



HOME DELIVERY INDUSTRY FAQs

HOME DELIVERY OVERVIEW

Q: What is Home Delivery?

A: Beginning February 28, we are offering Home Delivery of beverage alcohol in Halifax Regional Municipality (HRM) and in the Bridgewater area. This means customers within a 30 km radius of these stores will be able to order products online from our website and have them delivered to their home either same day, next day or the following day. We're offering an assortment of more than 400 customer favourites with 20% of them produced locally in Nova Scotia.

Our top priorities are to ensure this service is offered responsibly and upholds NSLC's standards of customer service. To ensure we're able to achieve this goal, we're implementing this service in phases, gradually expanding home delivery across the province.

We anticipate this service will be available to almost all mainland communities by the end of the summer.

Q: Why are you offering Home Delivery?

A: Online shopping is an expectation in today's retail industry and the pandemic highlighted there is a need for alternative ways to shop with us. We want to set the standard for how to do this safely. Home delivery will start slowly, and we will evaluate this service to ensure we are doing it right.

This is about providing our customers with another option to responsibly purchase our products. They will be able to shop on their own schedule and have products conveniently delivered to their home when they want it.

Q: Where will Home Delivery be available? Will you provide home delivery across the province?

A: We are using a phased approach to ensure we are doing this properly and responsibly.

We are launching February 28 with service to most of HRM and the Bridgewater area. Phase 2 will begin in early April with service expanded to Truro, New Glasgow, Sydney River, Yarmouth, and New Minas areas. By the end of Phase 2, we will be offering this service to 86% of Nova Scotians of legal drinking age.

Phase 3 will begin in early June with service to the Tatamagouche, Antigonish, Annapolis Royal and Port Hawkesbury areas. Phase 4 will begin in mid-July with service to the Amherst, Elmsdale, Sheet Harbour, Baddeck, Liverpool and Barrington Passage areas. We expect to extend the service to most of the remaining mainland communities by the end of the summer.

We are using a phased approach to ensure that we can perform this service responsibly and at the NSLC customer service levels that are expected from our team. These are tentative dates and if there are changes, we will communicate this to our customers.



HOME DELIVERY INDUSTRY FAQs

Q: Why did you pick HRM and Bridgewater to get the service first?

A: We are implementing this service gradually and learning from our experiences as we go. The service will be offered in a 30 km radius from our store in Mill Cove in Bedford and from Bridgewater. This means we'll be able to provide home delivery in the most populated communities of HRM. Providing the service in Bridgewater gives us the opportunity to learn from implementing the service in a less populated area.

This allows us to understand what the order pattern will look like in two different communities in Nova Scotia, ensuring our teams across the province have the people and tools to meet the needs of our customers.

Q: When you issued the RFP, you said 23 stores would be used as fulfillment hubs. Is that still the case?

A: We have decided to go with a phased approach to ensure this service can be offered responsibly and cost effectively while meeting our service standards. We will begin with the HRM and Bridgewater areas and gradually expand the service across the province, evaluating and learning as we go to make sure we are doing it right.

Working with our delivery partner it became clear we can provide this service from a much smaller footprint of our stores. In total we have planned 7 locations and have additional support locations identified if needed.

Q: Why are you doing this? Is it because of the pandemic?

A: Online shopping is an expectation in today's retail industry, and we want to set the standard for how to do this responsibly. Home delivery will start slowly, and we will evaluate this service to ensure we are doing it right. The pandemic highlighted that there is a need for alternative ways to shop. Customers have come to expect this level of service from all retailers.

Q: Have you done any research to see if there is interest in this service?

A: In a survey we conducted in January 2020, 85% of Nova Scotians indicated that direct delivery was appealing when shopping with the NSLC. They are looking for the flexibility of being able to purchase items online or in-store. We want to be responsive and provide this level of convenience that is currently not available to them.

Q: When will home delivery be available? You said before it would be the spring but that was a year ago.

A: It will be available in most of HRM and Bridgewater areas as of February 28, 2022. We are phasing in this service across the province and intend to offer home delivery to all mainland communities by the end of the summer.

