

5 Tips for the Consumer

1. Watch the weighing or measuring device.

Make sure it starts at zero.

2. All items weighed and sold at the register must include deductions for tare weight (protective wrap, container, produce bag, etc.).

All packaged items sold by weight must be labeled with the net weight (the weight of the wrapping or container should not be included).

3. When buying gasoline, check that the pump is cleared and set to zero before dispensing fuel.

Problems with your car's performance after buying fuel should be reported to Weights and Measures immediately. This ensures the fuel from the station can be sampled and tested for quality.

4. Check the quantity statement label and compare items by unit price.

Package size may be deceptive. Descriptions such as "king size," "giant size," "family size," etc. are not accurate representations of quantity. Report apparent quantity discrepancies.

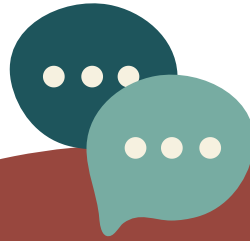
5. Check your receipts for price accuracy.

Especially sale items.

If you feel you have been overcharged, tell the clerk or the store manager about it. You should also report overcharge problems to the Santa Clara County Weights and Measures Division.

Contact Us

Contact the Weights and Measures Division of Santa Clara County, or the California Division of Measurement Standards, to report complaints or suspected inaccuracies.



Santa Clara County Weights and Measures Division

1553 Berger Drive, Bldg. 1
San Jose, CA 95112

Phone: 408-918-4601 Fax: 408-286-2460
Scanner Hotline: 1-866-SCANNER (722-6637)
Email: scc.wts-measures@aem.sccgov.org
Website: <http://weights.sccgov.org>

California Department of Food and Agriculture

6790 Florin Perkins Road, Suite 100
Sacramento, CA 95828
Phone: (916) 229-3000
Fax: (916) 229-3026
Email: dms@cdfa.ca.gov
Website: www.cdfa.ca.gov/dms

Santa Clara County
Weights and Measures Division

Consumer Information



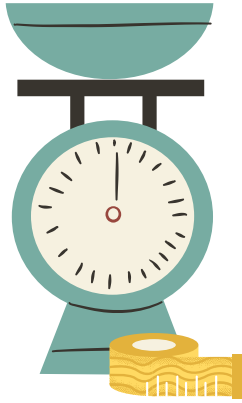
Are you getting your money's worth?

1553 Berger Drive, Bldg. 1
San Jose, CA 95112
(408) 918-1601

What are Weights and Measures?

Much of what we buy is sold by weight, volume, or measure.

Since we do not carry a scale or measuring equipment with us, how can we be sure a pound is a pound, and a pint is a pint?



Thanks to inspections and investigations conducted by State and local Weights and Measures officials, consumers can shop with confidence.



We check the accuracy of packaged commodities, scanning devices, meters, scales, and gas pumps. We also test the quality of gasoline, diesel fuel, motor oil, and brake fluid.

Ensuring fair and honest competition for industry and accurate value comparison for consumers are the primary functions carried out by the Weights and Measures Division of Santa Clara County and the California Division of Measurement Standards.

Our team can help

Our inspectors are here to protect you when you buy things, to make sure you don't get cheated through the following programs:

Quantity Control

If you feel a package is under weight or a label is deceptive, call us and we can investigate that product for accuracy. We can test for weight, volume, and item count.

Petroleum

All petroleum vehicle fluids have to meet quality standards and have accurate labeling. If you feel a product is mislabeled or not up to its usual standard, call us. We can investigate gasoline, antifreeze, gear oil, automatic transmission fluid, and others.

Measurement Compliance

By law, weighing and measuring devices, such as gas pumps, scales, and checkout scanners must be accurate. If you encounter a measuring device you think is incorrect, call us and we can investigate to make sure it's working properly.

Weighmaster

When they charge you at the dump by the weight of your trash, or if you buy a load of bulk materials (like sand, gravel, or cement), the transaction must be performed by a licensed weighmaster and they must give you an official weight document. Call us if you feel you've been cheated by a weighmaster.

How can we help?

We provide assistance to the consumer by responding to and in resolving consumer complaints. Listed below are a few examples of how we can be of assistance.

Deceptive Packaging



Contaminated Motor Vehicle Fuels



Products Misrepresented Based on Weight



Moving Companies that Charge by Weight



Overcharged at Register, Scanner Problems



Taxi Meters

