



Attorney General Dana Nessel

SCANNER LAW

Spot the Error. Keep your Change.

Michigan law requires retailers to **clearly display the price** (e.g., signage, electronic reader, price sticker, etc.) of most items where the item is located.

If you are charged more than the displayed price, the law gives you specific rights which may entitle you to a refund.

01

Did the store use an automatic checkout system (scanner)?

03

Did you pay for the item (complete the transaction)?

02

Were you overcharged?

04

Do you have a receipt?



To qualify for a refund you must answer "yes" to every question.

If you meet the requirements, flip this card over to learn what you must do to get a refund and bonus.

Learn more at mi.gov/agconsumeralerts

1

WITHIN 30 DAYS, contact the store (in person or in writing).

2

WITHIN TWO DAYS of notice, the seller may refund you difference, plus a bonus (\$1-5).

3

If you do not receive **the refund and bonus** within two days of notifying the seller, you may bring a lawsuit to recover damages and reasonable attorney fees.

Scanner law does not apply when:

- items are hand-rung at the register where a scanning device was not used.
- a cashier keys in a wrong code or amount. This is human error and not scanner error.
- the item does not meet the advertised specifications (e.g., sale on eight-16 ounces vs. purchased 24 ounces).
- the price mistake is corrected during checkout.

**ONE
TIME
ONLY**

THE BONUS is allowed only once, even if you purchased duplicate items.

THE REFUND is allowed for each overcharged item.

REPORT

Report a store's failure to properly display item prices by contacting the Department of Agriculture and Rural Development.

- 517-655-8202
- 940 Venture Lane
Williamston, MI
48895

CONTACT

Reach the Attorney General's Consumer Protection Division at 517-335-7599 or mi.gov/ag.



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