The timeline was affected by both the pandemic and a change in government. We wanted to take time to ensure our partners with the province fully understood the nature of this project.



HOME DELIVERY INDUSTRY FAQs

Q: Did you look at other jurisdictions to see how they offer home delivery?

A: We established an evaluation committee which conducted an industry scan that included looking at different delivery models, fees, and times. We wanted to ensure we were competitive and that this service is offered in a cost-effective and responsible manner.

We engaged with an outside consultant that shared best practices on the launch of this service in other jurisdictions. We took those learnings and incorporated them in our rollout plans.

Q: Doesn't this put you in direct competition with local producers who have been hit by the pandemic.

A: The past couple of years have been very hard for local producers. They will be able to continue to deliver their products directly and 20% of products offered will be local as we work to support the industry. Providing home delivery is an opportunity to set the standard for responsible delivery across the province in support of licensees and producers also providing this service.

In addition, the NSLC will only be initially delivering products that we have on our shelves. Local producers will be able to continue to deliver their full portfolio of products directly to Nova Scotians.

Q: Why didn't you offer this service when we were in the middle of a pandemic instead of at the tail end of it?

A: Home delivery was an avenue for many local producers and licensees to do business when their operations were greatly impacted by pandemic measures. Because of that, we did not want to rush implementing this service.

With the ongoing pandemic, some customers are not comfortable coming in to stores to shop. Home delivery provides them with a safe option to shop with us.

Q: Are restaurants, local producers and Private Wine Stores allowed to do Home Delivery?

A: Yes, bars, pubs and restaurants are permitted to continue home delivery with food, provided they adhere to provincial requirements. Local producers and Private Wine Stores may also continue to deliver product while ensuring they adhere to NSLC policy.

As with our retail stores, once the responsibility standard is established for home delivery these groups will need to adopt this standard.

Q: Will you need to hire more staff to fulfill these orders?

A: We don't know what the demand for this service will be. This is why we are phasing in our approach, to ensure we are prepared to meet the needs of Nova Scotians. We will ensure we have the teams in place to meet the needs of Nova Scotians while upholding our service level standards.

HOME DELIVERY INDUSTRY FAQs

CORPORATE SOCIAL RESPONSIBILITY

Q: What factors did you consider in looking at a delivery partner?

A: First and foremost, the delivery partner was required to have the ability to responsibly deliver products across Nova Scotia and maintain our high level of customer service.

Q: Who is your delivery partner and why did you select that company?

A: Micco Warehousing and Logistics Inc scored the highest after an RFP evaluation. They have a proven track record of success with a controlled substance. Micco currently delivers beverage alcohol to the four Atlantic provinces and to the private wine and special stores in Nova Scotia.

Q: Did you pick Micco because you have an existing relationship with them?

A: No. We issued an RFP and Micco was the proponent that met the requirements to be able to responsibly offer home delivery of beverage alcohol across Nova Scotia.

Q: What are you doing to ensure responsible deliveries?

Delivering beverage alcohol responsibly is our top priority. We will not provide service to impaired customers and will have stringent age verification upon delivery. We are implementing the following measures to ensure this service is offered as safely as possible:

- Mandatory responsible sales training for all delivery drivers to prevent deliveries to underage or impaired people
- Implementing an audit program to ensure 100% compliance.
- Delivery windows are between 10 a.m. and 8 p.m. with no deliveries on holidays.
- Responsible consumption messaging is included with each delivery - one side will educate customers about standard drink sizes and the other will feature a 'good tip' from one of our team members about consuming responsibly.
- ID and responsible consumption messages will be on the packing tape of delivery boxes.
- Mandatory ID checks upon delivery.
- Delivery partner required to track service refusals due to impairment or age verification issues.
- ID reminders throughout the shopping, checkout, and delivery process.

Q: Will you deliver to university campuses?

A: It would be impossible for us to manage requests to limit delivery on campus if asked. All delivery drivers are trained in responsible sales and will require valid photo ID proving they are over the age of 19. They will not deliver to impaired customers.

Q: What happens if the customer is intoxicated or there's a party?

A: We will not provide delivery to impaired customers or to customers under the age of 19. Our delivery partner must ensure employees are trained in every aspect of corporate social responsibility, including ID and age verification, and assessing for impairment. We have implemented an audit program to ensure 100% compliance.



