

Submitting a Quality Assurance Claim How-to Guide

Definitions

All capitalized terms not otherwise defined in this guide have meanings ascribed to them in the Retailer Agreement.

What is a “Product Quality Complaint”?

1. Any alleged deficiency related to the identity, quality, durability, reliability, safety, effectiveness, labelling, packaging or performance of a product after its release for distribution; or
2. Any product that does not meet the product specification or does not behave like it normally does.

/ Step 1 /

RETAILER IDENTIFIES PROBLEM

- a. Product Quality Complaint
- b. Labelling/Packaging Complaint
- c. Concealed Shortage/Damage



Quality Complain – Mould



Labelling Complaint – Missing



Packaging Complaint – Empty Container

All complaints regarding accessories should be followed up directly with the accessory supplier. For more information or to obtain accessory supplier contact info, please contact our the OCS Client Services Team at 1-877-627-1627. See [APPENDIX A](#) for more specific information.

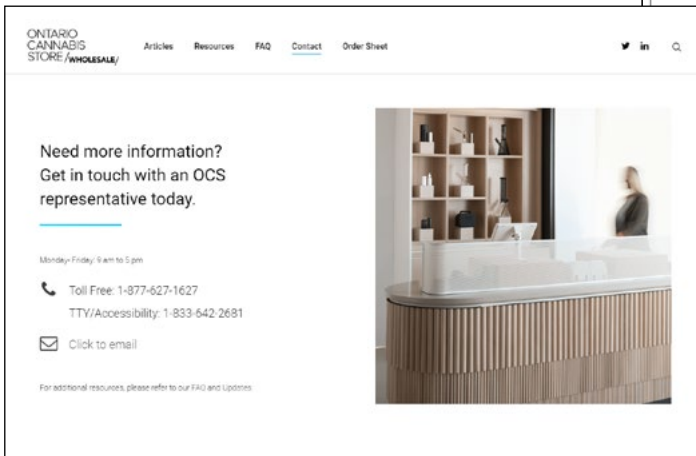
/ Step 2 /

RETAILER EMAILS OCS CLIENT SERVICES THROUGH THE OCS WHOLESALE CONTACT PORTAL ON THE WHOLESALE WEBSITE

PLEASE NOTE: YOU MUST SUBMIT A SEPARATE QA SUBMISSION PER SKU

The OCS Client Services Team collects information about product quality complaints under the *Ontario Cannabis Retail Corporation Act*, as well as the Cannabis Regulations. We use this information for quality assurance and customer care to help with the investigation and resolution of complaints and for fraud prevention purposes. Our Licensed Producers (LPs) are legally responsible for assuring the quality of their products and investigating all Product complaints.

Click to email form at ocswholesale.ca/contact/ 



Please provide the following information when submitting a Product quality complaint (if the information submitted is not sufficient to perform the Product Quality Complaint investigation, further details may be requested from the retailer):



- Store Name
- City
- OCS Sales Order Number
- Name of Product
- Sku/Item#
- Product Variant: (1g/3.5g/7g/15ml, 30ml,etc)

- Lot/Batch#
- Packaged on date
- Description of the concern - Refer to [APPENDIX A](#) for what to include
- Photos that illustrate the concern

/ Step 3 /

OCS RECEIVES THIS INFORMATION AND WILL:

1. Complete a Quality Assurance Claim with the LP;
2. Communicate the incident reference number to the retailer; and
3. Outline next steps within the process

/ Step 4 /

OCS SUBMITS A FORMAL INVESTIGATION WITH THE LICENSED PRODUCER

Licensed Producers will receive all complaints via the OCS Quality Assurance Team and are required to trend and monitor the consumer feedback. All complaints will require an investigation form to be completed by the LP in order to be closed.

The LP must conduct an initial risk assessment as soon as reasonably practicable but, in any event, no later than 72 hours after receiving any customer complaint to determine if the Product should continue to be available for sale until further investigation can be completed.

If a Product line or batch/lot number is deemed to be a Non-Conforming Product as a result of any quality investigation, the LP must notify OCS Quality Assurance immediately so that appropriate control actions can be taken. If there is remediate action required to resolve the customer's order, (including return, refund, investigation details to share, etc.), this information should be communicated to the OCS Quality Assurance Team. The LP must adhere to all requirements under Applicable Law for investigating and reporting adverse effects or safety incidents to Health Canada and any other regulatory bodies.

Note: OCS also follows up with all Quality Assurance Claims that have not had a response in 30 days

/ Step 5 /

LICENSED PRODUCER WILL RESPOND WITH EITHER:

- A. Credit Denied –and provide details of the investigation together with an explanation for the credit denial. / OR / B. Credit Approved – and OCS will provide resolution to the retailer regarding approval notice and credit note invoice. The credit will be applied on the account in a timely manner and used towards the following week's order.

Retailers must continue to destroy products in accordance with [AGCO's amended Registrar's Standards](#), but will no longer need to confirm destruction with OCS once a complaint is approved to receive account credits.

Appendix A

FOR MORE SPECIFIC INFORMATION TO INCLUDE FOR EACH COMPLAINT CATEGORY, SEE TABLE BELOW:

COMPLAINT TYPE	CATEGORY	REQUIRED INFORMATION TO SUBMIT
PRODUCT	Dry/Poor Quality	Description of issue. Photo of product.
	Weight Variance	Description - Weight of product. Photo of amount of product in container.
	Mould	Description – was mould identified visually or by smell/taste? Photo of mould on the product – make sure its clearly visible.
	Sensory	Description of issue. Photo of product.
	Foreign Matter	Description – describe the foreign material – what is it, where was it found, who found it. Photo of the foreign material.
	Strength	Description of issue. Photo of product – THC/CBD potency on the label.
	Adverse Event	Description of issue – what symptoms were present? How long did they last? How was the product consumed? Was medical treatment sought? Photo of product – lot number.
	Expired	Description of issue. Photo of product.
	Concealed Shortage	Description of issue – how many units were missing? Was the case sealed with green tape? Photo of case label & case of product.
LABEL	Lower than OCS website	Description of issue. Photo of product – THC/CBD potency on the label.
	Higher than OCS website	Description of issue. Photo of product – THC/CBD potency on the label.
	Missing/Incorrect Information	Description of issue – what label/info is missing? Photo of product issue.
PACKAGING	Package/Container Issues	Description of issue. Photo of product issue.
	Excise Stamp	Description of issue. Photo of product issue.
	Seal	Description of issue – which seal on the product? Photo of product issue.
	Empty Container	Description of issue – how was the empty container discovered? (employee or customer return) Photo of empty container – include photo of inside of container & lot #.
PRE-ROLLS	Missing Pre-rolls	Description of issue – how many pre-rolls are missing? Photo of product issue.
	Damaged Pre-rolls	Description of issue. Photo of product issue.
SEEDS	Crushed	Description of issue. Photo of product issue.
	Missing	Description of issue. Photo of product issue.
VAPES	Electrical Issue	Description of issue – include if disposable vape or battery + cartridge? Photo of product issue.
	Liquid Appearance	Description of issue – include if disposable vape or battery + cartridge? Photo of product issue.
	Damaged	Description of issue – include if disposable vape or battery + cartridge? Photo of product issue.
EDIBLES	Incorrect Count	Description of issue. Photo of product issue.
	Broken/Damaged	Description of issue. Photo of product issue.