

Wednesday, December 27, 2006

COMMISSIONER MINTZ REMINDS NEW YORKERS OF THEIR RETURN POLICY AND GIFT CARD RIGHTS

New York City Department of Consumer Affairs (DCA) Commissioner Jonathan Mintz reminds New Yorkers about their rights when returning unwanted gifts or cashing in their gift cards:

- All refund or exchange policies must be posted in the store. Surprise terms are illegal.
- If there is no policy posted, the store must allow full refunds within 20 days of the purchase.
- Any store that imposes limitations on gift cards must post a sign saying that terms and conditions apply and provide those specific terms on the actual gift card.
- Retailers cannot charge any retroactive fees for gift cards/certificates, or charge monthly fees on cards that are used within one year of their purchase.

The DCA wants New Yorkers to shop smart when hitting the streets for post-holiday shopping. A [full list](#) of holiday shopping tips with helpful information for visitors and residents is available on the DCA Web site www.nyc.gov/consumers. To request a pocket-size informational "gift card" or business flyer with holiday shopping tips, or to file a complaint, call 311 (or 212-NEW-YORK).