

It pays to check receipts

Checking the Fine ... Price

by Jenny Lin

Savvy shoppers know all about clipping coupons and checking ads. However, there is one oft-overlooked way of saving money that can be very effective. And that is checking your receipt.

Since becoming more concerned about saving money, I have been shocked at how often I am charged wrong.

One particularly distressing shopping trip to a major supermarket ended up with at least half the items charged incorrectly. I went, fussy twin babies in

low, to correct the items. After returning home, I once again began wondering how the total ended up as much as it did. Looking again, I found several more wrong items. I charged back to the store and corrected those too.

Later, I composed a letter to the store's headquarters. I received an apologetic phone call from the district manager, followed by a less apologetic phone call from the store manager in which he did offer a gift card. He also asked that I notify him personally if it happens again. When it happened again, I asked for him. Again, I received a gift card.

There is another grocery store where it pays even more to check and where fewer hassles are usually encountered. This store gives a full refund for any mischarged item, and there is rarely much wait to process it.

There are supermarkets that I avoid because mischarged items only mean waiting in a long line all to save a buck or two.

My husband and I believe some stores do this on purpose, knowing few people will check, or if they do, will decide complaining is not worth the hassle. Most may be honest mistakes, but I have seen items I pointed out to them as wrongly marked never get corrected.

If more people checked carefully and complained when errors occurred, more stores would either be more careful with their accuracy or at least grant better compensation to retain customers.

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