

RAINCHECKS

1. Does the store offer rainchecks if you cannot buy the sale item?
 - A. Yes
 - B. No
- a. If *no*, does the store offer another way for getting the item you want?
 - A. From another store
 - B. From the Internet
 - C. Other: _____
 - D. No other way offered
2. Does the store advertise in writing that a raincheck is available?
 - A. Yes
 - B. No
3. If offered, does the raincheck have a certain time limit?
 - A. Yes
 - B. No
- a. If *yes*, for how long is the raincheck good?
Answer: _____
4. How does the store notify the customer when the item is available?
Answer: _____

RECALLS: (when an item is taken off the shelf because there is a problem with it)

1. Did you see recall notices posted?
 - A. Yes
 - B. No
2. If *yes*, where were they posted in the store?
Answer: _____

Store name and location where you shopped:

Thank you!

**Please return form to: NYS Consumer Protection Board,
5 Empire State Plaza, Suite 2101, Albany, NY 12223**

Please continue to report on other stores.

New York State Consumer Protection Board

4R's Project

Refunds, Rebates, Rainchecks, & Recalls

Become a Jr. Consumer Crusader!

The NYS Consumer Protection Board (CPB) is recruiting *Junior Consumer Crusaders*, who will check out stores and report on their shopping experiences with refunds, rebates, rainchecks and recalls.

We want to make sure that consumers are getting fair treatment when spending their hard-earned money. This includes kids, too!

In order to understand your rights, a summary of New York State law is provided for you to read with your parent or another adult.

Your report or score card will help us strengthen consumer protections in stores. So grab your parent or adult guardian and go shopping! Together you can submit your form.

If you have questions, please contact the NYS Consumer Protection Board at 1-800-697-1220 or by visiting our website at www.nysconsumer.gov. If you are under age 13, please have a parent or adult help you and submit information for you on our website.

Thanks for your help!

SUMMARY of REBATE, REFUND, AND RAINCHECK Laws for New York State

Refunds: (To give back money for something bought)

The law requires refund information to be posted on:



1. the item; **or**
2. each cash register; **or**
3. a sign clearly seen by the buyer from each cash register; **or**
4. a sign posted at each store entrance.

The sign must say how the store gives refunds, for example:



1. on “sale” or marked “as is” items;
2. on items with proof of purchase/receipt;
3. with a specific time limit (for example, within thirty (30) days);
4. in cash, credit, store credit or any combination.

** Note: If a store does not post the sign, it may mean that it accepts returns at least twenty (20) days after your purchase. Ask store clerk about their policy.*

When returning an item, it should not be used or damaged, unless otherwise permitted by the store.

Rebates: (A way of making the price less expensive by getting some money back)

Stores offering merchandise with rebates may post the after rebate or discounted price only if:



1. the actual selling price is shown **and**
2. if notice is given that a rebate is required in order to get the lower price.

Rainchecks: (An agreement to sell a customer an item that the store is out of at the sale price when it comes in)

New York does not currently have a raincheck law.



REPORT FORM

(Circle all answers that apply)

REFUNDS

1. Does the store have a refund policy?
 - A. Yes
 - B. No
2. How is the refund information presented?
 - A. Attached to item
 - B. At each register
 - C. Can see from every register
 - D. At store entrance(s)
3. How is the sign posted?
 - A. On the wall
 - B. Under the counter top
 - C. On top of the counter
 - D. Other (please explain): _____
4. What refund information is given?
 - A. Refunds for ‘sale’ or ‘as is’ items
 - B. Proof of purchase (e.g., sales receipt, price tag)
 - C. Time limit to return items:
How long to return items? _____
 - D. Type of refund (e.g., cash, credit, or store credit)
 - E. Other (please explain): _____

REBATES

1. What rebate information is given?
 - A. Only the rebate price
 - B. The lower rebate price and notice that the price is based on a rebate
 - C. Rebate price and the original price
 - D. Rebate price, original price and notice of the rebate
 - E. Other (please explain): _____