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**TO:** The Honorable C.T. Wilson, Chair  
Economic Matters Committee

**FROM:** Steven M. Sakamoto-Wengel  
Consumer Protection Counsel for Regulation, Legislation and Policy

**RE:** House Bill 194 – Consumer Protection – Retail Sales – Reimbursement of  
Shipping Costs – LETTER OF INFORMATION

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The Consumer Protection Division of the Office of the Attorney General submits the following Letter of Information concerning House Bill 194, sponsored by Delegate Conaway, which would authorize a consumer who is sent an incorrect item to request that a merchant reimburse the consumer for the cost of shipping the item back to the merchant, who would be required to refund the shipping costs within 30 days. The Division, however, believes that requiring a consumer to pay shipping costs to return an incorrect item would currently violate the Consumer Protection Act.

Accordingly, the Consumer Protection Division requests that the Economic Matters Committee take the above into account in considering HB 194.

cc: The Honorable Frank Conaway