HOME DELIVERY INDUSTRY FAQs

Q: You are doing this when your sales are at an all-time high and people are drinking more with the pandemic. Is this responsible?

A: Doing this responsibly is our top priority. We will not provide service to impaired customers and will have stringent age verification upon delivery. We will also require ID verification with a signature to ensure the customer is at least 19 years old and not impaired.

Q: Why was there such a delay? When this service was first announced you said it would be in place last spring.

A: The pandemic affected our timeline, and we did not want to rush this. We took the time to make sure we are doing this right and to ensure it delivers on our responsibility and customer service standards.

PLACING YOUR ORDER

Q: How do I place my order?

A: Visit myNSLC.com/delivery to learn if home delivery is offered in your area. Shop from a selection of more than 400 customer favourites. Select your delivery window and pay for your products with a credit card. You will receive an email confirming your delivery window.

Once your order has been shipped via our delivery partner, you will receive a confirmation email that includes a tracking number. That number will provide you with real-time updates about your order status.

Q: Can I track my order to see when it will arrive?

A: Yes. You will receive an email after you've successfully placed your order with details about your order and a tracking number. You can use that tracking number to see where your order is in the process.

What payments do you accept to pay for an online order?

A: Online orders can only be purchased using a credit card. Debit or gift cards are not available tender. Payment will be collected online after you complete your order.

Q: How much will home delivery cost?

A: Delivery is a flat fee of \$12 with delivery fees waived on orders over \$150.

Q: Can I pay at the door instead of online??

A: To complete your order for home delivery you must pay for your order online using a credit card. You cannot pay for your order when it is delivered to your door.

Q: Can I earn Air Miles from orders delivered to my home?

A: Yes, you can receive Air Miles on beverage alcohol deliveries.

The Cannabis Control Act regulates cannabis and does not allow us to provide Air Miles because they are considered an incentive and a marketing tool. Neither is permitted under the Act.

HOME DELIVERY INDUSTRY FAQs

Q: Can I still order products from The Port on your website for delivery to the NSLC store of my choice?

A: You can still order products from The Port, but it will be via phone and not online. To browse the product selection, visit myNSLC.com/ThePort and call 782-640-4435 or email ThePortOnline@myNSLC.com to place your order with a member of our team at The Port.

DELIVERY SERVICE & AREA

Q: Will you provide home delivery across the province?

A: Yes. To ensure we are doing this properly and in a responsible manner, we are using a phased in approach and will incorporate learnings as we go. We anticipate the service will be available to most mainland communities across Nova Scotia by the end of the summer.

Q: Where will you begin offering this service?

A: The first phase is focused on HRM and Bridgewater. Our Mill Cove store in Bedford will be the fulfillment store for HRM. The catchment area is a 30-kilometer radius from the store, which includes communities such as Elmsdale, East Hants and Mount Uniacke.

Our store on High Street in Bridgewater will be the fulfillment store for the surrounding community, including Chester and Hubbards, to New Germany and Petite Riviere. We wanted to include a smaller centre to gauge receptivity of this service in two different markets, ensuring we provide the level of service customers expect and that we do it responsibly.

Q: How do I know if I'm eligible for Home Delivery?

A: To find out if we currently offer home delivery in your area, visit myNSLC.com/delivery, and enter your postal code. We will ship from one of our fulfillment stores closest to the postal code you entered. This way we can deliver it to you as soon as possible.

Q: Why does your site tell me I'm not eligible for home delivery?

A: We are implementing this service gradually through a phased-in approach. We are beginning by offering home delivery service in most of HRM and the Bridgewater area. We will then extend the service with the goal of reaching almost all Nova Scotians by end of summer.

Q: Is all of HRM getting home delivery?

A: The catchment area for the first phase is a 30 km radius from the Mill Cove store in Bedford, which includes communities such as Elmsdale, East Hants and Mount Uniacke.

Q: Can I track my order to see when it will arrive?

A: Yes. You will receive an email after you have successfully placed your order providing details of the order and a tracking number. You can use that tracking number to see where your order is.



