Consumer Affairs

Inspection Checklist: Dealers in Products for the Disabled

Does your business have a DCA Dealer in Products for the Disabled license to sell, rent, repair, or adjust products designed for the disabled (for example, braces, crutches, wheelchairs)?

Use this checklist to learn what our inspectors look for and help avoid violations. All businesses also must comply with the General Retail Inspection Checklist, which is included at the end for easy reference.

For your convenience, each Requirement includes the relevant section of law and/or rule, so you can refer to it for more information. The KEY below describes the legal citations and symbols used in this checklist.

KEY
RCNY: Rules of the City of New York **§:** Section

Requirement		**Do you meet this requirement?**
Licenses		
1	DCA's combined license and complaint sign must be posted where all customers can see it. **6 RCNY §1-03(a)**	☐ Yes
Signs		
2	The following notice must be posted where all customers can see it: NOTICE THE NEW YORK CITY PRODUCTS FOR THE DISABLED LAW PROVIDES THAT: (1) The consumer is entitled to a written estimate for all repairs. (2) No repair work shall be done without the consumer's authorization. (3) The service dealer must return replaced parts to the consumer except: (i) when the consumer specifically gives up the right to have removed parts returned; (ii) when the dealer must return such parts to the manufacturer; (iii) when there is no charge for the replacement of such parts; (iv) when the dealer purchases the parts from the consumer. (4) The consumer is entitled to a final bill and an invoice at the time that the repair is completed. It is advisable for the consumer to retain both the bill and the invoice. **Tip:** If your business charges for a written estimate, you must state that in item (1). **Tip:** Download the required notice from nyc.gov/BusinessToolbox. **6 RCNY §2-275(c)**	☐ Yes

Consumer Affairs

Bill de Blasio
Mayor

Lorelei Salas
Commissioner

42 Broadway
New York, NY
10004

Visit nyc.gov and search "Business Toolbox"

Contact 311
(212) NEW-YORK
(Outside NYC)

New York City businesses must comply with all relevant federal, State, and City laws and rules, which are available in DCA's Business Toolbox. Businesses are responsible for knowing and complying with current regulations that affect their business.

Updated 07/2016

NYC Consumer Affairs

Inspection Checklist: General Retail

Does your business sell goods or services?

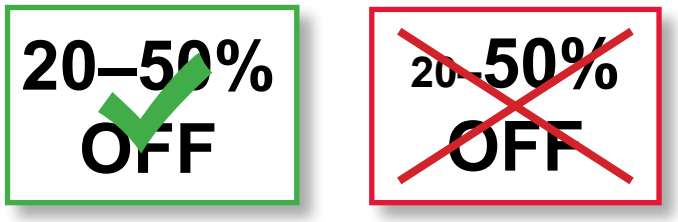
Use this checklist to learn what our inspectors look for and help avoid violations. For your convenience, each Requirement includes the relevant section of law and/or rule, so you can refer to it for more information. The KEY below describes the legal citations and symbols used in this checklist.

KEY
NYC Code: NYC Administrative Code **RCNY:** Rules of the City of New York **§:** Section

	Requirement	Do you meet this requirement?
Price Lists for Services		
1	A price list with the types of services and the prices of those services must be displayed. **6 RCNY §5-70(a)**	☐ Yes
2	The price list must be clearly posted or clearly displayed near the cash register and/or at the place(s) where orders are placed. **6 RCNY §5-70(a)**	☐ Yes
3	If the price list states a minimum charge (e.g., "from $…") or states a price "and up," it must state the reason for the different prices and include the range of prices. **6 RCNY §5-70(a)**	☐ Yes
4	If there is a sale or promotion, the pre-sale prices must also be posted for comparison. **NYC Code §20-750(b)**	☐ Yes
5	Prices for services cannot be based on gender. **Tip:** Words like "men's," "women's," and "ladies'" cannot be used to describe the price; the difference must be described in a gender neutral way. (Example: Above the shoulder hair = $15; Below the shoulder hair = $30) **Tip:** Instead of listing prices for shirts and blouses, the price must be described based on physical differences between the shirts. (Example: sequins, ruffles, fancy buttons) **NYC Code §20-750(c)**	☐ Yes
Pricing for Goods		
6	All items offered for sale must have a clearly visible price. **NYC Code §20-708**	☐ Yes
7	For most items, the price must be attached to the item or on a sign where the item is displayed. **NYC Code §20-708**	☐ Yes
8	If your store's annual revenue is more than $2 million or you are a chain store, you must individually price most food products, as well as paper products, detergents, soaps, nonprescription drugs, and health and beauty aids. **NYC Code §20-708.1(b)**	☐ Yes

