Scanner Error Bill of Rights

DANA NESSEL
Attorney General

Michigan law requires that the price of most items in stores be displayed by any method that clearly and reasonably conveys the price in the store at the place where the item is located. If you are charged more than the price displayed, the law gives you specific rights (see other side). Keep this card in your wallet or purse and refer to it whenever you have questions about your scanner error pricing rights.

DANA NESSEL, Attorney General

For more information, visit or call my office at:
Consumer Protection Team
Toll-free: 877-765-8388
mi.gov/ag

Report a store's failure to properly display the price of an item by calling the Department of Agriculture and Rural Development at 517-655-8202 or writing 940 Venture Lane, Williamston, MI 48895.

If an automatic checkout system charges you more than the price displayed for an item, and:

1. the transaction has been completed; and
2. you have a receipt indicating the item purchased and the price charged for it;

Then:

You must notify the seller that you were overcharged, within 30 days of the transaction, either in person or in writing. Within 2 days of receiving your notice, the seller may choose to refund to you the difference between the amount charged and the price displayed, plus a "bonus" of 10 times the difference, with a minimum of $1 and a maximum of $5. If the seller does not give you both the refund and the bonus, you may bring a lawsuit to recover your actual damages or $250, whichever is greater, plus reasonable attorney fees up to $300.

Additional considerations:

• If the price of the item is not clearly displayed in the store at the place where the item is located and you suffer a loss due to an overcharge, you may bring a lawsuit to recover your actual damages or $250, whichever is greater, plus reasonable attorney fees up to $300.
• If you bring a lawsuit and can prove violations of the law occurred on separate occasions, you may recover your actual damages or $250, whichever is greater, for each day on which violations of the law are found.
• If you purchase several identical items at once and were overcharged on each, you may collect the bonus only once, but you are entitled to the refund of the difference for each identical item.
• If you decide to bring a lawsuit against the seller, you can choose to file a complaint in a Small Claims Court without an attorney.