

Pasensiya na po  
kulang na ang Baryang Panukli o  
pwede po bang Kendi na lang?



**BAWAL YAN AYON SA**

## Republic Act 10909

# "No Shortchanging Act of 2016"

An Act Prohibiting Business Establishments from Giving  
Insufficient or No Change to Consumers and  
Providing Penalties Therefor

## Republic Act 10909 or "No Shortchanging Act of 2016"

### DUTIES OF BUSINESS ESTABLISHMENTS

- Give exact amount of change without waiting for the consumer to ask for the same;
- Use price tags, when appropriate, indicating the exact retail price per unit or service which already includes the taxes applicable to the goods or services being offered;
- Issue official receipts or sales invoice to the consumers;
- Put signs in conspicuous places within the establishments or reflect in the official receipts or sales invoices issues, the taxes incorporated in the retail per unit of goods and services;
- Post notices in every counter to ensure/remind the cashiers to give exact amount of change, e.g. "Please demand for your exact change" or any language to such effect.

### PROHIBITED ACTS OF BUSINESS ESTABLISHMENTS

- Shortchanging a consumer, even if such change is only a small amount.
- Changing in any form other than the present currency.
- Asking the consumers for permission to be exempted from the provisions of the Act and its IRR for any reason, including the non-availability of small bills or coins.

### PENALTY FOR VIOLATION

- 1<sup>st</sup> Offense: Fine of P500 or 3% of the gross sales of the business establishment on the day of the violation, whichever is higher;
- 2<sup>nd</sup> Offense: Fine of P5,000 or 5% of the gross sales of the business establishment on the day of the violation, whichever is higher;
- 3<sup>rd</sup> Offense: Fine of P15,000 or 7% of the gross sales of the business establishment on the day of the violation, whichever is higher, and suspension of license to operate for 3 months;
- 4<sup>th</sup> Offense: Fine of P25,000 or 10% of the gross sales of the business establishment on the day of the violation, whichever is higher, and revocation of license to operate.
- In addition to the amount of the fine, the change that the establishment refused or failed to give shall be paid by said establishment to the complainant.

For more information and inquiries, contact:



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