

# *Avoiding Scanner Scams*

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Scanning errors are more common than you might think.

They are costly and inconvenient and time consuming. And they are frustrating consumers every day.

As consumers there are steps we can take to make sure we don't get scammed by scanning errors.

1. Take your price book and the specials catalogues with you when you shop. Compare the price to the shelf price.
2. Know the price of the item you are buying. Check the shelf price against the advertised or marked price. Make sure you are charged correctly.
3. Watch your shopping as it's scanned. If you see an error, point it out immediately.
4. Check your docket before you leave the store. Again, if you believe an error has been made, go back and point it out immediately.
5. If you find the error after you leave the store, keep the docket and the goods and return them as soon as you possibly can. If it's going to be more than a day or so, ring the store to advise them of what has happened and that you will be returning to get

the mistake fixed.

6. The store doesn't have to give you the item for free if it scans at a higher price than the shelf or advertised price. This only applies if the supermarket abides by the voluntary Code of Practice for Computerised Checkout Systems in Supermarkets.

Under this voluntary Code of Practice, if an item scans at a price higher than the shelf price the customer is entitled to receive that item free. If multiple items with the same barcode are involved, only the first item is free.

This code of practice is voluntary and is only for the supermarkets. Other stores don't have to follow it .

7. If you believe an error has been made don't be afraid to point it out. Ask for the item to be price checked and if you have written down the shelf price or you have the advertised price with you then you have the information to back your claim.

8. Remember the old adage "the customer's always right"? Well sometimes the customer is wrong. If you have made a mistake don't forget to be gracious and apologize. Goodwill works both ways.