

# Frequently Asked Questions

**Q: If my car has a 20-gallon gas tank and the gas pump says I got 22 gallons, is the pump wrong?**

**A:** Probably not. When car manufacturers tell you the capacity of a model's gas tank, it's an approximation. A major manufacturer may buy fuel tanks from a variety of suppliers, so even tanks on the same models could vary. Tanks also are made larger than their stated capacity to allow for fuel expansion in warm weather. That said, if you believe you were short-changed at a gas pump, get the station's name and the pump number (it should be on the receipt) and file a complaint with Weights and Measures.

**Q: How often do inspectors test scales and check gas pumps?**

**A:** Weights and Measures inspectors conduct device tests once a year. In addition to annual tests, inspectors retest devices in response to consumer complaints. Inspectors do not give businesses advance notice of tests.

**Q: How do I know if a seal is still valid?**

**A:** A Weights and Measures seal lets consumers know that a measuring device has been tested and is operating correctly. Our seal is good for one full year after testing. (As an example, a seal put on a device in December 2020 would still be valid through December 2021.)

**Q: How do I know if a scale is legal for a store to use?**

**A:** Our approval seal signifies that a scale is legal for trade and operating correctly. Scales used in retail sales to consumers must have an indicator placed so the consumer can see the product's weight. They also must be NTEP approved, meaning that they meet strict national standards. Scales should be set at "0" before any product is placed on them. If you encounter a scale that doesn't appear to work or doesn't have our seal, file a complaint with Weights and Measures.

**Q: What should I do if an item rings up at the wrong price?**

**A:** Ask the cashier to do a price check. The store should have an employee go to the aisle or display where you found the item and get the correct price. Stores aren't permitted to charge you more than the price listed on the shelf or signage. If you already left the store, call a manager. Most businesses correct pricing errors immediately, but if you were overcharged, save your receipt and file a complaint with Weights and Measures.

**Q: When I buy products at the deli counter, am I paying for the container?**

**A:** Stores are not permitted to include the weight of the container or packaging, called "tare," when they calculate the net weight. The net weight shown on the label should reflect only the weight of the food or product alone.