

Attorney General Bill Schuette's Senior Brigade

A MICHIGAN SENIORS INITIATIVE



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Q & A

Question #1: How much money do I get back when a scanner charges me more than the price displayed for the item?

Answer #1: You are entitled to request the difference between the displayed price and what you were charged, **plus** additional compensation ("bonus") of ten times the difference. The bonus must be at least \$1.00, but may not be more than \$5.00. If the seller refuses to pay the difference and the bonus, you may sue for actual damages or \$250.00, whichever is greater, plus attorneys' fees of up to \$300.00.

Question #2: Where can I report scanner error overcharge complaints?

Answer #2: Complaints regarding a scanner error overcharge by a store should be reported to:

The Department of
Agriculture & Rural
Development
Weights & Measures
940 Venture Lane
Williamston, MI 48895
517-655-8202



Michigan's New Scanner Error Law

In March 2011, the Michigan Legislature passed the Shopping Reform and Modernization Act ("Scanner Law"), with an effective date of September 1, 2011. The new law retains many provisions of the former Pricing and Advertising of Consumer Items Act ("Item Pricing Act"). For additional information see Attorney General Bill Schuette's Consumer Alert "[Michigan's New Scanner Law: The 2011 Shopping Reform and Modernization Act.](#)"



[View law here](#)

Tips for keeping track of prices while shopping:

- Write price displayed next to item on grocery list;
- Take photo of price displayed with cell phone;
- Carry a copy of the store's weekly circular with price advertisements with you while you shop.

Michigan Senior Brigade Events Calendar Online

The Michigan Senior Brigade Events Calendar includes events for seniors around the State of Michigan.



Visitors can even browse the calendar by city to find events scheduled in your area. It's as easy as 1, 2, 3: **1)** click "Search" at the top of the calendar; **2)** enter your city; and **3)** click "Search".

Organizations are welcome to submit events to be included on the Senior Brigade Events Calendar. Click on the calendar icon above to submit your organization's event.