



**Testimony on behalf of the Greater Bethesda Chamber of Commerce**

*In Opposition to  
Senate Bill 24—Consumer Protection—Retail Sales—Return and Exchange Policy (Right to  
Refund Information Act)  
January 31, 2024  
Senate Finance Committee*

The Greater Bethesda Chamber of Commerce (GBCC) was founded in 1926. Since then, the organization has grown to more than 550 businesses located throughout the Greater Bethesda area and beyond. On behalf of these members, we appreciate the opportunity to provide written comments in opposition to Senate Bill 24— Consumer Protection—Retail Sales—Return and Exchange Policy (Right to Refund Information Act).

Simply put, the Greater Bethesda Chamber is opposed to Senate Bill 24 because we feel it is unnecessary. Current regulations already require retailers to disclose to all customers in writing the terms and conditions of the merchant’s refund and exchange policies, or, conversely, the policy of no refunds or exchanges. We believe this current policy strikes a balance between informing consumers and providing flexibility for the retailer. While there certainly are issues in the retail industry to be addressed, we do not believe this is one of them.

For these reasons, we strongly oppose Senate Bill 24 and urge a favorable vote.