

Inspection Checklist: Storage Warehouse

Do you own or operate a storage warehouse?

Does your business allow consumers to pay to store their personal goods?

Definition: A **storage warehouse** is a building or structure, or any part of a building or structure, where consumers pay to store their personal goods. This does not include:

- Self-storage warehouses where consumers have complete access to their storage units
- Warehouses where merchants store goods for resale
- An art gallery holding articles on consignment or goods purchased by a consumer but not yet picked up

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.

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

| Requirement | Do you meet this requirement? |
|--|-------------------------------|
| License | |
| 1 If consumers pay to store their personal items in your building, you must have a valid DCA Storage Warehouse license , unless you fall under one of the exemptions listed above. NYC Code §20-476 | <input type="checkbox"/> Yes |
| 2 DCA’s combined license and complaint sign must be posted in the office of each warehouse—even if the office isn’t at the storage warehouse—where customers can see it. 6 RCNY §1-03(a) | <input type="checkbox"/> Yes |
| 3 All printed matter that is given to customers (e.g., letterhead, contracts, receipts, flyers, business cards, etc.) must have the license number and the license number must be identified as a DCA license number (for example, “Department of Consumer Affairs License #1234567”). 6 RCNY §1-05 | <input type="checkbox"/> Yes |
| Signs | |
| 4 A refund policy must be posted where all customers can see it. Tip: Even if the policy is not to give refunds, a sign must be posted stating “No Refunds.” 6 RCNY §5-37 | <input type="checkbox"/> Yes |
| 5 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. 6 RCNY §5-24(b) | <input type="checkbox"/> Yes |

Inspection Checklist: Storage Warehouse

| Requirement | Do you meet this requirement? |
|--|-------------------------------|
| Rates, Contracts, and Insurance | |
| 6 The schedule of rates and charges must be available for inspection by DCA or other law enforcement personnel. NYC Code §20-478 | <input type="checkbox"/> Yes |
| 7 Prior to accepting a consumer's personal items for storage, you must present the consumer with your business's schedule of rates and charges. A copy of the schedule of rates must be signed by each customer and kept by the warehouse. NYC Code §20-478 | |
| 8 If you accept the consumer's personal items for storage, you must enter into a written storage contract with the consumer. 6 RCNY §2-330 | <input type="checkbox"/> Yes |
| 9 You must provide insurance for up to \$2,000 in losses or damages to the consumer's property caused by negligence at no cost to the customer. 6 RCNY §2-329(a) | |

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 A price list must be displayed and include the following: <ul style="list-style-type: none"> List of the type of services Minimum price for each service Conditions or variations of service that change the minimum price Range of additional charges caused by conditions or variations (if the price is based on an hourly labor rate) Rate as dollars per hour Tip: If the price list states a price “and up” or “from” — e.g., “\$5 and up” or “from \$5” — it must also state the reason(s) for the different prices and include the range of prices. | <input type="checkbox"/> Yes |
| 6 RCNY §5-70(a) | |
| 2 The price list must be clearly posted or clearly displayed at the place(s) where payment is made (e.g., near the cash register) and/or where orders are placed. | <input type="checkbox"/> Yes |
| 6 RCNY §5-70(a) | |
| 3 If there is a sale or promotion, the pre-sale prices must also be posted for comparison. | <input type="checkbox"/> Yes |
| NYC Code §20-750(b) | |
| 4 Prices for services cannot be based on gender. Tip: Words like “men’s,” “women’s,” and “ladies” cannot be used to describe the price. | <input type="checkbox"/> Yes |
| NYC Code §20-750(c) | |
| Pricing for Goods | |
| 5 All items offered for sale must show a price, exclusive of tax, as follows: <ul style="list-style-type: none"> The price must be attached to the item by a stamp, tag, or label. OR The price must be stated on a sign that is plainly visible where the item is displayed. | <input type="checkbox"/> Yes |
| NYC Code §20-708, NYC Code §20-708.1 | |

