

ANNE ARUNDEL COUNTY

(6) "MERCHANDISE" MEANS REAL ESTATE AND ANY CHATTELS, PERSONAL OR REAL, INCLUDING, BUT NOT LIMITED TO GOODS, PARTS, MATERIALS AND REAL ESTATE LEASES.

SECTION 1-902

THE FOLLOWING BUSINESS OR MERCHANDISING PRACTICES ARE HEREBY DECLARED TO BE UNLAWFUL:

(1) THE USE OF DECEPTION, FRAUD, FALSE PROMISE, MATERIAL CONCEALMENT, SUPPRESSION OR OMISSION OF A MATERIAL FACT FOR THE PURPOSE OF SELLING OR BUYING ANY MERCHANDISE OR SERVICE OF ANY NATURE.

(2) UNREASONABLE DETENTION OF PROPERTY.

(3) COLLECTION PRACTICES WHICH HARASS A DEBTOR, AND WHICH ARE BEYOND THE USUAL AND ACCEPTED BUSINESS PROCEDURES.

(4) ARBITRARY REFUSAL OR TERMINATION OF CREDIT WITHOUT EXPLANATION.

(5) REFUSAL TO HONOR AN EXPRESS WARRANTY TO REPAIR MERCHANDISE.

SECTION 1-903

THE BOARD OF CONSUMER AFFAIRS SHALL HAVE THE FOLLOWING POWERS, DUTIES AND FUNCTIONS:

(1) TO RECEIVE AND INVESTIGATE COMPLAINTS CONCERNING VIOLATIONS OF THIS SUBTITLE.

(2) TO INITIATE INVESTIGATIONS OF ALLEGED FRAUDS AND UNFAIR BUSINESS PRACTICES.

(3) TO ISSUE SUBPOENAS TO COMPEL THE ATTENDANCE OF WITNESSES AND THE PRODUCTION OF DOCUMENTS, PAPERS, BOOKS, RECORDS AND OTHER EVIDENCE IN ANY MATTER OVER WHICH THIS ORDINANCE APPLIES; TO ADMINISTER OATHS OR AFFIRMATIONS TO ANY PERSON WHOSE TESTIMONY IS REQUIRED; TO INTERROGATE WITNESSES, TO INSPECT PREMISES, TO REQUIRE WRITTEN ANSWERS TO QUESTIONNAIRES; TO REQUIRE PERIODICAL WRITTEN REPORTS AND THE FILING OF STATEMENTS.

(4) TO REPORT TO APPROPRIATE LAW ENFORCEMENT AGENCIES ANY INFORMATION CONCERNING VIOLATIONS OF ANY CONSUMER PROTECTION LAWS.

(5) TO COOPERATE WITH ANY AND ALL GOVERNMENTAL AGENCIES FOR THE PURPOSE OF PROTECTING AND ENCOURAGING ETHICAL BUSINESS PRACTICES, AND PROTECTING THE CONSUMER.