

FAQs

Hospitality Product Catalogue

How do I get a Hospitality Product Catalogue Account?

- Step by step instructions are posted on the LDB Wholesale website at <https://wholesale.bcldb.com/hospitality>
- Hospitality customers will need to complete all mandatory fields in the registration form and return it by email to wholesalehelp@bcldb.com:
 - It is important to register with a unique email address that is not used for any other LDB account (including Web Store or special event permits)
 - The address provided will be validated against the legal address registered with the LCRB

Can I set up multiple users within my company to access the Hospitality Product Catalogue?

- Yes, a business can establish accounts for its employees or delegates.

Does each Hospitality Product Catalogue user in my company need an individual account?

- Yes. Sharing of usernames and passwords is not recommended.

How can I contact the Wholesale Customer Centre Vancouver?

- Phone: 604-775-0681 or Toll Free 1-888-775-0681 E-mail: wholesalehelp@bcldb.com

Are all these products in the Hospitality Product Catalogue available at my servicing BCLS or WCC Victoria? How do I know if the products are in stock or not?

- The Hospitality Product Catalogue provides product information only to assist hospitality customers with their purchasing decisions. Please contact your servicing BCLS or WCC Victoria for current inventory.

Can I submit online orders through the Hospitality Product Catalogue?

- The Hospitality Product Catalogue provides product and pricing information only to assist hospitality customers with their purchasing decisions. Please continue to follow your regular ordering process through your servicing BCLS, WCC or agent.

What happens if there is a discrepancy in the price listed in the Hospitality Product Catalogue and the price on my invoice or at point of sale?

- All prices in the Hospitality Product Catalogue are for information only and are subject to change without notice. The product description and price displayed at point of sale or presented on your invoice shall prevail.

How do I know if a product is a BCLS Selects? Is that marked on the hospitality price list?

- BCLS Selects are not included in the hospitality price list. Please contact your servicing BCLS regarding BCLS Selects products. Store contact details are available at www.bcliquorstores.com

Why can't I find product details and pricing information on my favourite wine?

- Customer-specific exclusive products that are delivered directly by the vendor and those products on cross dock and allocation are not included in the Hospitality Product Catalogue. Please contact the vendor directly for product information and pricing details for exclusive products not listed in the hospitality price list and Hospitality Product Catalogue.

Are BCLS merchandise products available at wholesale price?

- BCLS merchandise and accessories are not included in the hospitality price list and will remain at retail price.