

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
Anyone born after today's date in:	
1997	1998
No tobacco sale!	

May 2015

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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 \$10,000.

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.



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



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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

$$\begin{array}{r}
 1998 \\
 +20 \\
 -2 \\
 \hline
 2016
 \end{array}$$

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.