

10. Vendors may provide refunds or permit WIC participants to exchange WIC foods.
True False
11. Acceptable courtesies for cashiers include:
a) allow cents off coupons
b) buy one get one free (BOGO)
c) discounted items if allowed for other customers.
d) all of the above
12. It is ok to request some form of identification if you suspect the cardholder is not the beneficiary.
True False
13. Overcharges to the WV WIC Program include:
a) Selling an item for more than shelf price
b) Charging full price for sale item
c) Asking participant to pay balance due when cash value benefits are not sufficient
d) a and b
14. After two failed monitorings a vendor can be required to attend a mandatory training in Charleston, WV. True False
15. Participants may file complaints against stores when treated rudely or denied a product which is available for purchase with their eWIC benefits.

True False
16. WIC participants may not be singled out or offered incentives such as cash, gifts, or free items. True False