

Inspection Checklist: Gasoline

Do you or your business purchase and sell gasoline?

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.

Requirement	Do you meet this requirement?
Recordkeeping	
<p>1 Your business must keep Certificate(s) of Inspection (COI).</p> <p>Tip: A COI is a form that DCA inspectors complete. It includes business information, inspection details, inspector remarks, and is signed by inspectors and the business.</p> <p>Tip: You must keep COIs for one year and make them available for inspection.</p>	<input type="checkbox"/> Yes
<p>2 Your business must keep delivery tickets and certifications provided by the delivery truck driver.</p> <p>Tip: Delivery tickets and certifications must be available on-site for the last six (6) months.</p>	<input type="checkbox"/> Yes
<p>3 Your business must maintain daily sales records.</p> <p>Tip: You must keep daily sales records for the last 30 days.</p> <p>Tip: These records must provide:</p> <ul style="list-style-type: none"> • Total volume of each type of product sold • Unit price • Total sales for each type of product <p>The records must also include the date and time when a change to the price posting was made, if any.</p>	<input type="checkbox"/> Yes
<p>4 Your business must check and record the level of each tank before and after each delivery of product to determine how much was delivered. Your business must keep these delivery records.</p> <p>Tip: Delivery records must be kept for six (6) months.</p>	<input type="checkbox"/> Yes
<p>5 Your business must maintain daily inventory records for each tank.</p> <p>Tip: Inventory records must include:</p> <ul style="list-style-type: none"> • Inventory on hand • Deliveries • Sales or other use • Losses or gains • Bottom water level <p>Tip: You must keep inventory records on the premises for six (6) months.</p> <p>Tip: You must safely maintain inventory records for five (5) years.</p>	<input type="checkbox"/> Yes

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Requirement		Do you meet this requirement?
6	If the bottom water level exceeds 2 inches in any storage tank (gas or diesel), your business must remove the bottom water within 48 hours.	<input type="checkbox"/> Yes
Signs		
Curb Sign: A curb sign is a sign or poster that is not located on the pump and advertises gasoline sales. The sign may also advertise other products, such as cigarettes, soda, etc.		
7	<p>Your curb sign must contain:</p> <ul style="list-style-type: none"> • Name, trade name, mark or symbol, and grade or classification of the product being advertised • Total selling price per gallon, including all applicable taxes • The statement "Includes All Taxes." <p>Tip: All letters and numbers referring to price and/or identifying the fuel must be black on a white background.</p> <p>Tip: If the product is sold without identification, the sign must refer to the product(s) as "unbranded."</p> <p>Tip: The number of curb signs advertising prices or "savings" and "discounts" cannot be more than the number of streets that your business faces.</p>	<input type="checkbox"/> Yes
8	If your business uses an A-frame sign, the sign must not be on the public sidewalk.	<input type="checkbox"/> Yes
Test Measures and Fill Ports		
9	<p>Your business must have an approved and sealed 5-gallon test measure.</p> <p>Tip: The name and address of your premises must be legibly imprinted on the test measure in letters at least 1 inch high.</p>	<input type="checkbox"/> Yes
10	Your business must prime its pump(s) every day before serving the public.	<input type="checkbox"/> Yes
11	<p>Your business must properly mark fill ports to identify the product inside.</p> <p>Tip: The markings must not be faded.</p> <p>Tip: All gasoline must have a color, border, and symbol. Diesel fuel must have a symbol and a color.</p> <p>The colors to be used are:</p> <ul style="list-style-type: none"> • Red for high leaded gasoline • White for lower leaded gasoline • Yellow for diesel <p>Symbols to be used are:</p> <ul style="list-style-type: none"> • A circle for gasoline products and vapor recovery lines • Hexagon for other distillates <p>Tip: A border must be painted around fuel products containing extenders such as alcohol. The border will be black around a white symbol and white around all other colors.</p>	<input type="checkbox"/> Yes