HOME DELIVERY INDUSTRY FAQs

Q: What if I can't find my tracking number – can you still locate my order?

A: Yes. We can search for your order using your name.

Q: What ID do I have to show to receive my delivery?

A: We accept the following forms of primary ID:

- Canadian driver's license
- Canadian Provincial ID Card
- Permanent Resident Card
- Secure Certificate of Indian Status
- Out of Province Provincial Health Card (with picture)
- Government Issued Passport
- Canadian Citizen Certificate
- Canadian Firearms License
- NEXUS CARD

Q: Do I have to be home to receive my order?

A: Yes. You will need to provide valid photo ID showing you are of legal age to purchase beverage alcohol and sign for your delivery.

Q: Can someone other than myself accept my order?

A: If the person accepting the delivery is of legal drinking age and has a [valid ID](#), they can accept the order. If they do not meet these requirements, we cannot complete the delivery. The driver will attempt the next day at a specific time that's determined by the driver. This will give you an opportunity to have the required ID and have someone of legal age accept the delivery.

Q: How do I cancel my order?

A: Please call our team during business hours (Monday-Saturday 8:00 am – 8:00 pm) at 1-800-567-5874 to request your order to be cancelled. There is a small window in which cancellation can occur. If we cannot cancel the order, you can receive it and at your convenience and return it to a store nearest you for a refund.

Q: I have a barrier to accessibility that might take me longer to get to my door. How do I let the delivery person know about special delivery instructions?

A: As a standard process, the delivery company will ring the bell/knock on the door and remain at the location for five minutes. We are working on adding a space for additional instructions at the end of the checkout process to allow customers to add in any special notes.

Q: Can I send my order to my PO Box?

A: Orders cannot be sent to PO Boxes as there is a recipient age verification process for each delivery.



HOME DELIVERY INDUSTRY FAQs

Q: Can I pick up my order at a store?

A: Orders cannot be picked up at a store. All orders will be sent to the civic address that was provided in the order.

If you need to change the address, please call our team at 1-800-567-5874 during business hours (Monday-Saturday 8:00 am – 8:00 pm) and they will be able to help you. Depending on where your order is in the process, you may need to cancel it and place a new order.

Q: What will delivery hours be?

A: Our delivery windows options are:

Same Day (certain areas only)	12 pm – 4 pm	4 pm – 8 pm	
Next Day	10 am – 2 pm	12 pm – 4 pm	4 pm – 8 pm
Day After	10 am – 2 pm	12 pm – 4 pm	4 pm – 8 pm

Q: Will you have same day delivery?

A: Same day delivery will be available in certain areas. Customers living outside a same-day delivery area have the option of next day or two-day delivery. Same day delivery is not available for the 10am-2pm delivery window.

Q: The delivery window I want isn't available. How do I request it?

A: If there is no delivery window at your preferred time it means it is either full or unavailable. Please select the next most convenient time.

Q: Can I go to a store and pick up my order if my desired delivery window isn't available?

A: Orders cannot be picked up at a store. All orders will be sent to the civic address that was provided in the order.

If you need to change the delivery window, please call our team during business hours (Monday-Saturday 8:00 am – 8:00 pm) at 1-800-567-5874 and they will be able to help you.

Q: Can I change my delivery window?

A: If you need to change the delivery window, please call our team at 1-800-567-5874 during business hours (Monday-Saturday 8:00 am – 8:00 pm) and they will be happy to help you. There is a small window in which this change can be made. During the call we will advise if you can still make the change or provide you with other options.

Q: How long can I keep a delivery window before the website times out?

A: The website session times out at 40 minutes. When your session times out, you will lose all of your cart contents and held delivery window. If you'd like to create an account, you can add products to your list which could be purchased later, provided they are available for online order.

Q: Is there a charge to change my delivery window?

A: There is no charge if we are able to change your delivery window.



HOME DELIVERY INDUSTRY FAQs

Q: What if my order is on the way and I'm not home?

A: You must be home to receive your order and provide valid photo ID confirming your age and address. If you are not at home, you will receive a door knocker notifying you of the delivery attempt and when another attempt will be made.

