

Refunds, Rebates, and Rainchecks

When shopping for a gift, consumers should be aware of store policies with respect to refunds, rebates and rainchecks.

The NYS Consumer Protection Board provides these tips to inform and empower consumers.



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**NYS CONSUMER
PROTECTION BOARD**
Advocating for and



5 Empire State Plaza, Suite 2101
Albany, New York 12223

www.nysconsumer.org

REFUNDS

A store is legally required to post their refund policy. If the store does not post any return policy, the law requires the store to accept your return within 30 days of purchase. There is no requirement under NYS law for a store to offer a refund in the form of cash, credit, replacement merchandise or other means. Retailers must make a written copy of the store's refund policies available upon request and to post such availability on its refund policy signage.



REBATES

Stores offering merchandise with rebates may post the after rebate or discounted price only if the actual selling price is displayed and it is clearly stated that a rebate is required in order to pay the lower price.

RAINCHECKS

NYS law does not currently regulate the provision of rainchecks.



SUGGESTED STEPS TO TAKE & QUESTIONS TO ASK

- \$ Be aware of refund deadlines and policies when shopping.
- \$ Does the store have a posted refund policy?
- \$ Is the store management aware of your right to obtain a refund within 30 days absent such posted refund policy?
- \$ Does the store impose a re-stocking fee for returned merchandise?
- \$ Does the merchandise have to be in a certain condition for the return to be accepted?
- \$ How is the refund information disclosed? Is a copy available for you to take home?
- \$ Save all receipts for purchases to allow for ease of returns.
- \$ What rebate information is disclosed?
- \$ Do you have enough time to comply and submit the rebate to receive the benefit?
- \$ Does the store offer rainchecks?
- \$ If offered, what are the terms, does it expire? When?
- \$ How does the store notify the customer when the product is available?



Note: Consumers should check with local consumer affairs authorities for additional protections in their jurisdictions.