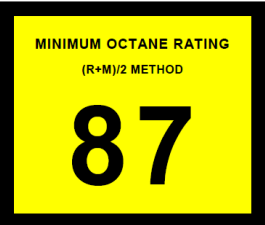



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Requirement	Do you meet this requirement?
Air Compressors	
12 If your business operates 4 or more gas dispensing nozzles, your business must provide a functioning air compressor for use by customers during regular business hours.	<input type="checkbox"/> Yes
Product Delivery	
13 If a truck is delivering fuel into a storage tank, your business cannot sell fuel from a pump which draws fuel from that storage tank while the truck is delivering fuel.	<input type="checkbox"/> Yes
14 Delivery tickets must clearly indicate the type of gasoline in each compartment of the delivery truck.	<input type="checkbox"/> Yes
15 Your business must not permit delivery of product to a storage tank if the water level exceeds 2 inches in depth.	<input type="checkbox"/> Yes
16 If your business is storing or offering for sale any alcohol-gasoline blend for the first time, your business must remove all water and precipitated materials from the storage tank before the new blend is delivered.	<input type="checkbox"/> Yes
Prohibited Practices in Sales	
17 Your business cannot falsely represent that gasoline is unavailable for sale.	<input type="checkbox"/> Yes
18 Your business cannot require the purchase of another service or product as a condition for the purchase of gasoline.	<input type="checkbox"/> Yes
19 If your business sells petroleum products that are neither gasoline nor diesel motor fuel, you must sell the product in a sealed container. Tip: The sealed container must have imprinted on it the name, trade name, mark or symbol or other identification of the product.	<input type="checkbox"/> Yes
Pumps and Disclosures	
Total Selling Price: The total selling price is the sum of the price per gallon plus all applicable taxes.	
20 Your business must not refuse to allow DCA inspectors to inspect the pumps, take samples, and conduct tests.	<input type="checkbox"/> Yes
21 If any of your pumps require special equipment, accessories, or additional labor to test or inspect the pump, you must provide the DCA inspector the required equipment, accessories, and labor.	<input type="checkbox"/> Yes
22 If your business has pumps that dispense two grades of gasoline or less, each pump sign must display the total selling price per grade. Tip: The pump sign must be at least 12 x 12 inches. Tip: All of the numbers must look the same and be at least 9 inches tall and 2 inches wide, except tenth of a cent numbers must be half the size of other numbers. Tip: The pump sign must state, "Includes All Taxes," on one line in letters that look the same. Tip: All letters and numbers referring to price and/or identifying the fuel must be black on a white background. Tip: Secure the pump sign to the pump so that the information can be easily read by a customer pumping fuel.	<input type="checkbox"/> Yes

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Requirement		Do you meet this requirement?
23	<p>If your business has pumps that dispense more than two grades of gasoline, each pump sign must display the total selling price for each grade of gasoline dispensed.</p> <p>Tip: The pump sign must be at least 13 x 26 inches.</p> <p>Tip: Each grade of gasoline must be evenly spaced across the sign, showing the grade and grade number advertised.</p> <p>Tip: All of the numbers must look the same and be at least 7½ inches tall and 1½ inches wide, except tenth of a cent numbers must be half the size of other numbers.</p> <p>Tip: The pump sign must state, "Includes All Taxes," on one line in letters at least ½ inch tall.</p> <p>Tip: All letters and numbers referring to price and/or identifying the fuel must be black on a white background.</p> <p>Tip: Secure the pump sign to the pump so that the information can be easily read by customers pumping fuel.</p>	<input type="checkbox"/> Yes
24	<p>If your business uses the term "Regular" to describe unleaded gasoline, the octane rating must be 87.</p>	<input type="checkbox"/> Yes
25	<p>The total selling price on the price display on the pump must match the total selling price on the pump sign.</p>	<input type="checkbox"/> Yes
26	<p>Each pump must display:</p> <ul style="list-style-type: none"> • Volume delivered in gallons and decimal subdivisions of the gallon • Selling price per gallon • Total selling price per gallon • Total selling price (including all taxes) 	<input type="checkbox"/> Yes
27	<p>Each pump must contain the following words on its face in red letters:</p> <p>"Gallon and Total Price Indicators Must be at Zero When Delivery is Begun, Under Penalty of Law"</p>	<input type="checkbox"/> Yes
28	<p>If your business sells a gasoline-alcohol blend (greater than 1% ethanol content), you must have a sign that states:</p> <p style="text-align: center;">"Contains ___% ethanol"</p> <p>Tip: The letters must be at least ¼ inch block letters on a contrasting background.</p> <p>Tip: The sign must be located on the top half of the pump.</p> <p>Tip: The blank must be filled in with the maximum percentage of ethanol in the gasoline.</p>	<input type="checkbox"/> Yes

