

RETURN POLICY

It is the policy of the Iowa Alcoholic Beverages Division (ABD) to ensure consistency with all products and how they are returned. Products included in the returns process are: broken items, defective items, shortages, and overages. Return of products must follow the steps and guidelines listed in the returns procedure below to ensure a fair and level playing field among Class E licensees. Any exceptions to the returns policy must be approved by the Administrator or Comptroller.

PROCEDURE

If found upon delivery, Division drivers can process returns due to breakage, defective items, shortages and overages. If case/bottle counts do not match the invoice, the customers and drivers must note the adjustments and sign the final page of the invoice when making returns. As soon as the customer has identified the item(s) that are short/long, it is their responsibility to contact ABD by utilizing the online return form or by calling ABD directly.

Return requests made after the conclusion of a delivery ***must be submitted electronically within three business days from delivery.*** Drivers cannot accept returns for products from prior deliveries without pre-authorization of an electronically submitted customer return request.

- When making returns due to missing or broken bottles, ***the product must be returned with its original packaging along with the case box***; this includes boxes used to transport split cases.
- No special order or highly allocated products are to be returned without the approval of Division management.
- No returns of product broken or damaged on the licensed premises if damaged by store employees.
- Unsalable products, along with merchandise transfers, must be ready for return prior to the Division driver's arrival for delivery.
- All minis (50ml bottles) including pouches must be returned as an entire sleeve to receive credit. Single bottles will not be accepted.
- Spoiled products need to be returned to ABD.
- Once an item is placed on a shelf in a retail location, or marked for sale, the product is then ineligible for return.
- Requests to return single bottles purchased as a case will not be approved for return.

For breakage and damaged products, the Division follows federal ***Alcohol and Tobacco Tax and Trade Bureau*** regulations. TTB Regulations 27 CFR 11.32 clearly defines breakage and damaged products. If the damage is caused by the product itself, such as product deterioration which results in leaking containers or damaged labels, the product will be considered a defective product under 27 CFR 11.32, and credit will be issued against outstanding indebtedness.

The Division will not allow returned products that do not meet the TTB definition of breakage and/or damaged products. For more information on TTB regulations, visit the [Alcohol and Tobacco Tax and Trade Bureau](#) website.