

# Product Claim Form

for product issues other than shipping

RSP Number: \_\_\_\_\_

Customer: \_\_\_\_\_

Date submitted: \_\_\_\_\_

Submitted by: \_\_\_\_\_

Item #	Product Description	Size	Quantity (Units)	Reason Code <small>(see below for codes)</small>	Remarks

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Reason codes:**

- |  |                                    |  |
|--|------------------------------------|--|
| 1 - dry breaks                                 | 5 - short filled bottles           | 9 - product recall                     |
| 2 - missing case(s) - short shipment           | 6 - damaged cap or cork            | 10 - OTHER (please explain in remarks) |
| 3 - case overages                              | 7 - damaged packaging (unsellable) |  |
| 4 - picking error (wrong product on the order) | 8 - foreign material in product    |  |

To receive credit for this claim, email the form and the required documentation below to [claims@slga.gov.sk.ca](mailto:claims@slga.gov.sk.ca)

**Terms and Conditions:**

All fields on the form must be completed  
 A picture of the product(s) must be submitted with the claim  
 All product must be held by the RSP until SLGA directs its disposal. SLGA reserves the right to inspect the product.  
 Products that are claimed may not be sold or consumed.

**Do not return damaged product to SLGA's Distribution Centre**

**SLGA Use Only**

Approved By: \_\_\_\_\_

Notified By: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**A credit will be issued back to the RSP after the end of each four week period**