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Requirement		Do you meet this requirement?
<p>29</p>	<p>Your business must post an octane rating label on each pump.</p> <p>Tip: Octane labels must be 3 x 2½ inches with specific language, font, and spacing requirements.</p> <p>Tip: The label must have a yellow background with black font and a black border.</p> <p>Tip: The octane label must be capable of withstanding extremes of weather conditions for a one-year period and must be resistant to gasoline, oil, grease, solvents, detergents, and water.</p> <p>Tip: If necessary, a temporary label is permitted, provided the label contains as much as the required label as possible, and your business gets and posts the required label as soon as possible.</p> <p>Tip: Some businesses may obtain an exemption from the Secretary of the Federal Trade Commission.</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;">   </div>	<p><input type="checkbox"/> Yes</p>
<p>30</p>	<p>If your business sells diesel fuel, your business must post a diesel cetane label on each pump.</p> <p>Tip: Cetane labels must be 3 x 2½ inches with specific language, font, and spacing requirements.</p> <p>Tip: The label must have a yellow background with black font and a black border.</p> <p>Tip: The cetane label must be capable of withstanding extremes of weather conditions for a one-year period and must be resistant to gasoline, oil, grease, solvents, detergents, and water.</p> <p>Tip: If necessary, a temporary label is permitted, provided the label contains as much as the required label as possible, and your business gets and posts the required label as soon as possible.</p> <p>Tip: Some businesses may obtain an exemption from the Secretary of the Federal Trade Commission.</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;">   </div>	<p><input type="checkbox"/> Yes</p>

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31	<p>If your business sells diesel fuel, you must display the grade of 1-D or 2-D on each face of each pump that dispenses diesel fuel.</p> <p>Tip: If the diesel fuel is enhanced, the identification must also include the term "enhanced."</p>	<input type="checkbox"/> Yes
32	<p>If any pump is out of order, you must post a sign that states "THIS PUMP IS OUT OF ORDER."</p> <p>Tip: The sign must be printed with red letters at least 1-inch in height. Tip: The sign must be placed over the face of the pump.</p>	<input type="checkbox"/> Yes
33	<p>Your business must mark each pump that was manufactured after 2003 with the following information:</p> <ol style="list-style-type: none"> 1. Name, initials, or trademark of the manufacturer or distributor 2. The word or abbreviation for "Model," "Type," or "Pattern," followed by the model identifier 3. The word or abbreviation for "Serial," followed by the serial number 4. The current software version (only for pumps manufactured after 2004) 5. National Type Evaluation Program (NTEP) Certificate of Conformance (CC) number or a corresponding CC Addendum Number <p>Tip: The identification must be located within 2 feet from the base of the pump and must be clearly visible, without requiring disassembly of the pump.</p>	<input type="checkbox"/> Yes
34	<p>Each pump must be installed in a sufficiently secure and rigid manner to ensure that the pump remains installed in accordance with the manufacturer's instructions.</p>	<input type="checkbox"/> Yes
35	<p>The price displays on the pump must be positioned so that the average customer, sitting in a car or truck, can see the displays.</p>	<input type="checkbox"/> Yes
36	<p>Your business must maintain the equipment in each pump to ensure that each pump remains accurate and functions as needed.</p>	<input type="checkbox"/> Yes
37	<p>Your business's pumps must be qualified as commercial pumps by the National Type Evaluation Program (NTEP).</p>	<input type="checkbox"/> Yes
38	<p>On the total gallon display on each pump, the digits to the right of the decimal point must go from 0.00 or 0.000 through all digits up to 1.00 or 1.000 gallon.</p> <p>Tip: If the pump is digital, it must have 100 or more divisions. Tip: If the pump is analog, it must have 10 or more divisions.</p>	<input type="checkbox"/> Yes

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39	<p>For each pump, after a customer has finished fueling and the starting level has been returned to its shutoff position, the pump must prevent the next consumer from dispensing gas until the display and receipt elements have returned to zero.</p> <p>Tip: The requirement is usually met with an automatic interlock. An automatic interlock is a mechanism that prevents an undesired result from happening. Here, the interlock prevents the dispensing of gas before the pump has returned to zero.</p> <p>Tip: The zero-set-back interlock must be engaged if the nozzle is in its designed hanging position.</p>	<input type="checkbox"/> Yes
40	<p>Each pump must have a price display.</p> <p>Tip: The pump may also print receipts.</p>	<input type="checkbox"/> Yes
41	<p>Each pump's displays must be easy to read.</p>	<input type="checkbox"/> Yes
42	<p>The total amount of gallons dispensed must agree with the total price charged on both the displays and the receipt.</p> <p>Tip: The amounts must match to the closest cent.</p>	<input type="checkbox"/> Yes
43	<p>The pump's displays or printed receipts must use the appropriate word or abbreviation for measurements.</p> <p>Tip: "Gallons" or "gal." for measurements in gallons. Tip: "Liters" or "L" for measurements in liters.</p>	<input type="checkbox"/> Yes
44	<p>Each pump must automatically display zero before the customer begins dispensing fuel.</p> <p>Tip: Pumps manufactured prior to January 1, 2006 do not have to display the first 0.03 L (or 0.009 gal).</p>	<input type="checkbox"/> Yes
45	<p>Each pump must digitally display the price total to the nearest one cent.</p> <p>Tip: The price total must be based on intervals smaller than or equal to 0.05 L or 0.01 gal.</p>	<input type="checkbox"/> Yes
46	<p>If there is a digital display in the kiosk or office for any of the pumps, that display must also indicate the price total to the nearest one cent.</p> <p>Tip: A display that is not located on the pump must display the price total to the nearest one cent.</p>	<input type="checkbox"/> Yes
47	<p>Before the consumer begins to dispense fuel, each pump must display the unit price of each product that is offered.</p> <p>Tip: Once the consumer has selected a product and begun dispensing fuel, the pump must only display the unit price for the selected product.</p>	<input type="checkbox"/> Yes

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Requirement	Do you meet this requirement?
If you sell the same type of fuel for different cash and credit prices, items 48 and 49 apply.	
<p>48 Before the consumer begins to dispense fuel, the pump must display each price at which each product is sold.</p> <p>Tip: Once the consumer has selected a product and begun dispensing fuel, the pump must only display the unit price for the payment method that the consumer selected.</p>	<input type="checkbox"/> Yes
<p>49 Once the consumer has selected a product and the method of payment, and the consumer has begun dispensing fuel, the pump must not display any other price.</p> <p>Tip: Once the consumer has selected a product and begun dispensing fuel, the pump must not switch back to a cash price once the credit price has been selected.</p>	<input type="checkbox"/> Yes
<p>50 Once a consumer has finished dispensing fuel, the total price and quantity must remain displayed on the pump for at least 5 minutes or until the next sale.</p>	<input type="checkbox"/> Yes
<p>51 Once a consumer has finished dispensing fuel, the numbers on the pump must stop advancing.</p>	<input type="checkbox"/> Yes
<p>52 The receipt printed from a pump must contain:</p> <ul style="list-style-type: none"> • Total volume • Unit price • Total price • Identify the product <p>Tip: The product can be identified on the receipt by name, abbreviation, or code number. Appropriate symbols can be found in the National Institute of Standards and Technology (NIST) Handbook 44 G-S.5.6.1.</p>	<input type="checkbox"/> Yes
<p>53 All switches, lights, displays, and push buttons on the pump must be clear and easy to read.</p> <p>Tip: Buttons on the front of the pump, including cash, credit, debit, receipt, etc. must not be worn out.</p> <p>Tip: Lights that allow a consumer to view a display must not be out.</p>	<input type="checkbox"/> Yes

