

## NOTICE

TO: Depot Network

DATE: April 30, 2025

RE: **Action Required: Refillable Water Jugs – QMS Ticket Template**

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Dear Depot Network,

Further to the Depot Notices sent on [September 27, 2024](#) and [February 13, 2025](#), BCMB requires your assistance collecting information on refillable water jug returns (not one time use water jugs). This information will enable BCMB to address customer return issues at the original point of purchase.

We have created a new QMS ticket template for depots to use. This ticket can be accessed and completed by following these steps:

1. Click on **Submit Ticket**.
2. Choose **“Refillable Water Jugs”**.
3. **How can we help you?:** Free text (optional – can be used to add any relevant details missing from the following fields).
4. **Reason Customer Attempted Return to Depot:** Please choose from the dropdown menu - Refused at Retail, No Receipt, Broken Container, or Other.
5. **If “Other” was selected, please provide additional details:** Enter the reason the customer attempted to return to the depot.
6. **Water Brand:** Please enter the brand if it can be determined.
7. **Number of Containers:** Enter the number of refillable water jugs the customer attempted to return.
8. **Deposit Amount Paid by Customer:** If the customer is aware of the amount they originally paid for deposit, enter here.

9. **Retail Location:** If the customer has provided the original retail location they purchased the water from, enter here.
10. **Did customer attempt to contact manufacturer?:** Please choose from the dropdown menu - yes, customer attempted to contact manufacturer or no, customer did not contact manufacturer.
11. **Receipt Provided by Customer:** Check the box if the customer provided the receipt.
12. **Attachments:** Add images of the receipt (if applicable), and the containers.
13. Click **Submit**.

Please note, depots are not to accept these refillable water containers and this QMS ticket is for information gathering purposes only.

Customers should continue to be directed to their point of purchase. If they have been turned away from the retail location, they should be directed to contact the manufacturer listed on the container directly. If a customer still requires assistance, please have them contact the Canadian Bottled Water Association at [info@cbwa.ca](mailto:info@cbwa.ca) as per the signage we had previously provided.

If you have any questions, please direct them to the BCMB Registration Team at [registrations@bcmab.ca](mailto:registrations@bcmab.ca).

