
The SAQ offers customers the possibility of:

- Exchanging or receiving a refund for a **sealed product** in good condition and ready for sale upon presentation of the sales receipt in the 30 days following the receipt date.
- Exchanging a product that has an accepted **manufacturing defect**.
 - The bottle has to contain at least 3/4 of the volume of its original contents.
 - The sales receipt is not required but the product will be subject to evaluation at the store.
 - The return will be refused if the evaluation does not identify a manufacturing defect related to the product's production.
 - On approval, the product will be exchanged for the same product if the product is available at the store or for another product, chosen by the customer, of equal or greater value if the product is not available. Any price difference will be paid by the customer.

Manufacturing defect:

- **Returns will be refused for the following reasons:**
 - Some wines naturally have an oxidative character, a cloudy appearance or a deposit.
 - Some wines are brick-coloured or have naturally occurring reductive or tertiary aromas such as mushroom, forest floor, eucalyptus, truffle, dead leaves, vanilla, cacao or tobacco or are slightly effervescent on opening.
 - Products that have become flawed due to improper or overly long storage:
 - Wine: Opened after the recommended drink-by date
 - Cream-based alcoholic beverage: Several weeks after opening or less if improperly stored
 - Liqueur: Several months after opening
 - Bag-in-box wine: No more than six weeks after opening
 - Product whose best-before date has expired.
- **Accepted manufacturing defects:**
 - Corked
 - Premature oxidation (subject to the exception mentioned above)
 - Defective container mouth or mechanical breakage (related products),

Bulk return of sealed products:

- Without a prior agreement, bulk returns may be refused.
- To avoid having a bulk return refused, customers who buy surplus products are responsible for determining the terms and conditions of return with the person in charge at the store before making their purchase.
- No more than 20% of the sales receipt containing the bulk quantity may be exchanged or refunded.

Additional information:

- Your Inspire purchase history is not considered a sales receipt.
- The product must have been purchased in an SAQ store or on SAQ.COM and be in the catalogue.
- The product can be returned at the SAQ store of your choosing.
- The price paid by the customer determines the exchange or refund value. However, an eligible product with a best-before date in 30 days or less will be exchanged or refunded less 15% of its value.
- Refunds are made via the same payment method used for the initial purchase.
 - If the customer does not have the same payment method on their person, the product can only be exchanged.
- A product that has been refunded or exchanged once cannot be refunded or exchanged a second time.
- Certain conditions and exclusions apply. Subject to change without notice.
 - For complete details, please contact store staff or visit the [Terms of sale](#) page.
- The SAQ reserves the right to:
 - Have its laboratory analyze the product before deciding whether to approve the return.
 - Refuse any return it suspects is fraudulent.
 - Remove points from the SAQ Inspire account in cases of an inappropriate return or of abuse by the customer.
- An exchange and refund policy for permit holder is in effect.
 - For more information, contact the Customer Relations Centre – Restauration at [514 254-8686](tel:514-254-8686) or [1 866 554-8686](tel:1-866-554-8686) (Montreal area) or at [418 654-2950](tel:418-654-2950) or [1 866 654-2950](tel:1-866-654-2950) (Quebec City area).