

# Inspection Checklist: Dealers in Products for the Disabled

Does your business have a DCA Dealer in Products for the Disabled license to sell, rent, repair, or adjust products designed for the disabled (for example, braces, crutches, wheelchairs)?

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?
<b>Licenses</b>	
1 DCA's new combined license and complaint sign must be posted where all customers can see it. <b>Note:</b> DCA combined the license and the complaint sign, previously separate documents, into one consolidated sign. New licensees and licensees that renew after October 15, 2013 will receive the new sign. Renewing licensees must remove the old license document and complaint sign that DCA previously provided and post the new combined sign. For more information about this regulation, go to <a href="http://nyc.gov/consumers">nyc.gov/consumers</a> .	<input type="checkbox"/> Yes
<b>Signs</b>	
2 The following notice must be posted where all customers can see it:  NOTICE THE NEW YORK CITY PRODUCTS FOR THE DISABLED LAW PROVIDES THAT: (1) The consumer is entitled to a written estimate for all repairs. (2) No repair work shall be done without the consumer's authorization. (3) The service dealer must return replaced parts to the consumer except: (i) when the consumer specifically gives up the right to have removed parts returned; (ii) when the dealer must return such parts to the manufacturer; (iii) when there is no charge for the replacement of such parts; (iv) when the dealer purchases the parts from the consumer. (4) The consumer is entitled to a final bill and an invoice at the time that the repair is completed. It is advisable for the consumer to retain both the bill and the invoice.  <b>Tip:</b> If your business charges for a written estimate, you must state that in item (1).  <b>Tip:</b> Download the required notice from <a href="http://nyc.gov/BusinessToolbox">nyc.gov/BusinessToolbox</a> .	<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?
	<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	<p>Prices for services cannot be based on gender.</p> <p><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)</p> <p><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)</p>	<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

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	Requirement	Do you meet this requirement?
	<b>Signs</b>	
10	<p>Sale signs that advertise a percent discount—example: 20-50% off—must state the minimum percent discount.</p> <p><b>Tip:</b> Both the minimum and maximum numbers must be of equal size.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>	<input type="checkbox"/> Yes
11	<p>Sale signs cannot contain any of the following phrases:</p> <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	<p>Businesses that sell goods and services must post a refund policy.</p> <p><b>Tip:</b> A refund policy must be posted at each register, point of sale, or at each entrance.</p> <p><b>Tip:</b> Even if the policy is not to give refunds, a sign must be posted stating “No Refunds.”</p>	<input type="checkbox"/> Yes
13	<p>The refund policy must state any and all conditions or limitations to getting a refund. For example:</p> <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

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	Requirement	Do you meet this requirement?
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="#">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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	Requirement	Do you meet this requirement?
	<b>Layaway Plans</b>	
21	<p>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>	
22	It is illegal to sell over-the-counter medication after the expiration date on the label.	<input type="checkbox"/> Yes