

Inspection Checklist: Cigarette Retail Dealers

Do you sell retail cigarettes to consumers?

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
NYC Code: NYC Administrative Code
RCNY: Rules of the City of New York
PHL: NY Public Health Law
§: Section

Requirement	Do you meet this requirement?
Licenses	
1 If you sell retail cigarettes directly to consumers, you must have a valid DCA Cigarette Retail Dealer license. If your business has multiple locations, each location must have its own separate license. NYC Code §20-202(a)(1)	<input type="checkbox"/> Yes
2 DCA's combined license and complaint sign must be posted where all customers can see it. 6 RCNY §1-03(a)	<input type="checkbox"/> Yes
Flavored Tobacco	
3 It is illegal to sell tobacco products that have or produce a taste or aroma relating to any of the following: fruit, chocolate, honey, vanilla, candy, cocoa, dessert, alcoholic beverage, herb, or spice. It is not illegal to sell products that have or produce the taste or aroma of menthol, mint, wintergreen, tobacco. Tip: For more information, read Inspection Checklist: Flavored Tobacco available online at nyc.gov/BusinessToolbox . NYC Code §17-715(a)	<input type="checkbox"/> Yes
Loose Cigarettes	
4 It is illegal to sell loose cigarettes. NYC Code §17-704(a)	<input type="checkbox"/> Yes
Underage Sales	
5 It is illegal to sell tobacco products to anyone under the age of 21. Tip: Products prohibited for sale to anyone under 21 include cigarettes, cigars, chewing tobacco, powdered tobacco or other tobacco products (bidis and gutka), or electronic cigarettes. Tip: Products prohibited for sale to anyone under 18 include non-tobacco shisha, herbal cigarettes, pipes, rolling papers or smoking paraphernalia. Tip: Customers must show proof of age with a driver's license or other photo ID issued by a government entity. NYC Code §17-706	<input type="checkbox"/> Yes

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Requirement		Do you meet this requirement?
6	Employees who are younger than 18 cannot sell or handle tobacco products, unless the employee is under the supervision of someone who is 18 or older.	<input type="checkbox"/> Yes
	NYC Code §17-705	
7	Tobacco products should not be displayed where they are easily accessible by the public. They should be stored behind a counter, or in a locked container.	<input type="checkbox"/> Yes
	PHL §1399-cc(7)	
Signage		
8	The Age Restriction Sign must be clearly posted on white paper with red letters. Tip: The sign must be 11 inches wide by 8.5 inches tall. Tip: The sign can be downloaded and printed from nyc.gov/BusinessToolbox .	<input type="checkbox"/> Yes
	NYC Code §17-706(c); 24 RCNY 13-06(a)	
9	The NYC/NYS Tax Stamp Sign must be clearly posted in color on white paper. Tip: The sign must be 11 inches wide by 8.5 inches tall. Tip: The sign can be downloaded and printed from nyc.gov/BusinessToolbox .	<input type="checkbox"/> Yes
	NYC Code §17-703.1; 24 RCNY 13-06(b)	
Illegal Discounts		
10	It is illegal to accept a coupon or rebate for the purchase of cigarettes or tobacco products.	<input type="checkbox"/> Yes
	NYC Code §17-176.1(b)(1); NYC Code §17-176.1(c)(1)	
11	It is illegal to offer a multi-package discount for cigarettes or tobacco products.	<input type="checkbox"/> Yes
	NYC Code §17-176.1(b)(2); NYC Code §17-176.1(c)(2)	
12	It is illegal to offer a discount on some other product in exchange for purchasing cigarettes or tobacco products.	<input type="checkbox"/> Yes
	NYC Code §17-176.1(b)(3); NYC Code §17-176.1(c)(3)	
13	It is illegal to sell cigarettes or tobacco products for less than the price displayed on packaging, shelving, or advertising.	<input type="checkbox"/> Yes
	NYC Code §17-176.1(b)(4); NYC Code §17-176.1(c)(4)	
Minimum Package Sizes		
14	It is illegal to sell smokeless tobacco (chewing tobacco, powdered tobacco, snus) that has been removed from packaging that includes a health warning.	<input type="checkbox"/> Yes
	NYC Code §17-704(a)	
15	It is illegal to sell a cigar for \$3 or less (including sales tax) or \$2.77 or less (excluding sales tax) that is not sold in a package of at least 4 cigars. Tip: Cigars priced at \$3.01 or more may be sold individually, but cigars that are \$3 or less must be sold in packs of at least 4.	<input type="checkbox"/> Yes
	NYC Code §17-704(b)	
16	It is illegal to sell cigarettes or little cigars unless they are in a pack of 20 and sold for at least \$9.65 per pack, excluding sales tax, or \$10.50 per pack, including sales tax.	<input type="checkbox"/> Yes
	NYC Code §17-704(c)	