NYC Consumer Affairs

Inspection Checklist: General Retail

Requirement		Do you meet this requirement?
9	Milk; eggs; fresh produce; snack foods that are less than 5 ounces; frozen foods; jars of baby food; and items that are less than 3 cubic inches, under 3 ounces and under $1 do not have to be individually priced, but must have shelf prices.	☐ Yes
	NYC Code §20-708.1(b)	
Signs		
10	Sale signs that advertise a percent discount—example: 20-50% off—must state the minimum percent discount. **Tip:** Both the minimum and maximum numbers must be of equal size. 	☐ Yes
	6 RCNY §5-94(a)(1)	
11	Sale signs cannot contain any of the following phrases: • "Our list price" • Below "manufacturer's wholesale cost" • "Manufacturer's cost"	☐ Yes
	6 RCNY §5-101	
12	Businesses that sell goods and services must post a refund policy. **Tip:** A refund policy must be posted at each register, point of sale, or at each entrance. **Tip:** Even if the policy is not to give refunds, a sign must be posted stating "No Refunds."	☐ Yes
	6 RCNY §5-37	
13	The refund policy 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.	☐ Yes
	6 RCNY §5-37	

NYC Consumer Affairs

Inspection Checklist: General Retail

Requirement		Do you meet this requirement?
14	If there are limitations on using credit cards, such as minimum purchase amounts, the policy must be clearly posted at the point of sale or at each entrance.	☐ Yes
	6 RCNY §5-24(b)	
Receipts		
15	Receipts must be given to customers for purchases over $20 and upon request for purchases between $5 and $20. **Tip:** This does not apply to food and drink that is meant to be consumed on the premises.	☐ Yes
	6 RCNY §5-32(b)(2)	
16	The receipt must include each of the following: • Date of purchase • Amount paid for each item • Total amount paid • Separate statement of tax • Name and address of store	☐ Yes
	6 RCNY §5-32(c)	
17	Receipts for electronics that cost more than $100 must also include the make and model number of the item.	☐ Yes
	6 RCNY §5-32(c)(5)	
Price Accuracy		
18	When items are scanned, the price must match the lowest item price, shelf price, sale price, or advertised price.	☐ Yes
	NYC Code §20-708.1(d)	
19	If no scanners are used, the price at checkout must still match the lowest item price, shelf price, sale price, or advertised price.	☐ Yes
	NYC Code §20-708.1(e)	
20	Tax cannot be charged on tax-exempt items. **Tip:** Check with the New York State Department of Taxation and Finance for a complete list of which items are exempt.	☐ Yes
	NYC Code §20-700	

Consumer Affairs

Inspection Checklist: General Retail

Requirement		Do you meet this requirement?
Layaway Plans		
21	If layaway is offered, each of the following written disclosures must be provided to consumers prior to accepting any payments over $50 in 4 installments or more: • Description of the item, including name, brand, color, and model number • Total cost of the item including tax • Charge to use layaway and any cancellation fee • Duration of the layaway plan • Payment schedule and any consequences of missed payments • Refund policy • Notice of whether or not the item won't be removed from inventory until a certain number of payments have been made *Example 1*: NOTICE: NO MERCHANDISE WILL BE REMOVED FROM INVENTORY UNTIL X% OF THE PURCHASE PRICE HAS BEEN PAID. *Example 2*: ATTENTION: YOUR SELECTION OF MERCHANDISE WILL NOT BE ORDERED UNTIL YOU HAVE MADE YOUR NEXT TO FINAL PAYMENT.	☐ Yes
	6 RCNY §5-23	
Expired Over-the-counter Medication		
22	It is illegal to sell over-the-counter medication after the expiration date on the label.	☐ Yes
	NYC Code §20-822(a)	

Consumer Affairs

Bill de Blasio
Mayor

Lorelei Salas
Commissioner

42 Broadway
New York, NY
10004

Visit nyc.gov and search "Business Toolbox"

Contact 311
(212) NEW-YORK
(Outside NYC)

New York City businesses must comply with all relevant federal, State, and City laws and rules, which are available in DCA's Business Toolbox. Businesses are responsible for knowing and complying with current regulations that affect their business.

Updated 07/2016