

DEAR SHOPPER

BEFORE YOU BUY THAT ELECTRONICS STORE BARGAIN...



SHOP AROUND

You'll get a better buy if you look in more than one store.

SHOP AT LICENSED BUSINESSES

Look for a posted license. If you know the name and address of the store, call the Department of Consumer Affairs at 311 to learn if there are complaints against the vendor.

WATCH OUT FOR USED ITEMS SOLD AS NEW

If the label says "used," "demonstration/floor model," "rebuilt" or "reconditioned," it is not new, but it can be sold legally.

MAKE SURE IT WILL WORK

The item you want to buy may not work in your home area. If the salesperson says a product has a range that seems too good to be true – it probably is! Check the warranty.

EXAMINE THE MERCHANDISE BEFORE YOU PAY FOR IT

Some stores might want you to pay for an item before they show you exactly what you're getting. Insist on seeing the item first.

MAKE SURE YOU GET EVERYTHING YOU PAY FOR

Check to make sure you have all parts – on or inside the container.

AVOID BAIT- AND- SWITCH SCHEMES

If an item is advertised at a great price but is not available, don't be talked into buying something else. Walk away!



Bill de Blasio
Mayor

Consumer
Affairs

Lorelei Salas
Commissioner



CHECK THE PRICE

If you can't see the price of an item without the salesperson's help, the store might be violating the law. Don't be talked into making a quick purchase.

GET AN ITEMIZED RECEIPT

Shopkeepers must give you an itemized receipt showing the make and model numbers of the items purchased, with a separate listing for each purchase. Sales tax is required for most items purchased in New York.

CHECK THE POSTED REFUND POLICY

If you don't see the store's refund policy posted near the cash register, ask for a written copy of the refund policy before you buy.

AVOID CREDIT CARD SCAMS

Some stores add digits to credit card slips after consumers sign them. A \$100 purchase can get turned into a \$1,000 purchase. Check your credit card slip carefully before you leave the store. Keep all of your receipts.

DON'T SHARE PERSONAL INFORMATION

If a salesperson asks where you're from or how long you will be here, he or she may be trying to find out if you are in town long enough to try to return the merchandise or make a complaint.

ASK FOR A WARRANTY

Make certain that you are given a warranty that is valid where you live.

If you have a problem with an electronics store,
contact one of these groups.

Please have your receipts and other documentation handy.



**Grand Central
PARTNERSHIP**

122 East 42nd Street, Suite 601
New York, NY 10168



**TIMES SQUARE
ALLIANCE**
TIMESSQUARENYC.ORG

1560 7th Avenue
Manhattan



**NYC
& COMPANY**
www.nycvisit.com

810 Seventh Avenue
Manhattan

These organizations work with the Department of Consumer Affairs,
and will help you resolve your complaint before you leave New York City.

Visit them or contact DCA by calling 311 or going to

www.nyc.gov/consumers



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