

Is Your Customer Old Enough?

1 Ask for ID

Always ask for a valid picture ID from anyone who looks younger than 30 years old before selling tobacco products, e-cigarette or vaping products, or non-tobacco smoking products, such as herbal cigarettes, non-tobacco shisha, pipes or rolling papers.

There are only three acceptable forms of ID:

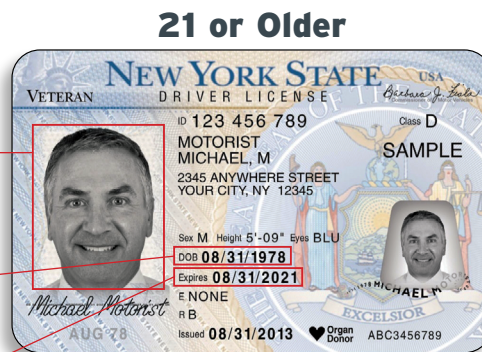
- A valid driver's license or other photo ID issued by a state or by the U.S. or Canadian government
- A valid passport from any country, but foreign IDs are not acceptable
- A photo ID issued by the U.S. Armed Forces

NO ID ➔ **NO SALE**

A photo of an ID is not acceptable. This includes a photo on a mobile device.

2 Check the ID

- Check the picture first.** See that it matches the person making the purchase.
- Check the date of birth (DOB).** Make sure the customer is at least 21 years old.
- Check the expiration date.** Make sure the ID has not expired.



3 Refuse the Sale if Necessary

If the customer cannot produce an ID, or the ID is invalid, refuse the sale.

Here are some tips for avoiding conflict with customers:

- Be polite and stay calm. You can say, "If I sell to you, I may have to pay a fine or lose my tobacco license or registration."
- Show the customer your required sign that says you cannot sell tobacco products, e-cigarettes or non-tobacco smoking products, such as herbal cigarettes, non-tobacco shisha, pipes or rolling papers to anyone under 21 years old.
- If the customer takes the product, leaves the money and runs away, do not ring up the sale. Treat it as a theft and report the incident to the police.