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Requirement		Do you meet this requirement?
54	<p>If your business has a pump that was manufactured after 1985 and it has a discharge rate of 115 L (30 gal) per minute or greater, the maximum and minimum discharge rates must be marked on the pump.</p> <p>Tip: The marked rates must be within 2 feet from the base of the pump.</p> <p>Tip: The marked minimum discharge rate must be 20% or less of the marked maximum discharge rate.</p> <p>Example: For a marked maximum discharge rate of 230 L/min (60 gpm), the marked minimum discharge rate must be 45 L/min (12 gpm) or less; 40 L/min (10 gpm) is acceptable and 60 L/min (15 gpm) is not acceptable.</p>	<input type="checkbox"/> Yes
55	For each pump, the actual maximum discharge rate must not exceed the rated maximum discharge rate.	<input type="checkbox"/> Yes
56	<p>Each pump must have a flexible discharge hose that is always full of product when the pump is in operation.</p> <p>Tip: A discharge hose that is intended to be full of product at all times is known as a “wet hose.”</p> <p>Tip: The hose must be reinforced so that the performance of the pump is not affected by the expansion or contraction of the hose.</p>	<input type="checkbox"/> Yes
57	<p>Each discharge hose must have a mechanism that prevents fuel from draining into a consumer’s vehicle after the consumer’s sale is complete.</p> <p>Tip: The antidrain requirement is usually met by the use of an antidrain valve that is designed to keep the hose full of product at all times. The antidrain valve is usually located in the nozzle near the end of the hose that the consumer uses to dispense fuel.</p>	<input type="checkbox"/> Yes
58	<p>The discharge hose must not be longer than 18 feet.</p> <p>Tip: A longer hose may be allowed in some cases.</p>	<input type="checkbox"/> Yes
59	<p>Each pump must have a vapor recovery system that stops the flow of fuel when the liquid level reaches the delivery nozzle.</p> <p>Tip: A vapor recovery system eliminates vapors to reduce noxious and potentially explosive fumes.</p>	<input type="checkbox"/> Yes
60	<p>Each pump must operate as intended by design and construction.</p> <p>Tip: Do not tamper with the hardware or the software on the pump.</p>	<input type="checkbox"/> Yes
61	Each pump must be maintained to deliver no less than the amount that the pump indicates was sold.	<input type="checkbox"/> Yes
62	Each pump must be able to be reset.	<input type="checkbox"/> Yes
63	If the pump is self-contained, it must have a vapor or air eliminator that prevents vapor from passing through the air meter.	<input type="checkbox"/> Yes

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Requirement		Do you meet this requirement?
64	Measured liquid may not be diverted from the measuring chamber of the meter or its discharge line.	<input type="checkbox"/> Yes
65	Each pump must have security measures in place to prevent electronic tampering. Tip: Electronic tampering is usually prevented by applying a security seal that must be broken or maintaining a data change audit trail.	<input type="checkbox"/> Yes
66	If your business must change the calibration or configuration of a pump, you must notify DCA by fax or direct mail only. Tip: To notify DCA: <ul style="list-style-type: none"> • Fax: (718) 349-2576 • Mail to: DCA Testing Station, 245 Meserole Avenue, Brooklyn, NY 11222 	<input type="checkbox"/> Yes
67	If your business must repair a pump, you must notify DCA by fax or direct mail only. Tip: To notify DCA: <ul style="list-style-type: none"> • Fax: (718) 349-2576 • Mail to: DCA Testing Station, 245 Meserole Avenue, Brooklyn, NY 11222 Tip: If a DCA seal is removed for a repair, it must be replaced with a repair seal.	<input type="checkbox"/> Yes
68	Your business must give DCA access to the security seals on each pump.	<input type="checkbox"/> Yes
69	If a DCA condemnation tag is placed on a pump, it may only be removed by a DCA inspector. Tip: If a DCA condemnation tag is placed on a pump, you must repair the pump before using it again.	<input type="checkbox"/> Yes
Testing of Fuel		
70	All gasoline sold must meet the requirements of the Annual Book of American Society for Testing and Materials (ASTM) Standards D 4814-04a. Tip: ASTM D 4814 contains specifications and tolerances for conventional gasoline.	<input type="checkbox"/> Yes
71	The vapor pressure of all gasoline sold must comply with the standards set forth in Title 6 of the State of New York Codes, Rules and Regulations (NYCRR) Subpart 225-3.	<input type="checkbox"/> Yes
72	For gasoline-alcohol blends, the total alcohol content must not be greater than 10% by volume.	<input type="checkbox"/> Yes
73	For gasoline-alcohol blends, if methanol is blended with gasoline in quantities greater than 0.3% by volume, the finished blend must contain an equal amount of butanol or higher molecular weight alcohol or other approved co-solvent. Tip: Methanol content may not exceed 5% by volume.	<input type="checkbox"/> Yes



