

Inspection Checklist: Industrial Laundries

Do you provide laundry services for commercial clients?

Do you transport laundry for a commercial client?

Do you maintain or operate a laundry facility in connection with a commercial institution, such as a hotel, restaurant, or gym, and offer clients laundry services for a fee?

Definition: Laundry services means washing, drying, starching, or ironing laundry for a fee, and includes services provided with or incidental to the rental of clothing, apparel, or other fabrics. The term “laundry services” **does not** include dry cleaning.

Use this checklist to learn what our inspectors look for and help avoid violations. All businesses also must comply with the General Retail Inspection Checklist, which is included at the end for easy reference.

For your convenience, each Requirement includes the relevant section of law and/or rule, so you can refer to it for more information. The KEY below describes the legal citations and symbols used in this checklist.

KEY	
NYC Code: NYC Administrative Code	NYCRR: NY Codes, Rules, and Regulations
RCNY: Rules of the City of New York	§: Section
NY Agric. & Mkts.: NY Agriculture & Markets Law	

Requirement	Do you meet this requirement?
Licenses	
<p>1 You must have a DCWP Industrial Laundry License if your business is located in NYC and you:</p> <ul style="list-style-type: none"> • Provide laundry services to commercial clients in NYC. • Operate a laundry facility in connection with any commercial institution and offer clients laundry services for a fee, including providing coin-operated machines for client use. <p>Tip: Examples of commercial clients or institutions include, but are not limited to, hotels, hospitals, restaurants, gyms, and retail laundries.</p> <p>Exception: Commercial institutions that wash, dry, starch, and/or iron their laundry (for example, the hotel’s own bed linens and/or towels) and <i>do not charge a separate fee for this service</i> are not required to have an Industrial Laundry license.</p> <p>Tip: You do not need a license for laundry facilities of any hospital or any residence for use exclusively by owners, tenants, or occupants of the residence.</p> <p>Tip: If you plan to transport laundry for a commercial client (for example, engage in Industrial Laundry Delivery), you must disclose it when you apply for a new license or request an amendment to an existing license. You cannot engage in Industrial Laundry Delivery until you receive your new/amended Industrial Laundry license that authorizes delivery.</p>	<input type="checkbox"/> Yes
<p>NYC Code §20-297.1, §20-297.2, §20-297.3(b)(11); 6 RCNY §2-136(b)</p>	

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Requirement		Do you meet this requirement?
2	<p>If your business transports laundry for a commercial client, you must have a DCWP Industrial Laundry Delivery License. This includes transporting laundry from:</p> <ul style="list-style-type: none"> • A commercial client in NYC to an industrial laundry in or outside NYC for laundry services. • A commercial client outside NYC to an industrial laundry in NYC for laundry services. • An industrial laundry in NYC to a commercial client in or outside NYC after laundry services have been performed. • An industrial laundry outside NYC to a commercial client in NYC after laundry services have been performed. <p>Tip: If your business already has an Industrial Laundry license that authorizes Industrial Laundry Delivery, you do not need a separate Industrial Laundry Delivery license. If your Industrial Laundry license does not authorize delivery, you must get authorization from DCWP and get an amended license before you engage in Industrial Laundry Delivery.</p>	<input type="checkbox"/> Yes
<p>NYC Code §20-297.1, §20-297.2, §20-297.3(b)(11); §20-297.5(e), 6 RCNY §2-136(b)</p>		
3	<p>DCWP's combined license and complaint sign must be posted where all customers can see it.</p>	<input type="checkbox"/> Yes
<p>6 RCNY §1-03(a)</p>		
<p>Printed Materials</p>		
4	<p>The business' bills, tickets, business cards, advertising, and stationery must contain each of the following:</p> <ul style="list-style-type: none"> • Business name • Business address • DCWP License number <p>Tip: Hangers with branding or advertising on them do not have to contain this information.</p>	<input type="checkbox"/> Yes
<p>NYC Code §20-297.5(b)</p>		
5	<p>Every document (example: receipt, delivery ticket, invoice, statement, etc.) that contains charges to a customer must accurately and clearly state the following:</p> <ul style="list-style-type: none"> • Customer name • Customer address • Each of the laundry charges (not just the total charge) <p>Tip: If customers refuse to provide their name and/or address, you must document their refusal in writing at the time refusal is made and present that documentation to a DCWP inspector during an inspection.</p>	<input type="checkbox"/> Yes
<p>NYC Code §20-297.5(c)</p>		

