

### **Unordered/Unsolicited Items Received by Mail**

By way of general information, consumers or businesses that receive merchandise by mail which they do not believe they ordered, should first double check to be sure it was not ordered by a relative or co-worker. If it was not in fact ordered, the following are included in Federal Trade Commission Rules relating to mail order: Generally it is only permissible to send unsolicited items which are clearly marked free samples or sent in conjunction with a charitable solicitation. And, recipients of unsolicited merchandise are under no obligation to pay for items received. In addition, the recipient is not obligated to pay to return items if they were in fact not ordered.

The BBB suggests that a proper course of action is to write the sender and ask for verification that the merchandise was ordered. Also notify the sender that unless the sender verifies that it was ordered or makes arrangements to have the merchandise returned at their expense, you will consider it as an unconditional gift.