

# Merchants need to know

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## Practical Things Every Merchant Needs To Know

- Since store employees monitor over-the-counter sales and vending machine in adult-only facilities sales of tobacco products, nicotine/e-Liquid products, and e-Liquid vaporizer devices, employees need to be aware of the different situations, which may occur concerning the sale of tobacco products to individuals under the age of 21.
- It is against the law in New Hampshire to sell tobacco products, nicotine/e-Liquid products, or e-Liquid vaporizer devices to persons under the age of 21.

### **There are no exceptions to these laws.**

- The licensed tobacco retailer is responsible for the actions of store employees and for the payment of fines. Store policies may be developed which discipline employees for illegal sales.

**Tobacco products include** cigarettes, cigars, pipe tobacco, chewing tobacco, smokeless tobacco, cigarette papers, E-cigarettes, nicotine/e-Liquids and vaporizer devices.

## Over-the-Counter Tips

- Employees may not sell tobacco products to a minor on behalf of others. If a minor brings a permission slip from a parent or another adult, the employee must deny the sale because, even with a note, it is a violation of the laws to sell tobacco products to a minor.
- A minor may not be sold tobacco products, even if an adult is present and gives permission. Again, it is against the law to sell any tobacco products to a minor. Adults who want to purchase tobacco products must do so themselves or have another adult make the purchase.

## Tips for Owners and Managers

- Regularly train and remind employees that it is against the law to sell cigarettes and tobacco products to minors under the age of 21.
- Require all employees to ask for one of the **four** acceptable forms of identification, and teach them how to calculate a customer's age. (See **Employees Need to Know** handout for additional details.)
- Regularly remind employees that random unannounced inspections are being conducted across the state and that your establishment will be visited.
- Develop employee guidelines and management procedures (a logbook, for example) for handling underage or angry customers.
- Review the types of tobacco products that are restricted by law with employees - including cigarettes, cigars, smokeless tobacco, and other related items.