

<b>Section:</b>	<b>Yukon Liquor Corporation</b>	<b>Effective Date:</b>	<b>March 3, 2020</b>
<b>Number:</b>	<b>CE-2019-07</b>	<b>Last Revised:</b>	<b>March 3, 2020</b>
<b>Item:</b>	<b>Return of Cannabis</b>	<b>Reference:</b>	

## **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.

## **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

Durable life date – required for edible cannabis that has a durable life date of 90 days or less; label must include the words “Best before” and give that date

Expiry date – the end date of the stability period of the cannabis product

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

## **PROVISIONS**

### **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.

### **Expiry or Best Before**

If a licensee no longer wishes to sell a product past its expiry or best before date, the licensee must return that product to the Yukon Liquor Corporation. The licensee must inform the Yukon Liquor Corporation of their plan to return the product to the Corporation within three business days of making the decision not to sell the product.

Licensees are not refunded for the cost of expired products or products that have passed their best before date. The Yukon Liquor Corporation will not ship any product with less than 60 days durable life (best before) or 60 days before the expiry date, unless explicitly agreed

to by the licensee. Under this provision, the licensee is responsible for all costs associated with returning the product to the Yukon Liquor Corporation.

### **Damaged/Defective Product**

If a product is damaged in transit or found to be defective, the licensee must notify the Yukon Liquor Corporation within three business days of the perceived damage or defect.

If the Yukon Liquor Corporation confirms that the product is damaged or defective, the licensee can choose a refund or replacement for the damaged or defective product. Where the Yukon Liquor Corporation confirms that a product is damaged or defective, shipping costs to return the product will be covered by the Yukon Liquor Corporation.

### **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. 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.

### **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 mailed with the completed form to:

Yukon Distributor Corporation  
PO Box 45  
Chilkoot Centre PO  
115-36 Chilkoot Way  
Whitehorse YT Y1A 2B0

**RELATED FORMS**

Licensee Product Return Form

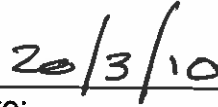
**RELATED POLICIES AND DIRECTIVES**

N/A

Approved by:



Paul McConnell  
President



Date:

