Central England Trading Standards Authorities

EnTSA

REFUSALS LOG FOR AGE RESTRICTED GOODS/ SERVICES

Navigate Compliance with Confidence:
Your Pathway to Building Customer Trust

This refusals log is designed to help prevent underage sales. It may help you provide a defence of ‘all reasonable precautions and all due diligence’ in the event of a sale of age-restricted products from your premises.

All staff should be trained on the age restrictions of different products and services.

⚠Warning: Remember, the seller and the business owner can be prosecuted.

Challenge 25 is widely recognised to be the safest way to ensure that a person is not underage. If a person looks under 25 - ask them their age and for identification. If they can’t produce an acceptable form of ID, then don’t serve them.

Provided as a free resource by Central England Trading Standards (CEnTSA). Visit the CEnTSA website for more resources and courses here

This document is provided for informational purposes only. Users are responsible for ensuring compliance with applicable laws and regulations.

Underage sales refusals log

Store name:

Address:

Date and time sale was refused	Customer's name or description	Type of age-restricted product requested	Type of ID presented	Reason for refusal / observations	Name of staff member who refused sale

Manager / supervisor's signature

Date