



DATE: November 23, 2021

TO: Depot Network

RE: **Customer Attempt to Return Out-of-Province Containers**

Attention depot operators and staff,

On November 22, 2021, a customer entered Blackfalds Bottle Depot attempting to return a **large quantity of crushed containers that appeared to originate from British Columbia**. The Depot advised the customer that they cannot accept out-of-province containers.

The customer was an **older male with grey hair and glasses, wearing all black clothes and a hoodie**. He arrived in a **dark-colored Dodge Caravan**.

Please be aware that this customer may attempt to return these containers to your depot, especially if you are located near Blackfalds area.

If you suspect that these containers have arrived at your depot, please follow the steps below:

1. Submit a Container Validation Request (CVR) form through the Quality Monitoring System (QMS). The CVR form and a comprehensive CVR Reference Guide can be found on the BCMB website by [clicking here](#). Scroll down to Depot Resources and click on "Forms and Guides".
2. Quarantine the containers at your depot if possible. Do not provide a refund to the customer and do not ship the containers to ABCRC until advised by the BCMB.
3. Provide the customer with BCMB's phone number so they know who to contact regarding these containers. Should the customer refuse to complete a CVR or leaves with the material, please ensure that you still notify the BCMB. Provide as much detail as you can and include security images if possible.

For more information, please contact a BCMB Compliance Officer by calling/emailing:

Toll Free: 1-888-424-7671

Phone: 780-424-3193

Email: compliance@bcmb.ab.ca

