TIPS FOR REFUSING A TOBACCO SALE

- **Explain it's against the law to sell tobacco to anyone under 18.** Be tactful and polite, yet firm. You are following the law so you don't get fined or lose your job. That's a valid reason.
- **Resist customer pressure.** Keep in mind, you are not obligated to sell any tobacco product. If the customer can't provide a valid ID or you don't think it's authentic, refuse to sell the tobacco product. Don't be intimidated into breaking the law.
- **Stay calm.** If the customer gets angry, get help from your manager or a security officer. You may also offer to call the police.

What to say:

"I'm sorry, I can't sell tobacco products to anyone under 18. It's nothing personal—it's the law. I could lose my job or be fined a lot of money."

"I'm sorry, I must check a photo ID of anyone under 27 before selling tobacco. It's nothing personal—it's the law."

Current Calendar Year:		
2015	2016	2017
Anyone born after today's date in:		
1997	1998	1999
No tobacco sale!		

January 2016

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MARYLAND TOBACCO RETAILER QUICK REFERENCE GUIDE

It is against the law to sell **ANY** tobacco product or tobacco paraphernalia to **anyone** under the age of 18. Compliance checks are being conducted and enforced in Maryland.

Fines can be as high as $11,000.

To comply with the laws, retailers and clerks must:

1. Ask for photo ID from everyone under 27.
2. Check to make sure all customers are at least 18.
3. Refuse to sell tobacco to everyone under 18.

No cigarettes, no cigars, no dip, no e-cigarettes.
No Tobacco Period.

Responsible Retailers CHECK I.D. We Don't Sell Tobacco to Kids

IT'S NOT AN INCONVENIENCE, IT'S THE LAW.

MARYLAND Department of Health and Mental Hygiene

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UNDER 21 DRIVER'S LICENSE (VERTICAL)

- A Birthdate
- B Expiration Date
- C Height
- D Weight
- E Ghost Portrait
- F Under 18 Until
- G Under 21 Until
- H Red Box for Under 21

OVER 21 DRIVER'S LICENSE (HORIZONTAL)

HOW TO CHECK AN ID.

1. No ID. No Sale! Ask for a valid photo ID of every customer who is under age 27 and purchasing tobacco.
2. Check photo ID before getting the requested product.
3. Compare the ID photo to the customer. Does it match?
4. Check for fake IDs. Have the customer remove the ID from their wallet and check to make sure the ID is not tampered with (plastic peeling, smudges, and misaligned numbers).
5. Check the expiration date. An ID must be current and not expired to be valid.
6. Is the license vertical? In Maryland this means the customer is under 21. Check the "Under 18 Until" [date] to verify they are at least 18 before selling them tobacco.
7. Calculate and verify age.

HOW TO CALCULATE AGE.

If you are verifying the age of a customer, it is easiest to use the following method:

Add 20 to the year they were born, then **subtract 2**.

For example,
Birthdate on ID: 08-11-1998
Today's date: 05-20-2015

1998
+20
-2
2016

The customer will not be 18 until August 11, 2016. Comparing today's date (05-20-2015) to the date the customer turns 18 (08-11-2016), you see that selling tobacco to this customer is illegal. You must refuse the sale.

REMEMBER: Add 20...subtract 2.