



ERIE COUNTY BUREAU OF WEIGHTS AND MEASURES  
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## **WAIVER STORE SUPER REFUND F.A.Q.:**

- ***Is my store expected to award customers super refunds?* YES, all waiver stores award customers super refunds.**
- ***Can I give customers gift cards instead of a super refund?* NO, super refunds must be documented, and customer is awarded cash, no exceptions.**
- ***Does the customer have to ask for their super refund?* NO, a customer is owed a super refund the moment they over-pay for a product, asking is not required.**
- ***When is the store expected to give super refunds to customers?* During business hours from open to close, every day, anytime, no exceptions.**
- ***Do employees need to fill out the white page in the super refund book?* YES, white pages in the book must always be filled out completely and the customer is given the pink copy.**
- ***Is the customer owed a super refund if item is stocked in the wrong area?* YES, customer is still owed a super refund even if the item is miss-stocked/sale signs/promo signs are expired. Anytime a customer is overcharged.**
- ***Is the customer owed a super refund if they're overcharged on a clearance item?* YES, super refunds are awarded for clearance. Any type of purchase made at the retail store; clearance items included.**
- ***Is the customer owed more than one super refund at a time?* If the customer was overcharged for two separate products (not different flavors or styles), then YES, customer is awarded a super refund for each product.**