**18 DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL SERVICES**

**553 BUREAU OF ALCOHOLIC BEVERAGES AND LOTTERY OPERATIONS**

**Chapter 1: LIQUOR INVENTORY EXCHANGES FROM AGENCY LIQUOR STORES**

State liquor stores will receive liquor inventory exchanges from agents in accordance with the following guidelines:

1. The agent shall present a copy of the invoice or cash register receipt to the State liquor store for the merchandise returned.

2. The Bureau shall provide credit or at the sole discretion of the Bureau provide a refund to the full value of the purchased items as indicated by the agent’s invoice. The Bureau shall deduct a 10% restocking charge from the refund or exchange value for all items returned, except for those items received by the agent in error.

3. For items received by the agent in error, the exchange must occur within two weeks of purchase by the agent. If returned within two weeks of purchase, then the full exchange value shall be provided to the agent by a clerk at the State liquor store.

4. If liquor is exchanged due to items being no longer in demand, the exchange must occur within six months of receiving the product from either the State liquor store or from the bailment warehouse.

5. There is no exchange of Special Order Merchandise.

STATUTORY AUTHORITY: 28-A MRSA §83

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