NEED MORE INFORMATION?

If you were overcharged by a scanner and want to file a complaint:

Please contact:

Department of Agricultural Commissioner/ Weights & Measures
1-800-665-2900

You can email us your complaint at
scanners@acwm.lacounty.gov

If you want to file a complaint regarding false or deceptive advertising:

You may also contact:
Department of Consumer Affairs
1-800-593-8222
(within Los Angeles County)
1-213-974-1452
(outside Los Angeles County)

A complaint form and additional consumer information is also available at:
dca.lacounty.gov

COUNTY OF LOS ANGELES

Department of Agricultural Commissioner / Weights & Measures

acwm.lacounty.gov

PRICE VERIFICATION DIVISION
(562) 622-0415

Headquarters Office
12300 Lower Azusa Road
Arcadia, CA 91006
Voice: (626) 575-5471
Fax: (626) 442-2847

South Gate Office
11012 Garfield Avenue
South Gate, CA 90280
Voice: (562) 622-0402
Fax: (562) 861-0278

This information is available in alternative formats.

For further assistance:
TDD (626) 575-5520
Voice: (626) 575-5471
Fax: (626) 442-2847

August 2014

Department of Agricultural Commissioner/ Weights & Measures

BE A SMART SHOPPER
SAVE MONEY, TIME, AND EFFORT

COUNTY OF LOS ANGELES

LOS ANGELES COUNTY SCANNER ORDINANCE

The Los Angeles County Scanner Ordinance is a consumer protection program. The ordinance establishes a program to identify and register retail locations that utilize electronic point-of-sale systems and provides for the routine inspection and testing of the electronic point-of-sale systems at these locations.

Electronic point-of-sale systems include not only scanners, but also any system capable of retrieving electronically-stored pricing information used to charge consumers for the commodities they purchase. In addition, the ordinance also requires stores to post a toll-free number at the checkout stand for consumers to report overcharges.

Under this ordinance, and after completion of an enforcement action, retail locations that are offenders for overcharging consumers must post conviction notices on the front window of their stores.

Los Angeles County stands by your right, as a consumer, to receive the lowest advertised, posted, marked, displayed or quoted price offered by the store.

SCANNER PRICING

Computers may not make mistakes, but people programming them sometimes do. Departmental records indicate that Weights and Measures inspectors are being overcharged by store scanners at nearly one out of every five stores inspected!

Here are some helpful tips when shopping at a store that uses electronic point-of sale checkout.

- Pay attention to the viewable price display screen to make sure you are charged the correct price.
- Immediately point out any overcharges to the cashier.
- Check your receipt for overcharges or other errors before you leave the store. Report errors to the manager or customer service desk.
- Ask about the store's policy on overcharges. Some stores will give you the item for free or offer you a discounted price.
- Check refund and return policies for items on sale. Stores may have different policies for discounted items.
- Report overcharges to the Department of Agricultural Commissioner/Weights and Measures Department.
- A toll-free number is posted on yellow signs near the checkout counter.

SALES AND ADVERTISING

Consumers are always looking for a good bargain. Just because an item is on sale does not mean it's the lowest price in town.

Here are some helpful tips to insure you get the correct price:

- Stores cannot advertise in a false or misleading manner. Retailers must honestly present their products and prices to you. Report stores with false advertising to the Department of Consumer Affairs.
- Stores are required to have enough quantities of an advertised item available on the day of the sale to meet a reasonable customer demand. Report stores that are repeatedly out of sale items to the Department of Consumer Affairs.
- Stores cannot limit how many of an advertised item you can buy unless the advertisement clearly states the number that will be sold to each customer.
- When buying an expensive item, ask the store if they have a refund policy on the price difference, should the item go on sale in the near future.

ATTENTION CONSUMERS

You are entitled to the lowest advertised or posted price offered by this store. For information or complaints, you may contact the Los Angeles County Agricultural Commissioner / Director of Weights & Measures at **1.800.665.2900** or http://acwm.lacounty.gov

Para reportar sobrecargos, puede llamar al número escrito arriba

Kurt E. Floren, Director