

SUBJECT: CONSUMER PROTECTION – DISCLOSURE OF REFUND POLICY
ATTORNEY GENERAL – PUBLIC PROTECTION UNIT
ADOPTED PURSUANT TO 9 V.S.A. SECTION 2453(c)

RULE CP 106
Effective Date: 1/28/74

CP 106.01 Prohibited Acts
CP 106.02 Exemptions

CP 106.01 Prohibited Acts

It shall constitute an unfair and deceptive trade act and practice in commerce under 9 V.S.A. Section 2453(a) for a seller to refuse to make a cash refund on cash sales or credit the customer's account on credit sales of non- defective, unused goods purchased at a seller's place of business and returned within a reasonable time from the date of purchase unless the seller discloses at the time of sale that no cash refund will be made on the goods or that cash refunds are made at the sole discretion of the seller. Disclosure of such refund policy must be conspicuously placed on a sign located at the point of display, the cash register, or the store entrance.

CP 106.02 Exemptions

This rule shall not apply to the sale of food items, perishable items, items in substantial part custom-made or custom-finished, and items which by law cannot be resold, even if unused.