

## 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](mailto: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.ca.gov](http://dca.ca.gov)

## COUNTY OF LOS ANGELES



**Department of  
Agricultural Commissioner /  
Weights & Measures  
[acwm.lacounty.gov](http://acwm.lacounty.gov)**

**PRICE VERIFICATION DIVISION  
South Gate Office  
(562) 622-0415**

Headquarters Office  
12300 Lower Azusa Road  
Arcadia, CA 91006  
Voice: (626) 575-5471  
Fax: (626) 350-3243

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

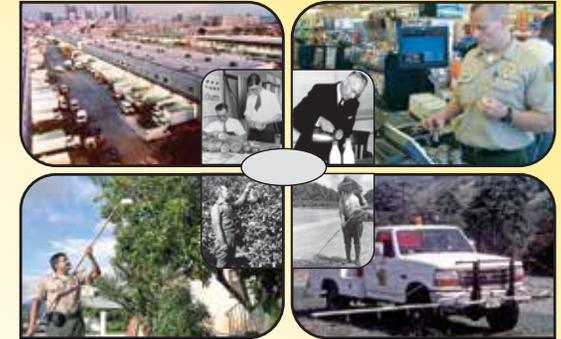


This information is available in alternative formats.

For further assistance:  
TDD (626) 575-5520  
Voice: (626) 575-5471  
Fax: (626) 350-3243

November 2020

## 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.
- 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.

