



ERIE COUNTY BUREAU OF WEIGHTS AND MEASURES
2380 Clinton Street, Cheektowaga, NY 14227
PH: (716) 825-1310 FX: (716) 823-7686

WAIVER STORE SUPER REFUND F.A.Q.:

- ***Is my store expected to award customers super refunds?*** **YES, all waiver stores award customers super refunds.**
- ***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.**