Inspection Checklist: General Retail

| Requirement | Do you meet this requirement? |
|---|-------------------------------|
| <p>6 If your store’s annual revenue is more than \$2 million or you are a chain store, you must individually price each item, including food products, paper products, detergents, soaps, nonprescription drugs, and health and beauty aids.</p> <p><i>Exceptions:</i> The following items must be individually priced unless shelf prices and a price look-up function are provided:</p> <ul style="list-style-type: none"> • Milk • Items that are under 3 cubic inches in size, weigh less than 3 ounces, and cost under 1 dollar • Eggs • Fresh produce not packaged for retail sale • Products sold through a vending machine • Food sold for consumption on the premises • Snack foods offered for sale in single packages that weigh 5 ounces or less, e.g., cakes, gum, candies, chips, and nuts • Cigarettes, cigars, tobacco, and tobacco products • Food offered for sale in bulk • Frozen juice • Ice cream • Frozen foods packaged for final retail sale in plastic bags • Items on sale for 1 week or less, but only if they are located in a segregated display at the end of the aisle and the sale period, name of the product, and the advertised price are clearly posted on a sign at the point of display • Jars of baby food | <input type="checkbox"/> Yes |
| <p>NYC Code §20-708.1(b), NYC Code §20-708.1(c)</p> | |
| <p>Signs</p> | |
| <p>7 Sale signs that advertise a price range or percent discount—example: “Savings of 20 to 50%” or “20% to 50% off”—must state the minimum and maximum percentages in equal size.</p> <div style="text-align: center; margin: 20px 0;">  </div> | <input type="checkbox"/> Yes |
| <p>6 RCNY §5-94(a)(1)</p> | |

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| Requirement | Do you meet this requirement? |
|---|-------------------------------|
| <p>8 Advertising, including 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>9 Businesses that sell goods and services must post a refund policy sign.</p> <p>Tip: A refund policy sign must be posted at each register, point of sale, or entrance, or attached to each item.</p> <p>Tip: Even if the policy is not to give refunds, a sign must be posted stating “No Refunds.”</p> <p>Tip: The sign must state that a written copy of the store’s refund policy is available on request.</p> <p>6 RCNY §5-37</p> | |
| <p>10 The refund policy sign must state any and all conditions or limitations to getting a refund. For example, it must state:</p> <ul style="list-style-type: none"> • Any fees charged for refunds, such as “restocking fees” • If a refund will not be provided for “as is” or “sale” items • Whether the refund will be in cash, credit, or store credit only • If proof of purchase is required for a refund • If a refund will be provided at any time or within a specific period of time <p>6 RCNY §5-37</p> | <input type="checkbox"/> Yes |
| <p>11 If there are limitations on using credit cards, such as minimum purchase amounts, the policy must be clearly posted at or near each entrance and in all advertising that indicates credit cards are accepted.</p> <p>6 RCNY §5-24(b)</p> | |
| <p>Receipts</p> | |
| <p>12 Receipts must be given to customers for purchases over \$20 and upon request for purchases between \$5 and \$20.</p> <p>Tip: This does not apply to food and drink that is meant to be consumed on the premises.</p> <p>6 RCNY §5-32(b)(2)</p> | <input type="checkbox"/> Yes |
| <p>13 The receipt must include each of the following:</p> <ul style="list-style-type: none"> • Date of purchase • Amount paid for each item • Total amount paid • Separate statement of tax • Business name and address <p>6 RCNY §5-32(c)</p> | |

Inspection Checklist: General Retail

| Requirement | | Do you meet this requirement? |
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| 14 | Receipts for audio, photographic, and video equipment 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 | | |
| 15 | The price charged for an item at checkout, including scanned items, must not exceed the item's tagged, stamped, or marked price, shelf price, sale price, or advertised price. | <input type="checkbox"/> Yes |
| | NYC Code §20-708.1(d), NYC Code §20-708.1(e) | |
| 16 | Tax cannot be charged on tax-exempt items. Tip: Examples of tax-exempt items include but are not limited to: feminine hygiene products, canned vegetables, baby food, clothing under \$110, diapers, nonprescription or over-the-counter drugs, contraceptives. 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 |
| | 6 RCNY §5-41 | |
| Layaway Plans | | |
| 17 | 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: <ul style="list-style-type: none"> • Description of the item, including name of manufacturer, brand name, color, size, style, and model number • Total cost of the item, including tax, installation, delivery, or freight charges • Any charge to use layaway, including any service charge, carrying charge, and cancellation fee • Duration of the layaway plan • Payment schedule and any consequences of missed payments • Refund policy • Notice of where the item is being stored, if other than the place of purchase, or if the item will not be removed from inventory until additional payments are 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> | <input type="checkbox"/> Yes |
| | 6 RCNY §5-23 | |

Inspection Checklist: General Retail

| Requirement | Do you meet this requirement? |
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| Expired Over-the-counter Medication | |
| 18 | <p data-bbox="183 485 1292 520">It is illegal to sell over-the-counter medication after the expiration date on the label.</p> <p data-bbox="183 520 1292 564">NYC Code §20-822(a)</p> <p data-bbox="1300 485 1524 564"><input type="checkbox"/> Yes</p> |



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Visit nyc.gov and search "Business Toolbox"

Contact 311
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