

## VIRGINIA ACTS OF ASSEMBLY — CHAPTER

*An Act to amend and reenact § 59.1-200 of the Code of Virginia, to amend the Code of Virginia by adding in Title 59.1 a chapter numbered 44.1, consisting of sections numbered 59.1-518.1 through 59.1-518.4, and to repeal § 18.2-425.1 of the Code of Virginia, relating to the regulation of automatic dialing-announcing devices; penalty.*

[§ 910]

Approved

**Be it enacted by the General Assembly of Virginia:**

**1. That § 59.1-200 of the Code of Virginia is amended and reenacted and that the Code of Virginia is amended by adding in Title 59.1 a chapter numbered 44.1, consisting of sections numbered 59.1-518.1 through 59.1-518.4, as follows:**

§ 59.1-200. Prohibited practices.

A. The following fraudulent acts or practices committed by a supplier in connection with a consumer transaction are hereby declared unlawful:

1. Misrepresenting goods or services as those of another;
  2. Misrepresenting the source, sponsorship, approval, or certification of goods or services;
  3. Misrepresenting the affiliation, connection, or association of the supplier, or of the goods or services, with another;
  4. Misrepresenting geographic origin in connection with goods or services;
  5. Misrepresenting that goods or services have certain quantities, characteristics, ingredients, uses, or benefits;
  6. Misrepresenting that goods or services are of a particular standard, quality, grade, style, or model;
  7. Advertising or offering for sale goods that are used, secondhand, repossessed, defective, blemished, deteriorated, or reconditioned, or that are "seconds," irregulars, imperfections, or "not first class," without clearly and unequivocally indicating in the advertisement or offer for sale that the goods are used, secondhand, repossessed, defective, blemished, deteriorated, reconditioned, or are "seconds," irregulars, imperfections or "not first class";
  8. Advertising goods or services with intent not to sell them as advertised, or with intent not to sell at the price or upon the terms advertised.
- In any action brought under this subdivision, the refusal by any person, or any employee, agent, or servant thereof, to sell any goods or services advertised or offered for sale at the price or upon the terms advertised or offered, shall be prima facie evidence of a violation of this subdivision. This paragraph shall not apply when it is clearly and conspicuously stated in the advertisement or offer by which such goods or services are advertised or offered for sale, that the supplier or offeror has a limited quantity or amount of such goods or services for sale, and the supplier or offeror at the time of such advertisement or offer did in fact have or reasonably expected to have at least such quantity or amount for sale;
9. Making false or misleading statements of fact concerning the reasons for, existence of, or amounts of price reductions;
  10. Misrepresenting that repairs, alterations, modifications, or services have been performed or parts installed;
  11. Misrepresenting by the use of any written or documentary material that appears to be an invoice or bill for merchandise or services previously ordered;
  12. Notwithstanding any other provision of law, using in any manner the words "wholesale," "wholesaler," "factory," or "manufacturer" in the supplier's name, or to describe the nature of the supplier's business, unless the supplier is actually engaged primarily in selling at wholesale or in manufacturing the goods or services advertised or offered for sale;
  13. Using in any contract or lease any liquidated damage clause, penalty clause, or waiver of defense, or attempting to collect any liquidated damages or penalties under any clause, waiver, damages, or penalties that are void or unenforceable under any otherwise applicable laws of the Commonwealth, or under federal statutes or regulations;
  14. Using any other deception, fraud, false pretense, false promise, or misrepresentation in connection with a consumer transaction;
  15. Violating any provision of § 3.1-796.78, 3.1-796.79, or 3.1-796.82, relating to the sale of certain animals by pet dealers which is described in such sections, is a violation of this chapter;
  16. Failing to disclose all conditions, charges, or fees relating to:
    - a. The return of goods for refund, exchange, or credit. Such disclosure shall be by means of a sign

