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**Testimony of the Department of Commerce and Consumer Affairs**

**Before the  
Senate Committee on Judiciary  
Wednesday, February 17, 2021  
10:00 a.m.  
WRITTEN TESTIMONY ONLY**

**On the following measure:  
S.B. 562, S.D. 1, RELATING TO DECEPTIVE TRADE PRACTICES**

Chair Rhoads and Members of the Committee:

My name is Stephen H. Levins, and I am the Executive Director of the Department of Commerce and Consumer Affairs' (Department) Office of Consumer Protection. The Department supports this bill.

The purpose of this bill is to establish that charging shipping and delivery charges that exceed the actual cost to ship or deliver a commodity to a consumer in Hawaii shall constitute an unfair and deceptive practice.

Hawaii consumers are often unfairly treated by online merchants' imposition of shipping costs. Many of these retailers impose an arbitrary shipping cost to Hawaii residents that does not correlate with their actual cost of shipping. S.D. 1 addresses this improper practice by amending Hawaii Revised Statutes chapter 481B to help ensure that Hawaii consumers are not unfairly bilked on shipping charges and are assessed only the actual cost of shipping, instead of a bogus rate that has nothing to do with the actual cost. Requiring a merchant to apply the actual shipping cost will facilitate transparency in consumer transactions and will help ensure that Hawaii

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consumers will no longer fall victim to the arbitrary whims of online merchants in assessing shipping charges.

Thank you for the opportunity to testify on this bill.

**SB-562-SD-1**

Submitted on: 2/11/2021 7:56:16 PM

Testimony for JDC on 2/17/2021 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Jason Shon	Individual	Support	No

Comments:

Aloha,

I support the intent of this bill to reduce arbitrarily high shipping prices and increase transparency. Mahalo,

Jason

**LATE**

**SB-562-SD-1**

Submitted on: 2/16/2021 2:46:47 PM

Testimony for JDC on 2/17/2021 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Dara Carlin, M.A.	Individual	Support	No

Comments:

Stand in support