


# 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:

Requirement	Do you meet this requirement?
<b>Price Lists for Services</b>	
1 A price list with the types of services and the prices of those services must be displayed.	<input type="checkbox"/> Yes
2 The price list must be clearly posted or clearly displayed near the cash register and/or at the place(s) where orders are placed.	<input type="checkbox"/> Yes
3 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.	<input type="checkbox"/> Yes
4 If there is a sale or promotion, the pre-sale prices must also be posted for comparison.	<input type="checkbox"/> Yes
5 Prices for services cannot be based on gender.  <b>Tip:</b> 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)  <b>Tip:</b> 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)	<input type="checkbox"/> Yes
<b>Pricing for Goods</b>	
6 All items offered for sale must have a clearly visible price.	<input type="checkbox"/> Yes
7 For most items, the price must be attached to the item or on a sign where the item is displayed.	<input type="checkbox"/> Yes
8 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.	<input type="checkbox"/> Yes
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.	<input type="checkbox"/> Yes
<b>Signs</b>	
10 Sale signs that advertise a percent discount—example: 20-50% off—must state the minimum percent discount.  <b>Tip:</b> Both the minimum and maximum numbers must be of equal size.  	<input type="checkbox"/> Yes

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11	Sale signs cannot contain any of the following phrases: <ul style="list-style-type: none"> <li>• “Our list price”</li> <li>• Below “manufacturer’s wholesale cost”</li> <li>• “Manufacturer’s cost”</li> </ul>	<input type="checkbox"/> Yes
12	Businesses that sell goods and services must post a refund policy.  <b>Tip:</b> A refund policy must be posted at each register, point of sale, or at each entrance.  <b>Tip:</b> Even if the policy is not to give refunds, a sign must be posted stating “No Refunds.”	<input type="checkbox"/> Yes
13	The refund policy must state any and all conditions or limitations to getting a refund. For example: <ul style="list-style-type: none"> <li>• Businesses must disclose any fees charged for refunds, such as “restocking fees.”</li> <li>• If a business will not provide refunds for “as is” items, it must disclose that.</li> <li>• Businesses must also disclose whether the refund will be in cash, credit, or store credit only.</li> <li>• If proof of purchase is required for a refund, the sign must say so.</li> <li>• A business that chooses not to offer refunds must post a sign that states, “No Refund,” or words to that effect.</li> <li>• The sign must state that a written copy of the store’s refund policy is available on request.</li> </ul>	<input type="checkbox"/> Yes
14	If there are limitations on using credit cards, such as minimum purchase amounts, the policy must be clearly posted near the register and the entrance.	<input type="checkbox"/> Yes
<b>Receipts</b>		
15	Receipts must be given to customers for purchases over \$20 and upon request for purchases between \$5 and \$20.  <b>Tip:</b> This does not apply to food and drink that is meant to be consumed on the premises.	<input type="checkbox"/> Yes
16	The receipt must include each of the following: <ul style="list-style-type: none"> <li>• Date of purchase</li> <li>• Amount paid for each item</li> <li>• Total amount paid</li> <li>• Separate statement of tax</li> <li>• Name and address of store</li> </ul>	<input type="checkbox"/> Yes
17	Receipts for electronics that cost more than \$100 must also include the make and model number of the item.	<input type="checkbox"/> Yes
<b>Price Accuracy</b>		
18	When items are scanned, the price must match the lowest item price, shelf price, sale price, or advertised price.	<input type="checkbox"/> Yes
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
20	Tax cannot be charged on tax-exempt items.  <b>Tip:</b> Check with the <a href="http://www.tax.ny.gov/">New York State Department of Taxation and Finance</a> for a complete list of which items are exempt.	<input type="checkbox"/> Yes

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<b>Layaway Plans</b>	
<p><b>21</b> 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"> <li>• Description of the item, including name, brand, color, and model number</li> <li>• Total cost of the item including tax</li> <li>• Charge to use layaway and any cancellation fee</li> <li>• Duration of the layaway plan</li> <li>• Payment schedule and any consequences of missed payments</li> <li>• Refund policy</li> <li>• Notice of whether or not the item won't be removed from inventory until a certain number of payments have been made</li> </ul> <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
<b>Expired Over-the-counter Medication</b>	
<p><b>22</b> It is illegal to sell over-the-counter medication after the expiration date on the label.</p>	<input type="checkbox"/> Yes



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Visit [nyc.gov](http://nyc.gov) and  
search "Business  
Toolbox"

Contact 311  
(212) NEW-YORK  
(Outside NYC)

*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.*