**Section 650.160 Vending Facilities in Rest Area**

a) It is the responsibility of the vendor to maintain customer complaint/refund cards in an easily accessible area for customer use. These cards shall be furnished to the vendors by DHS. These cards shall be returned to DHS by the customer at an address specified by DHS on the card. DHS shall contact the vendors, who will be responsible for refunding the money to the customer.

b) Whenever more than one complaint a day regarding the quality of services or goods, the activities of the vendor or return of lost monies at rest areas is made to DHS by vending customers, the vendor must make improvements in vending operations to reduce complaints to below the occurrence of one per day.

(Source: Amended at 34 Ill. Reg. 1535, effective January 19, 2010)