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Requirement	Do you meet this requirement?
Scales	
<p>6 If laundry is weighed on the premises, each scale must be approved by the New York State Department of Agriculture & Markets. Scales must also have a DCWP seal and be inspected annually.</p> <p>Tip: Request a scale inspection online or by calling 311.</p> <p>NY Agric. & Mkts. Article 16, §182; NYC Code §20-581, §20-584; 1 NYCRR §220.1(a); 6 RCNY §4-131(c)</p>	<input type="checkbox"/> Yes
<p>7 Business cannot use a scale to which DCWP has placed a condemnation tag.</p> <p>NY Agric. & Mkts. Article 16, §184(2)</p>	
<p>8 Business cannot remove any portion of a DCWP condemnation tag.</p> <p>NY Agric. & Mkts. Article 16, §184(3)</p>	<input type="checkbox"/> Yes
Carts and Delivery Vehicles	
<p>9 A label or tag with the business name, address, and DCWP license number must be attached to all handcarts and pushcarts.</p> <p>Tip: The letters must be at least 2 inches in height.</p> <p>Tip: All carts used by an industrial laundry, including carts that are used exclusively on the premises, need labels or tags.</p> <p>NYC Code §20-297.5(a)</p>	<input type="checkbox"/> Yes
<p>10 All vehicles used for delivery of laundry must include the following:</p> <ul style="list-style-type: none"> • Business name • Business address • Business telephone number • DCWP License Number <p>Tip: The letters must be at least 2 inches in height.</p> <p>NYC Code §20-297.5(e)</p>	

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Requirement	Do you meet this requirement?
Signage	
<p>11 Signs must be posted in all places where laundry is washed, dried, starched, or ironed that states the procedures for maintaining:</p> <ol style="list-style-type: none"> 1. Minimum standards of cleanliness and hygiene. <ul style="list-style-type: none"> • The wording “Procedures for Minimum Standards of Cleanliness and Hygiene” must be at the top of the sign in bold letters that are at least 2 inches in height. The letters on the rest of the sign must be at least 1 inch in height. 2. Functional separation of laundered and unlaundered laundry. <ul style="list-style-type: none"> • The wording “Procedures for Maintaining Functional Separation of Laundered and Unlaundered Laundry” must be at the top of the sign in bold letters that are at least 2 inches in height. The letters on the rest of the sign must be at least 1 inch in height. <p>Tip: These signs may be combined into one sign. The wording “Procedures for Minimum Standards of Cleanliness and Hygiene and Maintaining Functional Separation of Laundered and Unlaundered Laundry” must be at the top of the combined sign in bold letters that are at least 2 inches in height. The letters on the rest of the sign must be at least 1 inch in height.</p>	<input type="checkbox"/> Yes
<p>NYC Code §20-297.6(a)(3), §297.6(b)(2); 6 RCNY §2-135(a)(1); 6 RCNY §2-135(a)(2); 6 RCNY §2-135(a)(3)</p>	
<p>12 Laundered and unlaundered laundry must be stored in separate, clearly marked areas when it is not actively being processed.</p>	<input type="checkbox"/> Yes
<p>NYC Code §20-297.6(b)(1)(b)</p>	

For more information: **Visit** nyc.gov/BusinessToolbox | **Contact 311** (212) NEW-YORK (Outside NYC)

This document is provided for informational purposes only, is not exhaustive, and does not constitute legal advice. New York City businesses must comply with all relevant federal, State, and City laws and rules. Businesses are responsible for knowing and complying with current regulations that affect their business.

Inspection Checklist: General Retail

Does your business sell goods or services?

Use this checklist to learn what our inspectors look for and help avoid violations. For your convenience, each Requirement includes the relevant section of law and/or rule, so you can refer to it for more information. The KEY below describes the legal citations and symbols used in this checklist.



KEY
<p>NYC Code: NYC Administrative Code RCNY: Rules of the City of New York NY GBL: NY General Business Law §: Section</p>

Requirement	Do you meet this requirement?
Price Lists for Services	
<p>1 A price list must be displayed and include the following:</p> <ul style="list-style-type: none"> List of the type of services Minimum price for each service Conditions or variations of service that change the minimum price Range of additional charges caused by conditions or variations (e.g., \$10 pants, \$15 pants with pleats) (if the price is based on an hourly labor rate) Rate as dollars per hour <p>Tip: If the price list states a price “and up” or “from” — e.g., “\$5 and up” or “from \$5” — it must also state the reason(s) for the different prices and include the range of prices.</p> <p>6 RCNY §5-70(a)</p>	<input type="checkbox"/> Yes
<p>2 The price list must be clearly posted or clearly displayed at the place(s) where payment is made (e.g., near the cash register) and/or where orders are placed.</p> <p>6 RCNY §5-70(a)</p>	<input type="checkbox"/> Yes
<p>3 If there is a sale or promotion, the pre-sale prices must also be posted.</p> <p>NYC Code §20-750(b)</p>	<input type="checkbox"/> Yes
<p>4 Prices for services cannot be based on gender.</p> <p>Tip: Words like “men’s,” “women’s,” and “ladies” cannot be used to describe the price.</p> <p>NYC Code §20-750(c)</p>	<input type="checkbox"/> Yes
Pricing for Goods	
<p>5 All items offered for sale must show a price, exclusive of tax, as follows:</p> <ul style="list-style-type: none"> The price must be attached to the item by a stamp, tag, or label. OR The price must be stated on a sign that is plainly visible where the item is displayed. <p>NYC Code §20-708, NYC Code §20-708.1</p>	<input type="checkbox"/> Yes