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attached to the goods, or placed in a conspicuous public area of the premises of the supplier, so as to be readily noticeable and readable by the person obtaining the goods from the supplier. If the supplier does not permit a refund, exchange, or credit for return, he shall so state on a similar sign. The provisions of this subdivision shall not apply to any retail merchant who has a policy of providing, for a period of not less than 20 days after date of purchase, a cash refund or credit to the purchaser's credit card account for the return of defective, unused, or undamaged merchandise upon presentation of proof of purchase. In the case of merchandise paid for by check, the purchase shall be treated as a cash purchase and any refund may be delayed for a period of 10 banking days to allow for the check to clear. This subdivision does not apply to sale merchandise that is obviously distressed, out of date, post season, or otherwise reduced for clearance; nor does this subdivision apply to special order purchases where the purchaser has requested the supplier to order merchandise of a specific or unusual size, color, or brand not ordinarily carried in the store or the store's catalog; nor shall this subdivision apply in connection with a transaction for the sale or lease of motor vehicles, farm tractors, or motorcycles as defined in § 46.2-100;

b. A layaway agreement. Such disclosure shall be furnished to the consumer (i) in writing at the time of the layaway agreement, or (ii) by means of a sign placed in a conspicuous public area of the premises of the supplier, so as to be readily noticeable and readable by the consumer, or (iii) on the bill of sale. Disclosure shall include the conditions, charges, or fees in the event that a consumer breaches the agreement;

16a. Failing to provide written notice to a consumer of an existing open-end credit balance in excess of \$5 (i) on an account maintained by the supplier and (ii) resulting from such consumer's overpayment on such account. Suppliers shall give consumers written notice of such credit balances within 60 days of receiving overpayments. If the credit balance information is incorporated into statements of account furnished consumers by suppliers within such 60-day period, no separate or additional notice is required;

17. If a supplier enters into a written agreement with a consumer to resolve a dispute that arises in connection with a consumer transaction, failing to adhere to the terms and conditions of such an agreement;

18. Violating any provision of the Virginia Health Spa Act, Chapter 24 (§ 59.1-294 et seq.) of this title;

19. Violating any provision of the Virginia Home Solicitation Sales Act, Chapter 2.1 (§ 59.1-21.1 et seq.) of this title;

20. Violating any provision of the Automobile Repair Facilities Act, Chapter 17.1 (§ 59.1-207.1 et seq.) of this title;

21. Violating any provision of the Virginia Lease-Purchase Agreement Act, Chapter 17.4 (§ 59.1-207.17 et seq.) of this title;

22. Violating any provision of the Prizes and Gifts Act, Chapter 31 (§ 59.1-415 et seq.) of this title;

23. Violating any provision of the Virginia Public Telephone Information Act, Chapter 32 (§ 59.1-424 et seq.) of this title;

24. Violating any provision of § 54.1-1505;

25. Violating any provision of the Motor Vehicle Manufacturers' Warranty Adjustment Act, Chapter 17.6 (§ 59.1-207.34 et seq.) of this title;

26. Violating any provision of § 3.1-949.1, relating to the pricing of merchandise;

27. Violating any provision of the Pay-Per-Call Services Act, Chapter 33 (§ 59.1-429 et seq.) of this title;

28. Violating any provision of the Extended Service Contract Act, Chapter 34 (§ 59.1-435 et seq.) of this title;

29. Violating any provision of the Virginia Membership Camping Act, Chapter 25 (§ 59.1-311 et seq.) of this title;

30. Violating any provision of the Comparison Price Advertising Act, Chapter 17.7 (§ 59.1-207.40 et seq.) of this title;

31. Violating any provision of the Virginia Travel Club Act, Chapter 36 (§ 59.1-445 et seq.) of this title;

32. Violating any provision of §§ 46.2-1231 and 46.2-1233.1;

33. Violating any provision of Chapter 40 (§ 54.1-4000 et seq.) of Title 54.1;

34. Violating any provision of Chapter 10.1 (§ 58.1-1031 et seq.) of Title 58.1;

35. Using the consumer's social security number as the consumer's account number with the supplier, if the consumer has requested in writing that the supplier use an alternate number not associated with the consumer's social security number;

