Erie County Bureau of Weights and Measures
2380 Clinton Street
Cheektowaga, New York 14227
Phone (716)825-1310
Fax (716)823-7686
https://www3.erie.gov/consumerprotection/weights-and-measures

COMPLAINT FORM

Use this form to request assistance from this Department. Attach **COPIES** of appropriate documentation (complete receipt from establishment showing date and time, photos corresponding to the item(s) in question, photos of display or prices and advertisements, sales signs) along with a detailed explanation of your experience. **This material is necessary to attempt resolution of your complaint**. Please use black or blue ink.

PLEASE PRINT OR TYPE ALL ENTRIES - COMPLETE CONSUMER AND BUSINESS INFORMATION

	Consumer Information		**Business Information**	
Your Name:		Name of person or firm:		
Address - Number and Street		Address - Number and Street		
City, State, Zip		City, State, Zip		
Cell		Telephone (including area code		
Business		Fax		
Fax		Your account or invoice number		
Email Address		Email Address		
Your address, if different from above		Name of person(s) you dealt with at facility		
Do you have the Receipt?	Yes ☐ No ☐	Do you have the package?	Yes ☐ No ☐	
What is the UPC number?		What should it scan at? What were you charged?		
Did you contact any person at the locations?	Yes ☐ No ☐	What is their name(s)? Describe them		
Amount Disputed $		Date of Transaction		Amount of Transaction $
Device Type		Device Identification		

NATURE OF COMPLAINT OR PROBLEM (attach additional page if necessary)

_____

_____

_____

_____

The resolution sought: ☐ Exchange ☐ Refund ☐ Super Refund ☐ Price Adjustment ☐ Other restitution
(Identify)_____

_____

Have you complained to any of the following?

To	Check if Yes	Date Contacted	Name
Company	☐		
Attorney	☐		
Other	☐		

Supporting documentation must be attached before a complaint can be processed.

In filing this complaint, I understand that:

The Erie County Department of Public Advocacy, Bureau of Weights and Measures is not my private attorney but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Erie County Department of Public Advocacy, Bureau of Weights and Measures has initiated a lawsuit or proceeding on my behalf or that it will do so.

The Erie County Department of Public Advocacy, Bureau of Weights and Measures cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.

In order to resolve my complaint, The Erie County Department of Public Advocacy, Bureau of Weights and Measures may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining, and I authorize that person or business to release information concerning my complaint to the Erie County Department of Public Advocacy.

The Erie County Department of Public Advocacy, Bureau of Weights and Measures works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, The Erie County Department of Public Advocacy, Bureau of Weights and Measures may use information from my complaint in legal proceedings to establish violations of law.

Any false statement made in this complaint are punishable as crimes, including under Section 175 and/or Section 210 of the Penal Law.

I DECLARE UNDER PENALTY OF PERJURY THAT THE FOREGOING IS TRUE AND CORRECT.

x _____

(Signature)	(Date)