

Be a Wise Consumer

Most businesses sell their products and services in an honest manner, but mistakes can happen.

You can help protect yourself by following a few simple tips to make you a wiser consumer and ensure you are getting what you pay for.



Watch when a scale is used. The display must be in view. Did the scale read zero before the item was weighed?

Sometimes the scale will start with a negative number because the store has already subtracted the “tare”, or the weight of the empty container.

Many stores use computerized pricing systems. A UPC code or other kind of code is scanned or entered by the clerk, and the computer calculates the price of the item. Check your receipt! Do the prices match? The price charged must be equal to or less than the lowest advertised or posted price.

There is no law in California that lets customers have an overcharged item for free.

Only specific store policies address this, and not all stores have “Pricing Accuracy” policies.



What about Percent off sales?

Calculate the “% off” discount.

Many times an error goes un-noticed because a smaller % discount was deducted, and the consumer doesn’t notice that the price was not charged correctly.



Firewood

When purchasing bulk firewood, the seller is required by law to give you a receipt with the seller's name, address, phone number, date sold or delivered and the price paid.



A cord of firewood is 128 cubic feet (average height x average length x average width). The wood must be “ranked and well-stowed” which means the wood is parallel and touching so that air spaces are minimized.

This picture shows ranked and well-stowed wood.

If you have a Discrepancy:

If you discover a problem with any of these topics, make sure to point it out to cashier or store manager. If you are not confident that the problem has been fixed, please contact our office immediately at **(800) 734-9459** or **(909) 387-2140**. This will allow us to respond to the issue quickly and prevent other consumers from having the same problem!



CONSUMER PROTECTION PROGRAM

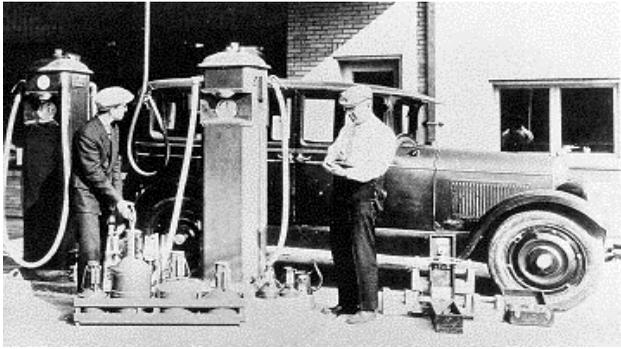


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In 1915, San Bernardino County created the Department of Weights & Measures to enforce laws in order to protect the general public and businesses alike. Every dollar matters, which is why, for 100 years, our officers work all across the county to protect consumers, businesses and manufacturers from unfair business practices and assure equity in the marketplace!

Almost everything is sold by weight or measure. Early units of weight were often simply the load that an average man could carry. Measures of length and area were often the length of the foot, the span of a hand or the width of a thumb. This method often led to confusion.



Today, Metric units are used worldwide and “feet” and “pounds” are only common in the United States. Without standard measurements, it would be impossible to do simple things like buying groceries, using a map or following a recipe.

Our programs promote fair business practices. We annually inspect commercially used weighing or measuring devices and after the device passes the official tests, we place a “seal” on the device showing the consumer that it was accurate on the date of testing.



Look for the accuracy Seal!

When Buying Gasoline

Before you begin pumping, make sure that the posted price is the actual price being charged at the pump and that the meter display starts at zero.

If the display starts running before you start pumping, immediately inform the station attendant.



A service station must post a sign showing if they offer refueling service to disabled drivers. If they do, the price charged cannot be greater than the self-service price.



Why are gas prices higher in California?

The State of California has its own requirements for gasoline and diesel fuel that are stricter than the Federal requirements. The type of reformulated gasoline that is required in California costs more to produce and the additional costs are passed on to the consumer. Local, State and Federal taxes are added on top and California tends to have a higher tax rate than other states.

Comparison Shopping

Are you getting the best value when you are shopping?

Similar products come in different types of packaging and it can be confusing. The “Family Size” or “Economy Pack” may not always be the best value. The purpose of product labeling laws is to help consumers make an informed decision. All packages must have an accurate quantity statement on the front of the product; the weight of the container or wrapping (called tare) is not included in the total net weight statement.



To determine the true value of a product, compare unit pricing (if available on the shelf tag) as well as the package price. The unit price shows the cost per pound, ounce, etc., where the individual package price only reflects the cost of the entire item. Comparing this information will help you get the best value.

Packages are routinely inspected to ensure they contain the correct quantity. These inspections are made at both production and retail store locations. Sometimes a mistake can happen and a package does not contain the correct amount. These packages are removed from sale immediately.



Federal laws allow “free flowing liquids” like Marinades or other “solutions” to be included in the total net weight of all packages of meat products. The package label must state “includes” or “added” or other similar wording on the label.