have read and agree to the Private Ordering Policy Terms and Conditions.*

Photo ID will be required to validate age upon pick-up

I waive the requirement for Laboratory testing.

PRIVACY NOTICE The above information is collected under the authority of section 61(c) of the Access to Information and Protection of Privacy (ATIPP) Act, 2015. The information is collected for the purpose of facilitating the sale of alcoholic beverages between the Newfoundland Labrador Liquor Corporation (NLC) and the customer. Personal information collected by NLC is protected under the ATIPP Act. If you have any questions about the collection or use of this information, please contact NLC's ATIPP Coordinator at (709) 724-1159.

Signature: * _____