

New Sales Requirements for JUUL Products

Juul Labs, Inc. (“JLI”) entered into a settlement with the State of North Carolina. To continue selling JUUL product, all North Carolina retailers must ensure their point-of-sale (POS) system complies with the requirements of Enhanced Access Controls (EAC) by March 1, 2022.

EAC includes two requirements for every JUUL transaction:

Advanced Age-Verification (ID Scanning)



POS system must prompt you to scan the customer's ID to verify age (21+) and that the ID is not expired.

Automated Product-Quantity Limits



POS system must automatically block transactions that exceed 1 JUUL Device and/or 4 JUULpod packs.

How do I become EAC compliant?

Learn how to configure your POS system by visiting the Juul Labs Resource Center: <https://www.juulabsretailer.com>

Contact the EAC Call Center: 1 (855) 780-7966 between 9 AM to 9 PM ET



Please reach out to your Juul Labs Representative if you have any questions.

To combat underage use of JUUL products, Juul Labs is working with retailers across the U.S. to implement EAC within pre-existing point-of-sale system technology. Thank you for being a responsible retailer partner and helping restrict underage access to JUUL products.