



# County of Erie

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Commissioner of Public Advocacy

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Director

OFFICE OF PUBLIC ADVOCACY  
BUREAU OF WEIGHTS AND MEASURES

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**Date:** \_\_\_\_\_

**Store:** \_\_\_\_\_

**Location:** \_\_\_\_\_

**This store is required to pay a “Super Refund” to persons who have been overcharged. Pursuant to Erie County Local Law 7 of 1997 (Section 11)**

- There must be a person authorized to issue Super Refunds on duty at all times the store is open for business, including 24-hour stores (Section 10(g)(iv)).
- The store may take a reasonable amount of time to verify the facts of the matter but may not unreasonably delay the payment of the Super Refund. (Section 11)
- Whenever a Super Refund is issued, the pricing error which caused it to be issued, shall be corrected **within three hours** at this store, and **within 24 hours** at **all** your store locations in Erie County (Section 10(g)(v)).

The **ONLY** requirement of customers is that they provide proof of being overcharged, which means showing their register receipt. They are permitted to leave the store and return at another time for their Super Refund, but they are **not** required to do so. There is **NO TIME LIMIT**, as long as the customer presents proof of being overcharged.

Customers are **not** required to specifically request a Super Refund. When a customer shows proof that they have been overcharged, the store owes them the Super Refund and has promised to pay it as a condition of having a *Waiver from item pricing*. Failure to honor this agreement is a violation of your contract with Erie County, and exposes the store to civil penalty, **up to and including REVOCATION of your Waiver from item pricing** for a period of **twelve months** (Section 11b and Section 12).

Finally, the Director of the Erie County Bureau of Weights and Measures has (pursuant to Section 15a) ruled that customers being ridiculed, rebuked, harassed, or otherwise mistreated by store personnel when receiving a Super Refund shall be deemed an attempt by the store to evade making payment as required.

## **NOTICE:**

**It is the responsibility of the Store Manager to make sure that all store employees are familiar with these regulations and abide by them at all times.**

\_\_\_\_\_  
Acknowledged: Title

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Examiner: