

**REGULATIONS OF CONNECTICUT STATE AGENCIES  
TITLE 42. SALES AND COLLECTIONS  
DEPARTMENT OF CONSUMER PROTECTION (1)  
DISCLOSURE OF REFUND AND EXCHANGE POLICIES**

**Sec. 42-110b-16.** Prohibited acts

It shall constitute an unfair and deceptive act and practice in the conduct of any trade and commerce under Public Act 73-615, Section 2, for a person to refuse to make a cash refund on a cash sale or to credit the customer's account on a credit sale of goods purchased at a person's place of business and returned within seven days from the date of purchase unless the person selling the goods discloses at the time of sale what his refund policy is, i.e., that no cash refund will be made on the goods, that cash refunds are made at the sole discretion of the seller, that goods are accepted for exchange only, that no refunds or exchanges are made, or that any other policy is in effect. Disclosure of such policy must be conspicuously placed on a sign located at the point of display, the cash register, or the store entrance.

Regs. Conn. State Agencies § **42-110b-16**, CT ADC § **42-110b-16**

**Sec. 42-110b-17.** Exemptions

This regulation shall not apply to the sale of: Food items; perishable items, including live plants; items in substantial part custom made, custom ordered or custom finished; items which have been used; items which by statute or state regulation cannot be resold, even if unused; items which are marked at the time of sale "as is" or "final sale"; and items for which no proof of purchase is submitted. Removal of price and/or identification tags by the buyer shall constitute proof of use of an item for the purpose of these regulations.

Regs. Conn. State Agencies § **42-110b-17**, CT ADC § **42-110b-17**