

For immediate release
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Price check: A \$10.50 overcharge is what it takes before Aussies demand a refund

- ➔ 76% of Aussies check their supermarket docket to see if they've been overcharged
- ➔ Aussies must be overcharged \$10.50, on average, before returning to the supermarket for a refund
- ➔ Tips: Know your rights if you've paid too much

21 August 2017, Sydney, Australia – While three out of four (76%) Australians check their supermarket receipt for discrepancies, they need to be overcharged \$10.50 before returning to the store to request a refund, according to finder.com.au, the site that compares virtually everything.

The survey of 2,005 Australians shows one in four Aussies (24%) don't review their supermarket receipt to see if they've been overcharged.

On average, shoppers must be overcharged \$10.50 before requesting a refund.

Interestingly, those with adult kids (82%) are the most inclined to examine their receipt, followed by those with teen kids (78%), and those with young kids (76%).

Further finder.com.au research revealed that two in five people (40%) have been overcharged at the till in the last year.

Of those overcharged, the average Aussie received a mistakenly high bill three times in 12 months.

One in 20 of those overcharged (5%) were victims over six times in the last year.

Bessie Hassan, Money Expert at finder.com.au, says it's up to consumers to spot mistakes and challenge errors.

"You might be left out of pocket and not even realise," she says.

"An advertised discount might not be applied or an item might be scanned twice, so whatever the reason, make sure you inspect your receipt each time. It's your responsibility to ensure everything adds up.

“If you identify a mistake, head straight back to the retailer and take it up with them directly.

“You need to be frugal, no matter how small the amount is. It’s the principle – no-one likes getting ripped off,” Ms Hassan says.

If you don’t think the correct price has been advertised or if you think you’ve been misled in some way, try to resolve the matter with the retailer. If they aren’t willing to cooperate, you can lodge a formal complaint at the ACCC.

Additionally, credit card holders should [consider earning points on their supermarket spend](#) to get the most value from their shopping experience.

Generations

The research found Baby Boomers are most likely to check their docket, with 83% claiming they do, compared to 78% of Generation X, and just 68% of Generation Y.

Generation X have the lowest threshold when it comes to being overcharged (\$9.20), compared to Generation Y who wouldn’t chase a refund until the overcharged amount hit \$13.30.

Men v women

Women are marginally more diligent when it comes to checking their receipt at the checkout with 78% reviewing their docket, compared to 75% of men.

Overcharge threshold per gender

| | Female | Male |
|----------------|--------|--------|
| Average amount | \$10.7 | \$10.3 |

(source: finder.com.au, consumer survey of 2,005 Australians, June 2017).

Overcharge threshold per state

| | NSW | QLD | SA | VIC | WA |
|----------------|--------|-------|-------|--------|--------|
| Average amount | \$10.7 | \$9.3 | \$8.9 | \$11.7 | \$11.3 |

(source: finder.com.au, consumer survey of 2,005 Australians, June 2017).

Some states and territories have been excluded due to small sample size.

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