

# 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:		
2019	2020	2021
Anyone born after today's date in:		
2001	2002	2003
Under 18? <b>No tobacco sale!</b>		

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[www.NoTobaccoSalesToMinors.com](http://www.NoTobaccoSalesToMinors.com)

# 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 \$11,000.**

## 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 drivers license (2003)

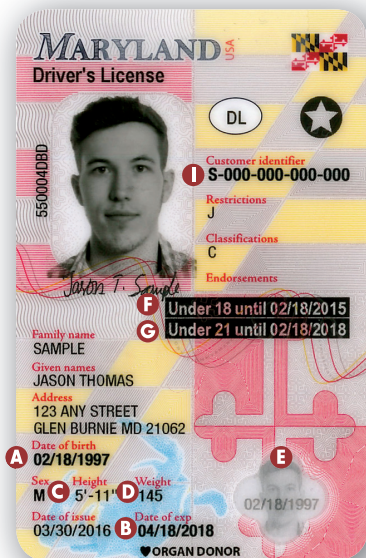


## Over 21 drivers license (2003)

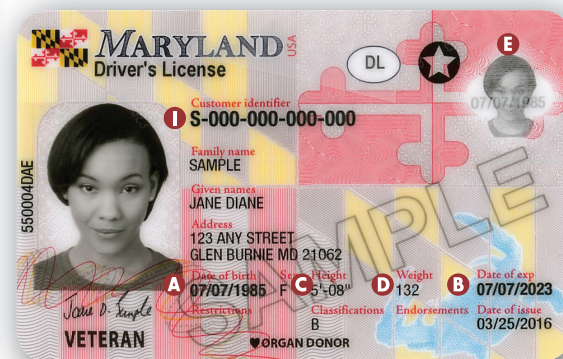


- A Birthdate
- B Expiration Date
- C Height
- D Weight
- E Ghost/Laser Image
- F Under 18 Until
- G Under 21 Until
- H Red Box for Under 21 (2003 version only)
- I Tactile (Raised) Text (2016 version only)

## Under 21 drivers license (2016)



## Over 21 drivers license (2016)



## 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: 08-11-2001

Today's date: 10-20-2018

$$\begin{array}{r} 2001 \\ +20 \\ -2 \\ \hline 2019 \end{array}$$

The customer will not be 18 until Aug. 11, 2019. Comparing today's date (10-20-2018) to the date the customer turns 18 (08-11-2019), you see that selling tobacco to this customer is illegal. You must refuse the sale.

**REMEMBER: Add 20 ... subtract 2.**

The MVA began issuing new secure licenses in July 2016.  
All the licenses pictured are currently in circulation and are valid until they expire.