



General Assembly

January Session, 2005

Proposed Bill No. 652

LCO No. 2397

Referred to Committee on General Law

Introduced by:

SEN. LOONEY, 11th Dist.

SEN. COLAPIETRO, 31st Dist.

SEN. HARRIS, 5th Dist.

AN ACT REGARDING THE RETURN POLICY OF RETAIL STORES.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 That the general statutes be amended to require all retailers to
2 provide for a refund or exchange to any consumer who returns
3 merchandise within the stated time period for returns and who
4 produces a valid receipt for such merchandise except if merchandise is
5 marked as nonreturnable or nonrefundable and that retailers make
6 available, upon consumer request, a written copy of the retailer's
7 refund or exchange policy and to notify the customer of the availability
8 of such written document. Additionally, if the retailer has a stated
9 return policy limiting the amount of returns by any customer such
10 retailer may not include within such limit any returns that are made
11 within the time period specified by the retailer and accompanied by a
12 valid receipt and such retailer shall notify any customer by mail when
13 such customer is one return away from being prohibited by the retailer
14 from returning any additional item to such retailer.

Statement of Purpose:

To clarify and strengthen state law regarding a consumer's rights to return or exchange merchandise to a retailer.