

April 7, 2020

New Hanover County ABC Board will make the following policy change for New Hanover County Permittees in response to Governor Cooper's declared state of emergency due to the COVID-19 health issue and ABC Compliance Guidelines for Executive Order 118.

This policy change will allow the return of products by Mixed Beverage permittees based on the following criteria and policies.

This change in policy will only be in force during the duration of the State of Emergency Declaration for this event.

Processing and Procedures related to MXB returns:

1. **All permittees will be allowed to return up to 15% of all purchases since FEB 1, 2020 .**
2. Returns by Permittee will be by appointment only at New Hanover County ABC Mixed Beverage Department located at, **6009 Market Street, Wilmington, NC 28405**. This will be processed during normal Mixed Beverage hours of operation from 9:00 AM-2:30PM Monday-Friday.
3. Any returns must be submitted by email to: dmeeks@nhcab.com two days prior to return for review and approval. Please provide phone contact information in your email. Maximum number of returns per day cannot exceed 30 product codes. There can be multiple quantities of a single product code.
4. Product return requirements
 - a. Seal cannot be broken
 - b. Bottle cannot be tampered with
 - c. Tax stamp cannot be altered
 - d. Bottle has to be clean
 - e. No special order items
 - f. No barrel programs
 - g. No delisted items
 - h. All items must have been purchased **February 1st** or later.
5. **The mixed beverage tax will not be refunded.**
6. Any bottle returned that New Hanover County ABC Board deems unable to be returned due to any issue with tax stamp and the Permittee challenges, that bottle can be brought back and NC ALE will make the final decision if it can be returned. That date and time will be determined by New Hanover County ABC Board.
7. **Refunds will be given by check only.** Checks could take up to 15 business days to process. Checks will be forwarded to the address on file for the Permittee. New Hanover County ABC will make every effort to expedite these refund checks.
8. Permittee will need to have notebook with current invoices to use while transporting liquor from their establishment to New Hanover County ABC Mixed Beverage Department. This will act as the transportation permit.
9. Permittee will be given a receipt with proof of product returned that will need to be kept on file for three years along with current purchase invoices.

Notice: The policy change was submitted to and approved by the NC ABC Commission and is effective as of April 7, 2020.