Q: What if my delivery is late. Do I still have to pay the delivery charge?

A: We don't waive delivery fees if a delivery is late. Please call our team during business hours (Monday-Saturday 8:00 am – 8:00 pm) at 1-800-567-5874 if there is an issue with the quality of our service. They will be happy to help.

Q: Does your experience with cannabis home delivery help you with this new service offering?

A: Cannabis is delivered by Canada Post. Beverage alcohol has added complexity because the packaging is larger and heavier, which affects both how it can be delivered and the cost of delivery.

Q: Are there situations in which you won't deliver?

A: Deliveries will not be completed if:

- There is no valid ID available
- The customer is under the influence
- There's suspicion the order is for minors
- The delivery person feels unsafe
- There is disrespectful or abusive behavior.

The driver will make another delivery attempt the next day if the customer was not home or if there was no valid ID available. If delivery was refused for other reasons listed above, another attempt will not be made. After a failed third delivery attempt, the customer will be refunded the cost of the product but not the cost of shipping.

Q: I missed my delivery. How do I arrange for it to be delivered again?

A: If a delivery is missed, there will be a door knocker card left at your door with a new delivery time for the next day. If the new delivery time does not work for you, please call our team during business hours (Monday-Saturday 8:00 am – 8:00 pm) at 1-800-567-5874 to arrange for a new day and/or time. There will be a second and third attempt. If you do not receive the product, you will be refunded and charged shipping.

Q: How will I know the delivery person is at my house?

A: You can track your package through the tracking number provided with your order confirmation. The driver will be sure to knock or ring.

Q: How long will the delivery person wait at my door before leaving?

A: The delivery driver will wait five minutes before leaving for their next delivery. If you miss the delivery attempt, there will be information left at your door with a new delivery time.

Q: Why can't I combine my cannabis order with an alcohol order?

A: Our delivery mechanisms for cannabis and alcohol are separate. Cannabis is delivered by Canada Post and alcohol is delivered by a courier company.



HOME DELIVERY INDUSTRY FAQs

Q: Why can alcohol orders be delivered at the door, but cannabis can't?

A: Before Covid, cannabis orders were delivered to the customers door. This was suspended by Canada Post for safety reasons.

Q: Why is there free shipping over \$150, but no free shipping for cannabis orders?

A: The Cannabis Control Act specifically states how we can market the product. As it stands right now, we are not able to offer incentives for cannabis.

ORDER ISSUES, RETURNS & REFUNDS

Q: How do I get a refund if there's something wrong with my order?

A: If you would like to return a product, please go to your nearest NSLC store within 30 days with your receipt and one of our clerks will be happy to help you make a return. Please note, delivery fees are not refunded.

Q: Can I get a refund at my door if I change my mind?

A: Returns cannot be made at your door. The driver does not carry cash or a pin pad. If you would like to return the product, please take the unopen product to your nearest NSLC store within 30 days with your receipt and one of our clerks will be happy to help you make a return. Please note, delivery fees are not refunded.

Q: Can I make my return by mail?

A: Returns cannot be made by mail. Please take the unopened product to your nearest NSLC store within 30 days with your receipt and one of our clerks will be happy to help you make a return. Please note, shipping fees cannot be refunded.

Q: What if I can't make my return at the store? I have accessibility issues.

A: Please call our team at 1-800-567-5874 during business hours (Monday-Saturday 8:00 am – 8:00 pm) to inquire about other options.

Q: What if I change my mind. Can I cancel my order?

A: Your order can be cancelled within a short window after it has been placed. We'll do everything we can to accommodate your request but please bear in mind that our order-fulfillment and shipping systems are designed to get orders on their way quickly and efficiently. This means we cannot change or cancel an order once it has entered the shipping process. We accept returns within 30 days with your receipt and you will be credited to the original payment method.

Q: What will happen if the product I ordered is out of stock after I placed my order?

A: You will be contacted by an NSLC representative to let you know an item is not available. You can then decide if you still want the order or if you would like to cancel it. If we cannot reach you, we will ship the order minus the product not available and you will only be charged for the product you receive.



HOME DELIVERY INDUSTRY FAQs

Q: I was sent the wrong product in my order. How do I get the one I ordered?

