



Important information from Carlsberg: How to claim for unused beer

To make a claim on expired kegs, please follow the below steps:

1. Visit returnyourbeer.co.uk/register to create an account for your outlet
2. Click 'Make a claim' and complete the keg submission form*. For this you will need:
 - Delivery date of the keg in question
 - Supplier name (where the customer should select the route to market)
 - Keg details (brand, size, keg codes and expiry date – most of these can be found on the keg label on the top of your keg)
 - Number of taps used
 - Photographic evidence of the keg, clearly showing the label and tamper evident cap in situ for full or un-broached kegs, or the keg coupler in situ on the keg in the cellar for broached or part full kegs
3. Click save and add more kegs separately if applicable (each keg requires a separate entry on the claim submission)
4. Check your keg list when you are finished and submit your claim for review
5. You will be notified by email, within 5 working days when your claim status is updated*
6. When your claim is approved, you can destroy the beer on site, taking further photographic evidence as required by HMRC
7. Upload the photographic evidence of the beer destruction and submit your claim.