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## What you should know about your credit card agreement

To accept credit cards at your business, you signed a contract with a processor. That contract, often called a merchant agreement, details the practices and policies your business must abide by to continue accepting cards. The following practices are prohibited according to your contract with most credit card processors:

- **Minimum purchases** – Merchants cannot establish policies setting a minimum or maximum purchase amount for credit card customers
- **Personal information** – A business cannot require customers to give their phone numbers, addresses, driver's license numbers or any other personal information as a condition of making a purchase with a credit card
  - You may request this information from the customer, however, he/she has the right to decline to give out personal information and cannot be refused a sale because of that refusal
- **Fees for credit card purchases** – Businesses cannot charge fees to customers using credit cards
  - The credit card companies do allow businesses to offer discounts to customers paying with cash or check
- **Cash refunds** – Businesses must credit returns through the credit card that was originally used to purchase the item being returned. The card associations prohibit businesses from offering cash or check refunds to credit card customers for returns.

Each processor provides a manual to new customers describing all its policies. Pick up this manual regularly for a refresher – you'll be glad you did! Direct all your questions about credit card processing to RCSC's in-house experts, Michele, Ken and Nicholl, at (800) 442-3589.