36. Violating any provision of Chapter 18 (§ 6.1-444 et seq.) of Title 6.1;

37. Violating any provision of § 8.01-40.2;

38. Violating any provision of Article 7 (§ 32.1-212 et seq.) of Chapter 6 of Title 32.1;

- 118 39. Violating any provision of Chapter 34.1 (§ 59.1-441.1 et seq.) of this title;  
 119 40. Violating any provision of Chapter 10.2 (§ 6.1-363.2 et seq.) of Title 6.1;  
 120 41. Violating any provision of the Virginia Post-Disaster Anti-Price Gouging Act, Chapter 46  
 121 (§ 59.1-525 et seq.) of this title;  
 122 42. Violating any provision of Chapter 47 (§ 59.1-530 et seq.) of this title;  
 123 43. Violating any provision of § 59.1-443.2;  
 124 44. Violating any provision of Chapter 48 (§ 59.1-533 et seq.) of this title;  
 125 45. Violating any provision of Chapter 20 (§ 6.1-474 et seq.) of Title 6.1;  
 126 46. Violating the provisions of clause (i) of subsection B of § 54.1-1115; and  
 127 47. Violating any provision of § 18.2-239; and  
 128 48. *Violating any provision of Chapter 44.1 (§ 59.1-518.1 et seq.) of this title.*

129 B. Nothing in this section shall be construed to invalidate or make unenforceable any contract or  
 130 lease solely by reason of the failure of such contract or lease to comply with any other law of the  
 131 Commonwealth or any federal statute or regulation, to the extent such other law, statute, or regulation  
 132 provides that a violation of such law, statute, or regulation shall not invalidate or make unenforceable  
 133 such contract or lease.

#### 134 CHAPTER 44.1.

#### 135 AUTOMATIC DIALING-ANNOUNCING DEVICES.

##### 136 § 59.1-518.1. *Definition.*

137 *As used in this chapter:*

138 *"Automatic dialing-announcing device" means a device that (i) selects and dials telephone numbers*  
 139 *and (ii) working alone or in conjunction with other equipment, disseminates a prerecorded or*  
 140 *synthesized voice message to the telephone number called.*

141 *"Caller" means a person that attempts to contact, or contacts, a subscriber in the Commonwealth by*  
 142 *using a telephone or telephone line.*

143 *"Commercial telephone solicitation" means any unsolicited call to a subscriber when (i) the person*  
 144 *initiating the call has not had a prior business or personal relationship with the subscriber and (ii) the*  
 145 *purpose of the call is to solicit the purchase or the consideration of the purchase of goods or services*  
 146 *by the subscriber. The term does not include calls initiated by the Commonwealth or a political*  
 147 *subdivision for exclusively public purposes.*

148 *"Subscriber" means (i) a person who has subscribed to telephone service from a telephone company*  
 149 *or (ii) other persons living or residing with the person.*

##### 150 § 59.1-518.2. *When automatic dialing-announcing devices prohibited.*

151 *A caller shall not use an automatic dialing-announcing device in connection with making a*  
 152 *commercial telephone solicitation unless:*

153 *1. The subscriber has knowingly or voluntarily requested, consented to, permitted, or authorized*  
 154 *receipt of the message, or*

155 *2. The message is immediately preceded by a live operator who, after disclosing (i) the name of the*  
 156 *entity sending the message, (ii) the purpose of the message, (iii) the kinds of goods or services the*  
 157 *message is promoting, and (iv), if applicable, the fact that the message intends to solicit payment or the*  
 158 *commitment of funds, obtains the subscriber's consent before the commercial telephone solicitation is*  
 159 *delivered.*

##### 160 § 59.1-518.3. *Disconnect requirement.*

161 *A caller shall not use an automatic dialing-announcing device or other device that disseminates a*  
 162 *prerecorded or synthesized voice message to the telephone number called unless the device is designed*  
 163 *and operated to disconnect, disengage, or terminate within five seconds after the party called terminates*  
 164 *the telephone call by any method that is in accordance with normal operating procedures of his*  
 165 *telephone receiver.*

##### 166 § 59.1-518.4. *Violations of chapter; penalty.*

167 *Any violation of the provisions of this chapter shall constitute a prohibited practice pursuant to the*  
 168 *provisions of § 59.1-200 and shall be subject to any and all of the enforcement provisions of the*  
 169 *Virginia Consumer Protection Act (§ 59.1-196 et seq.).*

170 **2. That § 18.2-425.1 of the Code of Virginia is repealed.**