



Learn about the NestléConnect.ca program

The NestléConnect.ca program allows selected vendors to process returns of expired product online. The new approach is more efficient as customers will return product in its original packaging and are no longer required to provide empty wrappers.

NestléConnect.ca is an online portal which enables a faster turnaround in the return process.

The program includes chocolate, beverage and Infant nutrition products. Ice cream and frozen product are not included in the program.

Learn about the Portal

1. How do I access the Portal?

By typing in: <https://nestleconnect.ca> and proceed with the registration process as a first-time user.

2. Can I proceed without registration?

No, as this is a new program and everything is done online, Nestlé requires information to better serve you.

3. How do I register if I have multiple stores?

Please register each store separately. You may use the same contact name however you need to provide information such as store name and location for each store.

4. When can I start using the portal?

Once you have completed registration, the system will generate a username and password which will be emailed to you. Once you have that, you are ready to use the system.

5. Is my email address important for registration?

- a. Yes, without an email address you will not be able to register. All transactions and information is communicated via email. After registration, the system generates your username and password which is emailed to you via the information provided during registration.
- b. **IMPORTANT:** It is important to keep your registration confirmation number as this will allow us to track your registration in case you have not received your username and password.

6. What if I don't receive my username and password?

You would go back to the portal: <https://nestleconnect.ca> and click on **Contact/Support** (top right corner of the screen) and send us an email. Please make sure to include your **registration confirmation number** and your **contact details** for us to get in touch with you.

Information about the program

7. Can I send all Nestlé products?

- a. No, the NestléConnect.ca program includes only authorized **chocolate, beverage and Infant Nestle products**.
- b. **Ice cream or frozen products and water are not included in the program.**

8. What do I send back to Nestlé?

The NestléConnect.ca program requires customers to send the full product and its original packaging. With the exception of Boost Liquid are required to be sent empty or individual wrapper only.

9. Will it cost me more to ship?

No, Nestlé is providing a prepaid postage label to send back the product. The label will be provided to you at the post office when you drop off your box. (use the instructions provided on the portal through Contact /Support for shipping or detailed instructions is also provided when you are confirming your request).

10. What are the terms and conditions associated with the program?

* Transaction ID#=1 Box= up to 20KG maximum weight - Additional charges may apply if additional boxes are received.

* Nestlé does not accept return of full bottles of BOOST. To be considered for reimbursement for ANY BOOST product we require ONLY the label of the individual unit, which contains the UPC code. Be sure that the label includes the UPC code clearly. The return of full bottles may result in a reduction of your payment.

* Refund includes a \$10 administration fee.

* Credits must be at least \$35 to be processed.

* All product claims will be verified upon receipt. Once your claim has been approved. Please allow 4 – 6 weeks for receipt of cheque.

11. How do I get a label?

Give the NestléConnect.ca program number: **PR508895** to the Canada Post clerk and a label will be printed for you.

The Canada Post clerk will also ask for your **Return Number** which system provided when return request was completed online. Once label printed, you will receive a receipt with a tracking number to track your package.

1 Label = 1 Box (Labels cannot be photocopied for multiple boxes as Canada Post loses traceability of the package)

12. What is the allowable weight by box?

The Canada Post requirement is 20kg / box anything over will be refused

13. If I have multiple stores, can I send one request (package) for all stores?

No, each store request will have to be submitted separately.

14. How do I address the box?

The address to identify on your package is as follows: **7111 Tranmere Drive Unit 6 | Mississauga, ON L5S 1M2**

15. Can I use one label for all my packages?

No, each transaction is required to be shipped in separate box with a separate shipping label

16. Can I choose my payment reimbursement method?

Yes, you now have the **choice** to be paid by Cheque or Direct Deposit directly into your bank account. For further details on how to switch your payment method from Cheque to Direct Deposit Contact us support@nestleconnect.ca

Tracking your request

17. Can I track my package online?

Yes, if you log in to www.canadapost.ca and use your tracking number on your shipping label, you will receive live information on the status of the box.

18. How can I find out about the status of my request?

You can view the status of your request through the **Transaction History** on the Portal.

Note: you will need to log in to **Nestlé Connect.ca** Portal to access Transaction **History**.