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Requirement		Do you meet this requirement?
17	It is illegal to sell a package of roll-your-own tobacco containing less than 6/10 of an ounce of tobacco.	<input type="checkbox"/> Yes
	PHL §1399-gg(2)	
18	It is illegal to sell a package of wrapping papers, wrapping leaves, or tubes that can be used to wrap tobacco for smoking in a package of less than 20.	<input type="checkbox"/> Yes
	PHL §1399-gg(2)	
Bidis and Gutka		
19	It is illegal to sell bidis and gutka unless you are a business that primarily sells tobacco products.	<input type="checkbox"/> Yes
	PHL §1399-ll; PHL §1399-mm	

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.

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.

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Requirement	Do you meet this requirement?
Price Lists for Services	
1	<input type="checkbox"/> Yes
A price list with the types of services and the prices of those services must be displayed. 6 RCNY §5-70(a)	
2	<input type="checkbox"/> Yes
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)	
3	<input type="checkbox"/> Yes
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)	
4	<input type="checkbox"/> Yes
If there is a sale or promotion, the pre-sale prices must also be posted for comparison. NYC Code §20-750(b)	
5	<input type="checkbox"/> Yes
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)	
Pricing for Goods	
6	<input type="checkbox"/> Yes
All items offered for sale must have a clearly visible price. NYC Code §20-708	
7	<input type="checkbox"/> Yes
For most items, the price must be attached to the item or on a sign where the item is displayed. NYC Code §20-708	
8	<input type="checkbox"/> Yes
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)	

Inspection Checklist: General Retail

Requirement	Do you meet this requirement?
<p>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.</p> <p>NYC Code §20-708.1(b)</p>	<input type="checkbox"/> Yes
Signs	
<p>10 Sale signs that advertise a percent discount—example: 20-50% off—must state the minimum percent discount.</p> <p>Tip: Both the minimum and maximum numbers must be of equal size.</p> <div style="display: flex; justify-content: center; gap: 20px;">   </div> <p>6 RCNY §5-94(a)(1)</p>	<input type="checkbox"/> Yes
<p>11 Sale signs cannot contain any of the following phrases:</p> <ul style="list-style-type: none"> • “Our list price” • Below “manufacturer’s wholesale cost” • “Manufacturer’s cost” <p>6 RCNY §5-101</p>	<input type="checkbox"/> Yes
<p>12 Businesses that sell goods and services must post a refund policy.</p> <p>Tip: A refund policy must be posted at each register, point of sale, or at each entrance.</p> <p>Tip: Even if the policy is not to give refunds, a sign must be posted stating “No Refunds.”</p> <p>6 RCNY §5-37</p>	<input type="checkbox"/> Yes
<p>13 The refund policy must state any and all conditions or limitations to getting a refund. For example:</p> <ul style="list-style-type: none"> • 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. <p>6 RCNY §5-37</p>	<input type="checkbox"/> Yes

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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.	<input type="checkbox"/> 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.	<input type="checkbox"/> Yes
	6 RCNY §5-32(b)(2)	
16	The receipt must include each of the following: <ul style="list-style-type: none"> • Date of purchase • Amount paid for each item • Total amount paid • Separate statement of tax • Name and address of store 	<input type="checkbox"/> 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.	<input type="checkbox"/> 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.	<input type="checkbox"/> 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.	<input type="checkbox"/> 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.	<input type="checkbox"/> Yes
	NYC Code §20-700	

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Requirement	Do you meet this requirement?
Layaway Plans	
<p>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:</p> <ul style="list-style-type: none"> • 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 <p><i>Example 1:</i> NOTICE: NO MERCHANDISE WILL BE REMOVED FROM INVENTORY UNTIL X% OF THE PURCHASE PRICE HAS BEEN PAID.</p> <p><i>Example 2:</i> ATTENTION: YOUR SELECTION OF MERCHANDISE WILL NOT BE ORDERED UNTIL YOU HAVE MADE YOUR NEXT TO FINAL PAYMENT.</p> <p>6 RCNY §5-23</p>	<input type="checkbox"/> Yes
Expired Over-the-counter Medication	
<p>22 It is illegal to sell over-the-counter medication after the expiration date on the label.</p> <p>NYC Code §20-822(a)</p>	<input type="checkbox"/> Yes

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