
OLR Bill Analysis

sHB 5571

AN ACT ESTABLISHING A MAXIMUM RESTOCKING FEE FOR RETURNED CONSUMER GOODS.

SUMMARY

This bill prohibits businesses from making a consumer pay a fee or charge that is more than 5% of the consumer's purchase price of a consumer good in order to accept the return of the good to the business's general inventory or regular stock.

It applies to businesses, which include any person or entity conducting commerce for profit or not for profit, and consumers, who are any people in the state who purchase or may purchase a consumer good. Under the bill, a consumer good is an article purchased, leased, exchanged, or received primarily for personal, family, or household use.

The bill permits the consumer protection commissioner to adopt implementing regulations and makes any violation of the bill's provisions a Connecticut Unfair Trade Practices Act (CUTPA) violation.

EFFECTIVE DATE: January 1, 2026

BACKGROUND

CUTPA

By law, CUTPA prohibits businesses from engaging in unfair and deceptive acts or practices. It allows the Department of Consumer Protection commissioner, under specified procedures, to issue regulations defining an unfair trade practice, investigate complaints, issue cease and desist orders, order restitution in cases involving less than \$10,000, impose civil penalties of up to \$5,000, enter into consent agreements, ask the attorney general to seek injunctive relief, and accept voluntary statements of compliance. It also allows individuals to sue. Courts may issue restraining orders; award actual and punitive

damages, costs, and reasonable attorney's fees; and impose civil penalties of up to \$5,000 for willful violations and up to \$25,000 for a restraining order violation.

COMMITTEE ACTION

General Law Committee

Joint Favorable Substitute

Yea 22 Nay 0 (03/12/2025)