**Manitoba BDL Delivery Service Standards**

**Ordering and Payments**

* All BDL products are submitted to the Manitoba Liquor & Lotteries order office.
* Customers are to contact MBLL at <https://css.mbll.ca> or 204-474-5500 or [LiquorContactCentre@mbll.ca](mailto:LiquorContactCentre@mbll.ca) for all ordering or payment inquiries.
* The minimum threshold for delivery is 70 dozen for package-only, or equivalent of 70 dozen for mixed package/keg orders, or 4 kegs (any size) only. Orders placed below these thresholds will still be accepted, subject to the minimum order fee of $75 + tax.

**Customer Service**

* [www.bdl.ca](http://www.bdl.ca) – visit Province Specific Info page; MB password is fld$afar
* Customer Contact Centre: [bdl@bdl.ca](mailto:bdl@bdl.ca) or 1-800-661-2337 (Mon-Fri 7am-7pm CT, closed most statutory holidays).

**Empty and Full Good Returns**

Full good returns, customers are required to email [bdl@bdl.ca](mailto:bdl@bdl.ca) 1-800-661-2337.

* Rural Customers are given a G# to provide to the driver on their next delivery for return.
* City drivers will bring back any breakages the same day as delivery.
* Orders that consist of over ordered, not selling, stale, or faulty kegs, customers are required to reach out to their sales rep to get the approval and emailed to [custservmb@thebeerstore.ca](mailto:custservmb@thebeerstore.ca) (G# for rural and C# for city).

**Customer Delivery Policies**  
Customers are responsible to have their delivery acceptance area clear of the following:

* Excessive snow, ice, water and any other material inhibiting safe and reasonable movement between the carrier’s truck and the primary acceptance area.
* Unattended vehicles or equipment blocking delivery access.
* Blockage of delivery access due to municipal or private construction or maintenance.
* City or municipal by-laws which prevent normal delivery.

**Delivery Acceptance**To accommodate the differences in delivery facilities, acceptance of the product will generally be as follows:

* Deliveries will only be made to primary acceptance areas which is in the customer’s first doorway and are at ground level, unless safe and appropriate ramps, elevators or lift devices are provided by the customer.
* Deliveries will be made on scheduled delivery days unless informed otherwise.
* Deliveries will only be made when and where a representative of the customer is present.
* BDL continues to work on delivering within the time windows. Any delays will be communicated.

**Notification of Shipping Errors**

* All shipping errors are to be reported to BDL within 48 hours, or the next business day to [bdl@bdl.ca](mailto:bdl@bdl.ca), [custservmb@thebeerstore.ca](mailto:custservmb@thebeerstore.ca) or 1-800-661-2337.