



# County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

February 2, 2015

Name of Business

Address

City

Dear Merchant:

The Consumer Affairs Branch of the Department of Cable and Consumer Services is initiating an education and information campaign to ensure consumers and businesses in Fairfax County are aware of the requirements of the Fairfax County Consumer Protection Ordinance Section 10-1-1.

This code requires merchants who operate establishments in Fairfax County to prominently display a sign informing the public of the assistance available from the Consumer Affairs Branch. A copy of this ordinance and the *Consumer Protection Commission* sign is enclosed for you.

This sign is to be posted in a conspicuous place in the area of your business normally used for the purchase or sale of merchandise and/or services. The sign should be located at cash registers, check-out counters, cashier's windows, or a wall where it can be seen at the time of purchase and/or services. If your business has multiple locations for such transactions, a *Consumer Protection Commission* sign must be posted at **each** location.

The *Consumer Protection Commission* sign is available online at [www.fairfaxcounty.gov/merchant](http://www.fairfaxcounty.gov/merchant). Limited supplies of the signs are available from the Consumer Affairs Branch at 12000 Government Center Parkway, Suite 433, Monday-Friday from 8:00 a.m. to 4:30 p.m. The Consumer Affairs Branch will inspect your business in the near future so please make sure you post the sign.

As an important member of the Fairfax County business community, your cooperation and compliance with laws established to assist both consumers and businesses is greatly appreciated.

If you have any questions, or for reasonable accommodations, please contact the Consumer Affairs Branch at 703-222-8435, TTY 711, or [consumer@fairfaxcounty.gov](mailto:consumer@fairfaxcounty.gov).

Sincerely,

Susan C. Jones  
Branch Chief

Enclosure

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Department of Cable and Consumer Services  
**Consumer Affairs Branch**  
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Fairfax, Virginia 22035-0047  
Phone 703-222-8435 Fax 703-653-1310 TTY 711  
[www.fairfaxcounty.gov/consumer](http://www.fairfaxcounty.gov/consumer)