

Need to Refuse a Sale?

Remember these key words!

*"I'm Sorry.
It is against the law
to sell tobacco to
anyone under age 19."*

Be polite and stay calm

- Refer to the sign stating the Alaska law.
- Remove the product from the counter.
- If the customer insists or becomes argumentative, call your supervisor.

Things you can say when refusing a sale

- I'm sorry. It is against the law.
- I'm sorry. I can't sell tobacco to you without a picture ID.
- I'm sorry. It's our store policy to check IDs.
- I'm sorry. Is there anything else I can get you?

If you run into trouble

- If the customer takes the product, leaves money and runs away, DO NOT RING UP THE SALE. Treat it as a theft and report the incident.
- If a criminal act occurs, do not try step in. Your job is to obey the law – not enforce it!



Remember

- You are not required to sell tobacco to anyone.
- You have the right to refuse a sale.
- You may be convicted, fined, disciplined – even fired – if you do sell to anyone under 19!

The Sale of Tobacco to Anyone Under 19 Years of Age is Against the Law.

