

What Happens During a Bureau Inspection of Your Business?

From time to time, staff from the Bureau of Household Goods and Services may inspect your business facilities, records, equipment, and products to make sure you're aware of and following the laws and regulations for the industry and to ensure consumer protection.

The Bureau understands and respects the importance of your daily business. We strive to maintain a professional relationship with our licensees and appreciate your cooperation while we do our job.

During an inspection:

- Bureau staff must verify that your business is properly licensed. Please be prepared to show original copies of your license(s).
- Our staff will then inspect your business site. Bureau staff have the right to access all areas of the business, including all premises, equipment, partial or completed articles, materials, storage containers, vehicles, electronics, appliances, and all records.
- If the inspection is scheduled as part of the investigation of a complaint, our staff may conduct witness interviews or obtain witness contact information to conduct the interviews later.
- Our staff may also take pictures during the inspection to document their observations.
- Violations found during the inspection may be addressed during the inspection or at a later date. Violations may result in citations with an order to correct the problem, along with a fine.



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Home Furnishings and Thermal Insulation Businesses:

- We are also authorized to inspect and test the products found at your business. Bureau staff may take a sample of any regulated product when deemed necessary. If this happens, our staff will complete and provide you paperwork for a business representative to sign.
- Bureau staff may withhold from sale any product that is in violation of the relevant laws and regulations. If this happens, you will receive a Citation Order listing the specific violation(s) found.
- If items are withheld from sale, it is your responsibility to hold the items on the premises until the Bureau has released them in writing. Failure to do so is a violation.

You may not interfere with Bureau staff during an inspection.

For more information, visit our website: bhgs.dca.ca.gov.

For questions, call the Bureau: 916-999-2041.