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Requirement		Do you meet this requirement?
74	All unleaded gasoline with minimum (R+M)/2 octane ratings of 87 or higher must have a minimum motor octane number of 82.	<input type="checkbox"/> Yes
75	All unleaded gasoline with minimum (R+M)/2 octane ratings less than 87 must have a minimum motor octane number of 81.5.	<input type="checkbox"/> Yes
76	All gasoline with a certified or posted octane rating less than 89 must not test at more than 0.7 octane less than the certified or posted octane.	<input type="checkbox"/> Yes
77	All gasoline with a certified or posted octane rating 89 or greater must not test at more than 0.6 octane less than the certified or posted octane.	<input type="checkbox"/> Yes
78	All diesel fuel must meet the requirements of the Annual Book of ASTM Standards D 975-05.	<input type="checkbox"/> Yes
79	<p>If your business has an analog pump, your business must not tamper with the analog indicators.</p> <p>Tip: The values of the graduated intervals or increments must be the same width and height throughout the series.</p>	<input type="checkbox"/> Yes
If your business operates a truck stop, the following two items apply.		
80	<p>If your business has pumps that are equipped with two delivery outlets that are used exclusively to fuel trucks, any diversion of flow from the pump to a place other than the truck must be both noticeable and easy to do.</p> <p>Tip: It is permissible to have a secondary pump interlock that activates the diversion of flow provided it is noticeable.</p> <p>Tip: It is not permissible to have diversion of flow controlled by a valve inside the pump.</p> <p>Tip: The pump must have an automatic mechanism to ensure that fuel can flow from only one outlet at a time, and the direction of flow for which the mechanism is set must be clearly indicated.</p>	<input type="checkbox"/> Yes
81	On pumps with a maximum rated flow rate of 750 L/min (200 gal/min) or less, the smallest unit displayed or printed on a receipt must be smaller than or equal to 0.5 L or 0.1 gal.	<input type="checkbox"/> Yes

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?
Price Lists for Services	
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. Tip: 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) Tip: 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
Pricing for Goods	
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
Signs	
10 Sale signs that advertise a percent discount—example: 20-50% off—must state the minimum percent discount. Tip: Both the minimum and maximum numbers must be of equal size. <div style="display: flex; justify-content: center; gap: 20px;">   </div>	<input type="checkbox"/> Yes

Inspection Checklist: General Retail

Requirement		Do you meet this requirement?
11	Sale signs cannot contain any of the following phrases: <ul style="list-style-type: none"> • “Our list price” • Below “manufacturer’s wholesale cost” • “Manufacturer’s cost” 	<input type="checkbox"/> Yes
12	Businesses that sell goods and services must post a refund policy. Tip: A refund policy must be posted at each register, point of sale, or at each entrance. Tip: 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"> • Businesses must disclose any fees charged for refunds, such as “restocking fees.” • If a business will not provide refunds for “as is” items, it must disclose that. • Businesses must also disclose whether the refund will be in cash, credit, or store credit only. • If proof of purchase is required for a refund, the sign must say so. • A business that chooses not to offer refunds must post a sign that states, “No Refund,” or words to that effect. • The sign must state that a written copy of the store’s refund policy is available on request. 	<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
Receipts		
15	Receipts must be given to customers for purchases over \$20 and upon request for purchases between \$5 and \$20. Tip: 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"> • Date of purchase • Amount paid for each item • Total amount paid • Separate statement of tax • Name and address of store 	<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
Price Accuracy		
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. 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

Inspection Checklist: General Retail

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



Bill de Blasio
Mayor

**Department of
Consumer Affairs**

Julie Menin
Commissioner

42 Broadway
New York, NY
10004

Visit 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.