

RAINCHECKS

August 2007

1. Does the store offer rainchecks?
 - A. Yes
 - B. No

If *no*, does the store offer another method for getting the item you want?

- A. From another store
- B. From the Internet
- C. Other (please specify) _____
- D. No other method offered

2. Does the store advertise in writing that a raincheck is available?
 - A. Yes
 - B. No

3. If offered, does the raincheck expire?
 - A. Yes
 - B. No

If yes, how long is the raincheck valid?

Answer: _____

4. How does the store notify the consumer when the product is available?
Answer: _____

RECALLS

1. Did you see recall notices posted?
 - A. Yes
 - B. No

2. If yes, where were they posted in the store?
Answer: _____

Store Name: _____

Location: _____

Date: _____

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

New York State Consumer Protection Board

4R's Initiative

Refunds, Rebates, Rainchecks & Recalls

Become a Consumer Crusader!

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

We want to make sure that consumers are informed before spending their hard-earned money.

If you need assistance, please contact the CPB at 1-800-697-1220.

Thank you for your participation.

Check out our survey form for on-line shopping at www.nysconsumer.gov!

SUMMARY OF REBATE, REFUND, AND RAINCHECK LAWS FOR NEW YORK STATE

Refunds:

There is no legal requirement for a store to offer a refund in the form of cash, credit, replacement merchandise or other means. A store should clearly post their refund policy, however if it is not posted the store may have a 20 day refund policy. Ask an employee to clarify their return or refund policy prior to making a purchase.



Rebates:

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

1. the actual selling price is displayed **and**
2. it is clearly stated that a rebate is required in order to pay the lower price.



Rainchecks:

New York does not currently have a raincheck law.



Recalls:

New York does not currently have a recall law.



Note: Your locality may have a law that provides greater buyer protections.

Check it out!

REPORT CARD

(Circle all that is apply)

REFUNDS

1. Does the store have a posted refund policy?
 - A. Yes
 - B. NoIf *no*, did an employee inform you that there was at least 20 days to get a refund on your merchandise?
 - A. Yes
 - B. No
2. How is the refund information disclosed?
 - A. Attached to item
 - B. At each register
 - C. Visible from every register
 - D. At store entrance(s)
 - E. Other (please specify) _____
3. Where is the sign posted?
 - A. On the wall
 - B. Under the counter top
 - C. On top of the counter
 - D. Other (please specify) _____
4. What refund information is disclosed? (e.g. credit only, exchange, etc.)
Answer: _____

REBATES

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