A: Please call our team at 1-800-567-5874 during business hours (Monday-Saturday 8:00 am – 8:00 pm) to let us know if you received the wrong product. We will arrange to get you the correct product and will deliver it to your door.

Q: What if you don't have all the products that I ordered. Will I still get billed for them?

A: No. We will only charge your credit card for the products that we deliver in your order. If we cannot reach you, we will ship the order minus the product not available and you will only be charged for the product you receive.

Q: Do I have to place another order to get the products you didn't have in stock or will you send them when you do have them in stock?

A: Yes. Another order would be required should a customer want to purchase those articles that were not in stock at a later date.

Q: Why isn't the product I want to buy available to add to my basket for home delivery?

A: We are offering a limited assortment of products for our initial phase of home delivery. We have a selection of our 400 customer favourites across all categories, including a selection of local products that Nova Scotians love. This means that not all products shown on our website are available for home delivery at launch.

Due to the global pandemic supply chain issues are happening daily. Given this we are experiencing more out of stocks on some core items than in previous years. Our teams will be monitoring inventory regularly and adjusting availability of products for Home Delivery.

GIFTING

Q: I want to send a product to my friend as a gift. How do I do this?

A: Please enter your friend's postal code in the postal code verification box to see if your friend is eligible for delivery. If they are, feel free to proceed with the gift by adding the gift recipient's shipping information followed by your billing information. If they are not eligible, stay tuned for our future address expansion. You can also call our team during business hours (Monday-Saturday 8:00 am – 8:00 pm) at 1-800-567-5874 to inquire about our Gift Line option.

Q: Can I order a gift card for home delivery?

A: Not currently. You can purchase a gift card at one of our retail locations or call our team during business hours (Monday-Saturday 8:00 am – 8:00 pm) at 1-800-567-5874 to inquire about our Gift Line option.



HOME DELIVERY INDUSTRY FAQs

INDUSTRY INQUIRIES

Q: When will the product list be announced and shared with suppliers?

A: The products that will be included in Home Delivery at launch will be provided February 14, 2022. A list will be posted on myNSLC.com/Trade-MyNSLC

Q: How were products picked for Home Delivery and will they change?

A: Products were picked using sales trends, industry trends, delivery friendly format consideration, and subcategory representation. Products will be monitored, and adjustments will be made based on sales and new product launches.

Q: What stores will be fulfilling Home Delivery orders? Will the customer know what store packaged their order?

A: At launch, Bridgewater (2505) and Mill Cove (2193) will be fulfilling home delivery orders. Based on the customers' postal code, the fulfilment store will be determined by the system. The customer will not know what store prepared their order.

Q: Will suppliers be responsible for the costs of broken product in transit?

A: No, suppliers will not be responsible for the costs of product broken in transit.

Q: Will there be an opportunity to have online only products or promotions?

A: At this time there will not be online only products or promotions due to limitations of the system. Added values associated with a product will be included with an order, but incremental promotional materials about the product will not be included with the order.

Q: Will product arrive cold to the customer?

A: No, product will not be arriving cold to the customer since the delivery vehicles are not refrigerated.

Q: Can Licensees use this service for their orders?

A: Licensees should be placing their orders through NSLC Service Excellence Centre, NSLC Wholesale Portal or through a retail store using their AGFT or NSLC customer number. Placing orders through myNSLC.com for Home Delivery will not allow the licensee discount to be applied or retroactively applied.

Q: Can agency stores arrange for home delivery to customers?

A: NSLC's home delivery is a test of the service offering for Nova Scotians and is being rolled out in a phased approach. At this time agency stores are not permitted to arrange for home delivery to their customers. We will continue to monitor the needs of customers and address them over time.



HOME DELIVERY INDUSTRY FAQs

Q: Will all in-store offers be available to customers shopping online?

A: Customers will receive all single product discount offers, added values and Air Miles single or multi-buy offers. Due to system limitations, multi-buy discounts will not be available on home delivery products.

Q: How will NSLC assess the success of home delivery?

A: We will be conducting surveys with our team and customers as well reporting on sales, web engagement and delivery service levels.