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Joint Audit and Evaluation Committee
Joint Committee on Federal Relations



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THE SENATE OF MARYLAND
ANNAPOLIS, MARYLAND 21401

SB179: “Refund Policy Update”
Finance Committee
Wednesday, February 8, 2023 1:00pm

Maryland law requires that retailers must inform their customers of their return policy. Currently, merchants are allowed to post their return policy on the receipt of sale to give notice. As a result, consumers are not informed of the policy until after the transaction is final.

In cases where no returns are accepted, a notice via receipt is too late for an individual to make an informed decision. This practice is unfair and puts customers in a vulnerable position. Consumers deserve to know the return policy before a transaction is finalized so they can make an informed decision.

[SB179](#) would update the requirements surrounding merchants’ notice of the refund and exchange policies. This would require displaying their policy on the label of an item; at the point of sale; or on a webpage a consumer must view for online transactions.

Furthermore, this legislation states that including return policies in the terms and conditions or on the receipt would not satisfy the requirement introduced in this legislation, as these are often tactics used to deceive consumers.

I urge the committee to give a favorable report with amendment to SB177.