



Montgomery County

Office of Intergovernmental Relations

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SB 179

DATE: February 8, 2023

SPONSOR: Senator Kagan

ASSIGNED TO: Finance

CONTACT PERSON: Kathleen Boucher (Kathleen.boucher@montgomerycountymd.gov)

POSITION: Support (Office of Consumer Protection)

Consumer Protection – Retail Sales – Return and Exchange Policy (Right to Refund Information Act)

This bill seeks to add a new section to Maryland's Consumer Protection Act to enhance the law relating to merchants' refund and exchange policies. Current refund and exchange policy law is mainly addressed in the Code of Maryland Regulations (COMAR) and allows merchants to be deemed in compliance with Maryland law as long as any refund or exchange policy is included on their receipts.

Since receipts are not provided to consumers until after the transaction is consummated, in many cases consumers will not have notice of the refund and exchange policies prior to a purchase. This bill will codify in Maryland's Consumer Protection Act that notice of refund and exchange policies must be disclosed before the consumer pays for the merchandise and cannot only be included on merchants' receipts. It is beneficial to all consumers in Montgomery County to know a merchant's refund and exchange policies before paying for any merchandise, therefore, the Office of Consumer Protection supports this legislation.