



JON M. HUNTSMAN, JR.  
Governor

GARY R. HERBERT  
Lieutenant Governor

## State of Utah Department of Commerce

FRANCINE A. GIANI  
Executive Director

THAD LEVAR  
Deputy Director

December 8, 2006

### MEDIA ALERT

#### **Consumer Protection advises Holiday Shoppers to Check Return Policies**

*"Some electronics can't be returned for refunds once opened, shoppers urged to read fine print"*

(For immediate release)

**SALT LAKE CITY, Utah** – Francine A. Giani, Executive Director of the Utah Department of Commerce, announced today that the Division of Consumer Protection has received calls from consumers who purchased video games and other electronics for holiday gifts only to discover many retailers won't refund their money once the manufacturers' boxes have been opened. One consumer tried to install a video game on her son's computer only to discover it didn't have the right equipment to run the program. The store's return policy was clearly posted but the shopper didn't read it before opening the box and was left with an expensive game they couldn't use. Many retailers do not allow product returns of music CD's, computer software programs, movie DVD's and video games because they could be copied or "pirated" by consumers. According to Utah's *Consumer Sales Practices Act* under *Deposits and Refund Rules*, retailers are required to post return policies where consumers can review them before making a purchase. The Division of Consumer Protection is urging Utah shoppers to protect their holiday purchases by taking a few minutes to review the store's return policy before opening the product.

"Electronics are at the top of many wish lists this season," said Francine A. Giani, "Avoid holiday headaches by making sure you understand the store's return policy. Whether you're shopping at a local store or buying online, take time to read that fine print before your loved ones unwrap those high-tech gifts."

#### **Electronics Shopping Statistics – from the National Retail Federation**

- 55.2% of consumers say they plan to buy electronics for gifts this holiday season.
- Electronics are one of the most popular online searches. More than 30% of online shoppers say they have browsed online before making an Electronics purchase in a store within the last 90 days.

For more information on the *Utah Consumer Sales Practices Act*, log on:  
[www.consumerprotection.utah.gov](http://www.consumerprotection.utah.gov)

---

---

For more information contact:

**Jennifer Bolton**

Public Information Officer

(801) 530-6646 office

(801) 652-8322 cell