Inspection Checklist: General Retail

Requirement	Do you meet this requirement?
<p>6 If your store’s annual revenue is more than \$2 million or you are a chain store, you must individually price each item, including food products, paper products, detergents, soaps, nonprescription drugs, and health and beauty aids.</p> <p><i>Exceptions:</i></p> <ul style="list-style-type: none"> • You do NOT need to individually price each item if you provide price scanners for customer use that meet the following requirements: <ul style="list-style-type: none"> – Price scanners are within 30 feet of an item OR there is a sign in view of the item that says “A Price Scanner for Customer Use to Check Prices is Located _____ (indicate location).” AND – The number of price scanners available to customers is based on the number of checkout stations: <ul style="list-style-type: none"> 1–3 checkout stations = 1 or more price scanners 4–5 checkout stations = 2 or more price scanners 6–7 checkout stations = 3 or more price scanners 8–9 checkout stations = 4 or more price scanners 10 or more checkout stations = 5 or more price scanners • The following items must be individually priced unless shelf prices and a price look-up function are provided: <ul style="list-style-type: none"> – Milk – Items that are under 3 cubic inches in size, weigh less than 3 ounces, and cost under 1 dollar – Eggs – Fresh produce not packaged for retail sale – Products sold through a vending machine – Food sold for consumption on the premises – Snack foods offered for sale in single packages that weigh 5 ounces or less, e.g., cakes, gum, candies, chips, and nuts – Cigarettes, cigars, tobacco, and tobacco products – Food offered for sale in bulk – Frozen juice – Ice cream – Frozen foods packaged for final retail sale in plastic bags – Items on sale for 1 week or less, but only if they are located in a segregated display at the end of the aisle and the sale period, name of the product, and the advertised price are clearly posted on a sign at the point of display – Jars of baby food 	<input type="checkbox"/> Yes
<p>NYC Code §20-708.1(b), NYC Code §20-708.1(c)</p>	

Inspection Checklist: General Retail

Requirement	Do you meet this requirement?
Signs	
<p>7 Sale signs that advertise a price range or percent discount—example: “Savings of 20 to 50%” or “20% to 50% off”—must state the minimum and maximum percentages in equal size.</p> <div style="display: flex; justify-content: center; gap: 20px;">   </div> <p>6 RCNY §5-94(a)(1)</p>	<input type="checkbox"/> Yes
<p>8 Advertising, including sale signs, cannot contain any of the following phrases:</p> <ul style="list-style-type: none"> • “Our list price” • Below “manufacturer’s wholesale cost” • “Manufacturer’s cost” <p>6 RCNY §5-101</p>	<input type="checkbox"/> Yes
<p>9 Businesses that sell goods and services must post a refund policy sign.</p> <p>Tip: A refund policy sign must be posted at each register, point of sale, or entrance, or attached to each item.</p> <p>Tip: Even if the policy is not to give refunds, a sign must be posted stating “No Refunds.”</p> <p>Tip: The sign must state that a written copy of the store’s refund policy is available on request.</p> <p>6 RCNY §5-37; NY GBL §218-a</p>	<input type="checkbox"/> Yes
<p>10 The refund policy sign must state any and all conditions or limitations to getting a refund. For example, it must state:</p> <ul style="list-style-type: none"> • Any fees charged for refunds, such as “restocking fees” • If a refund will not be provided for “as is” or “sale” items • Whether the refund will be in cash, credit, or store credit only • If proof of purchase is required for a refund • If a refund will be provided at any time or within a specific period of time <p>6 RCNY §5-37; NY GBL §218-a</p>	<input type="checkbox"/> Yes
<p>11 If there are limitations on using credit cards, such as minimum purchase amounts, the policy must be clearly posted at or near each entrance and in all advertising that indicates credit cards are accepted.</p> <p>6 RCNY §5-24(b)</p>	<input type="checkbox"/> Yes

