

YOU HAVE THE RIGHT TO A REFUND FOR SCANNER OVERCHARGES

If the price we charged for an item when we scanned it at checkout is more than the price we displayed on the item, sign, shelf, or a current advertisement, you get to keep the item and we will give you your money back and more.

To get a refund, you must:

- **Have a receipt showing the item purchased and the price charged for it.**
- **Notify us about the overcharge, either in person or in writing, by close of business the day after you made the purchase.**

Within two business days of receiving your notice, we will refund you the difference between the amount charged and the price displayed plus a “bonus” of ten times the difference, with a minimum of \$1.00 and a maximum of \$20.00. In addition, you can keep the item you purchased.

Go to **nyc.gov/consumers** or **contact 311** to report this store’s failure to properly display the price of an item, to scan the price correctly, or to provide a refund.