

# PRICE ACCURACY POLICY

## WHEN?

The price claimed at the cash register is higher than the price indicated in the store.

Here is what the merchant must do...

### ITEM VALUED AT \$10 OR LESS:

Give you the item **free of charge**

### ITEM VALUED AT MORE THAN \$10:

Give you a **\$10 discount** on the price indicated in the store

## WHERE?

In establishments that:



1

... Indicate the price and product description on a **label displayed on the shelf**, in proximity of the item sold

2

... Use an **optical scanner** at the cash register

3

... Display the **Politique d'exactitude des prix (Price Accuracy Policy)** notice near every cash register and each optical scanner provided for customer use

## TIPS TO HAVE THE POLICY ENFORCED



Ask to see a **supervisor**.



**Write down the price** the products on your list of purchase items. This will make it easier for you to remember them at the cash register!



Look for the **Policy notice** displayed near the cash registers.

Do you have a smart phone with you? Show the merchant the page that covers this issue on the Office website:

[opc.gouv.qc.ca/en/politique](http://opc.gouv.qc.ca/en/politique)



If you have any problems, contact the **Office**.



**The Policy still applies after the fact!** Wait until there are fewer customers at the cash register and go back to see the clerk.

## GOOD TO KNOW

- **What if the transaction has not been completed?** The Policy still applies, but only if you purchase the item.
- **What if the same error appears for identical items?** The merchant must sell you each item at the price indicated in the store. However, the compensation provided for in the Policy (item given free of charge or sold with a \$10 discount) only applies to one item.
- **What if the price that appears at the cash register is lower than the price indicated in the store?** You are not entitled to compensation, as the error is in your favour.
- **What if the merchant forgot to remove the label indicating a discounted price after the end of a sale?** If an expiry or validity date for the sale appears on the label, the merchant can sell you the item at the regular price. Otherwise, the merchant must compensate you in accordance with the Policy.
- **The Policy does not apply to certain goods**, for example, clothing, items without bar codes (such as fruits and vegetables sold in bulk), cow's milk, certain medications and alcohol sold by establishments other than the SAQ.

[OPC.GOUV.QC.CA/EN/POLITIQUE](http://OPC.GOUV.QC.CA/EN/POLITIQUE)

Office  
de la protection  
du consommateur

Québec