Inspection Checklist: General Retail

Requirement	Do you meet this requirement?
Receipts	
<p>12 Receipts must be given to customers for purchases over \$20 and upon request for purchases between \$5 and \$20.</p> <p>Tip: This does not apply to food and drink that is meant to be consumed on the premises.</p> <p>6 RCNY §5-32</p>	<input type="checkbox"/> Yes
<p>13 The receipt must include each of the following:</p> <ul style="list-style-type: none"> • Date of purchase • Amount paid for each item • Total amount paid • Separate statement of tax • Business name and address <p>6 RCNY §5-32(c)</p>	<input type="checkbox"/> Yes
<p>14 Receipts for audio, photographic, and video equipment that cost more than \$100 must also include the make and model number of the item.</p> <p>6 RCNY §5-32(c)(5)</p>	<input type="checkbox"/> Yes
Price Accuracy	
<p>15 The price charged for an item at checkout, including scanned items, must not exceed the item's tagged, stamped, or marked price, shelf price, sale price, or advertised price.</p> <p>NYC Code §20-708.1(d), NYC Code §20-708.1(e)</p>	<input type="checkbox"/> Yes
<p>16 Tax cannot be charged on tax-exempt items.</p> <p>Tip: Examples of tax-exempt items include but are not limited to: feminine hygiene products, canned vegetables, baby food, clothing under \$110, diapers, nonprescription or over-the-counter drugs, contraceptives.</p> <p>Tip: Check with the New York State Department of Taxation and Finance for a complete list of which items are exempt.</p> <p>6 RCNY §5-41</p>	<input type="checkbox"/> Yes

Inspection Checklist: General Retail

Requirement	Do you meet this requirement?
Layaway Plans	
<p>17 A “layaway plan” means a purchase over \$50 where consumers agree to pay for the purchase in 4 or more installments before getting the merchandise. If a layaway plan is offered, each of the following written disclosures must be provided to consumers prior to accepting any payments:</p> <ul style="list-style-type: none"> • Description of the item, including name of manufacturer, brand name, color, size, style, or model number • Total cost of the item, including tax, installation, delivery, or freight charges • Any charge to use layaway, including any service charge, carrying charge, or cancellation fee • Duration of the layaway plan • Payment schedule and any consequences of missed payments • Refund policy regarding the payments • Notice of where the item is being stored, if other than the place of purchase, or if the item will not be removed from inventory until additional payments are made: <p><i>Example 1: NOTICE: NO MERCHANDISE WILL BE REMOVED FROM INVENTORY UNTIL X% OF THE PURCHASE PRICE HAS BEEN PAID.</i></p> <p><i>Example 2: ATTENTION: YOUR SELECTION OF MERCHANDISE WILL NOT BE ORDERED UNTIL YOU HAVE MADE YOUR NEXT TO FINAL PAYMENT.</i></p> <p>6 RCNY §5-23; NY GBL §396-t</p>	<input type="checkbox"/> Yes
Expired Over-the-counter Medication	
<p>18 It is illegal to sell over-the-counter medication after the expiration date on the label.</p> <p>NYC Code §20-822(a)</p>	<input type="checkbox"/> Yes

Inspection Checklist: General Retail

Requirement	Do you meet this requirement?
Cash Payments	
<p>19 Your store cannot refuse to accept cash payments from consumers.</p> <p><i>Exceptions:</i></p> <ul style="list-style-type: none"> • Your store may refuse bills above \$20. • Your store may refuse cash payments for telephone, mail, or internet-based transactions, unless the transaction takes place in the store. • Your store may accept prepaid cards from an on-site device that converts cash into prepaid cards, but only if: <ul style="list-style-type: none"> – The device does not charge a fee for the prepaid card or require a minimum deposit above \$1. – Upon request, the device provides the consumer with a receipt stating the amount of cash the consumer deposited onto the prepaid card. – Cash deposits onto the prepaid card do not expire. – There is no limit on the number of transactions a consumer can complete with the prepaid card. <p>You must clearly post a sign on or immediately next to the device when it is not working that states your store is required to accept cash payments and consumers may report violations by calling 311.</p> <p>NYC Code §20-840</p>	<input type="checkbox"/> Yes
<p>20 Your store cannot charge a consumer who pays in cash a higher price for the same “consumer commodity” than a consumer who pays by credit card or other cashless transaction.</p> <p>Tip: “Consumer commodity” means any article, good, merchandise, product, or commodity of any kind that is produced, distributed, or offered for retail sale.</p> <p>NYC Code §20-840(c)</p>	<input type="checkbox"/> Yes

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