



Attention: New York City Businesses Important Information about Refunds

State law now requires that all businesses selling to consumers post a refund policy. For consumer businesses in New York City, this refund posting obligation applies both to sales of consumer goods and consumer services.

While stores can set their own refund policies, the sign must state any and all conditions or limitations to getting a refund. For example:

- Businesses must disclose any fees charged for refunds, such as “restocking fees.”
- If a business will not provide refunds for “as is” items, it must disclose that.
- Businesses must also disclose whether the refund will be in cash, credit, or store credit only.
- If proof of purchase is required for a refund, the sign must say so.
- A business that chooses not to offer refunds must post a sign that states, “No Refund,” or words to that effect.
- The sign must state that a written copy of the store’s refund policy is available on request.

Failure to post a refund policy is a violation of the law. In addition, if a business fails to post a refund policy, it must accept a return within 30 days of purchase as long as the merchandise is not used or damaged and the consumer can verify the date of purchase with a receipt or other proof of purchase that the business uses. The business must give the consumer the choice of cash or credit.