

## Tips for refusing a tobacco sale

- **Explain it's against the law to sell tobacco to anyone under 21.** 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 21. 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:		
1998	1999	2000
No person under the age of 21 may be sold any tobacco product.*		

### Anyone born after today's date in:



September 2019

A large graphic featuring the number "21" in a bold, black, stylized font. Below the number, the words "or none" are written in a black, serif font. The background is a mix of yellow and red geometric shapes.

### To comply with the laws, retailers and clerks must:

#### Know the Laws.

It is against the law to sell tobacco products to anyone under the age of 21.\* Federal fines can be in excess of \$10,000.

#### Know the Steps to Take.

1. Ask for photo ID from everyone under 27.
2. Check to make sure all customers are at least 21.\*
3. Refuse to sell tobacco to everyone under 21.\*



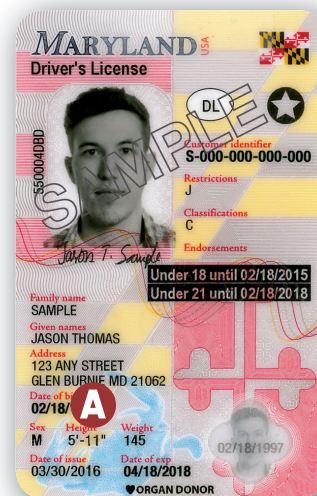
## ACTIVE DUTY MILITARY ID



## UNDER 21 DRIVER'S LICENSE (VER. 1)



## UNDER 21 DRIVER'S LICENSE (VER. 2)



## OVER 21 DRIVER'S LICENSE (VER. 1)



## OVER 21 DRIVER'S LICENSE (VER. 2)



### A Birthdate

Other state and government IDs may display birth dates differently than the above examples. Ensure all IDs are checked properly to remain in compliance with the law.

### B Affiliation

Uniformed Services (military ID only)

## 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 21 Until" [date] to verify they are at least 21 before selling them tobacco. For those 18 and older with an active duty military ID, ensure the ID is vertically-oriented, and states "Uniformed Services" on the front of the ID card under "Affiliation."
- 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 **add 1**.

For example,  
Birthdate on ID: 08-11-2001  
Today's date: 10-01-2019

$$\begin{array}{r} 2001 \\ +20 \\ +1 \\ \hline 2022 \end{array}$$

The customer will not be 21 until Aug. 11, 2022. Comparing today's date (10-01-2019) to the date the customer turns 21 (08-11-2022), you see that selling tobacco to this customer is illegal. You must refuse the sale.