

MAINE STATE LEGISLATURE

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122nd MAINE LEGISLATURE

FIRST REGULAR SESSION-2005

Legislative Document

No. 366

S.P. 113

In Senate, January 25, 2005

An Act To Protect Consumers by Requiring Retail Businesses To Post Complaint Contacts

(EMERGENCY)

Reference to the Committee on Business, Research and Economic Development suggested and ordered printed.

A handwritten signature in cursive script, reading "Joy J. O'Brien".

JOY J. O'BRIEN
Secretary of the Senate

Presented by Senator SULLIVAN of York.
Cosponsored by Representative O'BRIEN of Lewiston and
Senators: BARTLETT of Cumberland, DIAMOND of Cumberland, Representatives: PERRY
of Calais, SMITH of Monmouth.

Emergency preamble. Whereas, acts of the Legislature do not become effective until 90 days after adjournment unless enacted as emergencies; and

Whereas, most citizens of the State conduct transactions daily at retail businesses as part of everyday life; and

Whereas, many businesses do not provide a contact for consumers with complaints; and

Whereas, often a consumer complaint is based upon facts that should be addressed promptly to protect the public interest; and

Whereas, in the judgment of the Legislature, these facts create an emergency within the meaning of the Constitution of Maine and require the following legislation as immediately necessary for the preservation of the public peace, health and safety; now, therefore,

Be it enacted by the People of the State of Maine as follows:

Sec. 1. 10 MRSA c. 205-B is enacted to read:

CHAPTER 205-B

REQUIRED CONTACTS FOR CONSUMERS

§1210-C. Required business contacts

A merchant doing retail business in the State must place at the point of sale a legible and conspicuous sign naming the owner or parent company of the business and a telephone number of a contact in case of a consumer complaint. The contact must be a person of authority in the business other than the manager on duty.

Emergency clause. In view of the emergency cited in the preamble, this Act takes effect when approved.

SUMMARY

This bill requires every retail business in the State to place a sign at the point of sale with the name of the owner or parent company of the business and a telephone number in case of consumer complaints. The contact is required to be someone of authority other than the manager on duty.