



# Get What You Pay For

*A Consumer Handbook*

Supported by



# Get What You Pay For

## *A Consumer Handbook*

“This handbook is especially informative and useful as it highlights valuable tips for consumers. Nowadays we often shop but do not take note whether the right quantity is being sold to us unless there is shortage of a significant amount. The tips will definitely benefit consumers.”

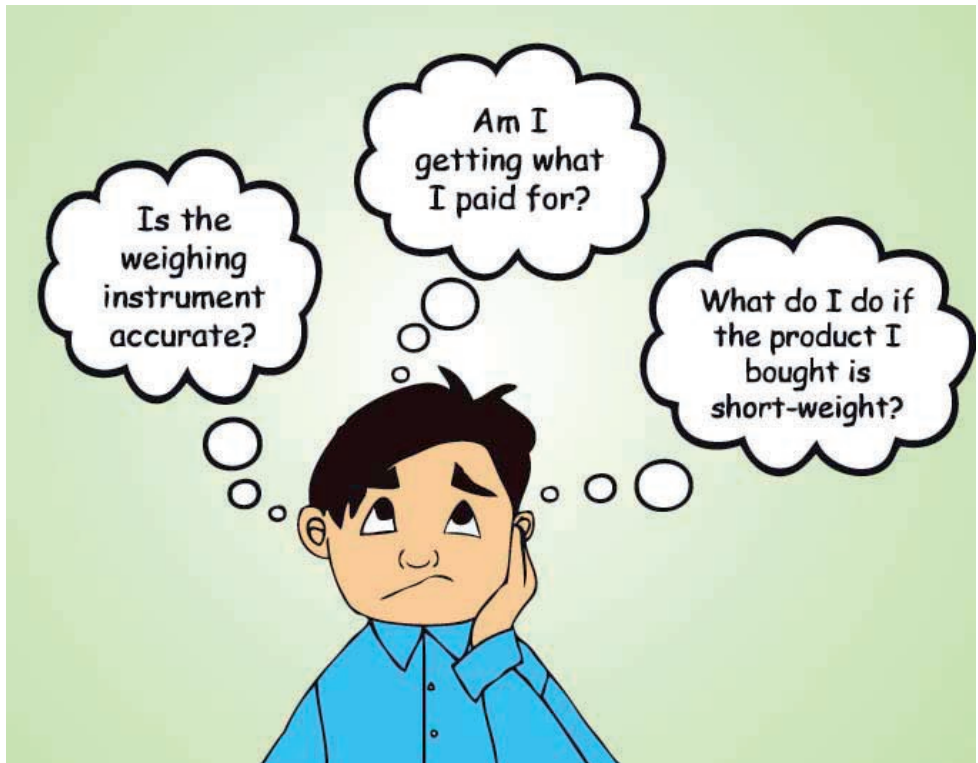
*Mr Seah Seng Choon, Executive Director,  
Consumers Association of Singapore (CASE)*

“Precious metal like gold is high in value. When we purchase gold jewellery from jewellery retail outlets, it is important for consumers to verify the weight of the gold jewellery before making any payment. Back in 1995, Singapore Jewellers Association had issued consumer advice that gold jewellery ornaments (24k & 916) would be sold by “nett” weight and jewellers were not allowed to impose “additional” weight such as manufacturing loss on consumers. Consumers must bear in mind that it is their right and duty to check on the “nett” weight of the gold jewellery in any jewellery retail outlet when making a purchase.”

*Mr Ho Nai Chuen, President  
Singapore Jewellers Association*

SPRING Singapore  
Weights and Measures Office  
2 Bukit Merah Central Singapore 159835  
Tel: 1800-4575 033  
Fax: +65 6458 1441  
Email: [wmo@spring.gov.sg](mailto:wmo@spring.gov.sg)  
Website: [www.spring.gov.sg/wmo](http://www.spring.gov.sg/wmo)

# Get What You Pay For



**A Consumer Handbook**

# Contents

Foreword .....	4
The Accuracy Label .....	7

## *Consumer Tips: Dos and Don'ts*

### **Weighing Instruments**

Spring Balances .....	9
Price Computing Scales .....	10
Jewellery Scales .....	11

### **Measuring Instruments**

Metre Rules .....	12
Petrol/Diesel/Compressed Natural Gas (CNG) Dispensers .....	13

### **Goods Packed by Weight and Measure**

Pre-packaged Goods .....	14
--------------------------	----

Frequently Asked Questions .....	15
----------------------------------	----

# Foreword

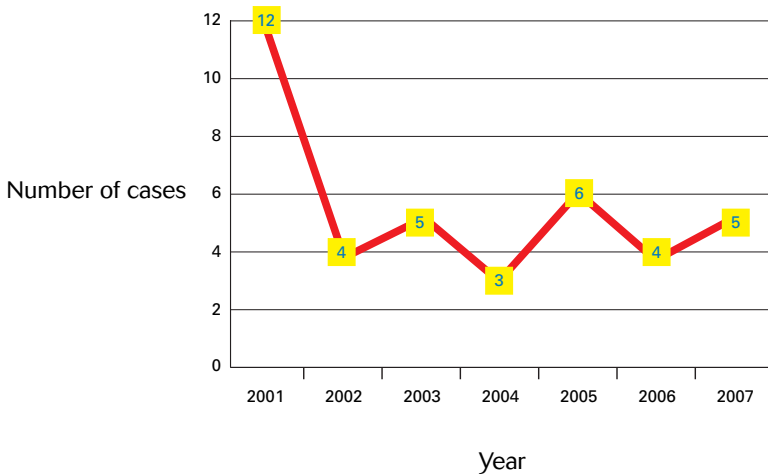
Very often, we are confronted with many questions when we are out shopping, such as: Is this the best buy? Am I getting my money's worth? What assurances do I have on the quality of the goods?



Today, almost everything we buy is sold by weight, volume or measure. For example, a litre of wine, a gramme of gold, a metre of cloth, a kilogramme of rice are all sold by measurement. Since we don't carry a scale or measuring tape with us, how can we be sure of what exactly we are getting?

As the national weights and measures authority, SPRING Singapore administers the Singapore Weights and Measures Programme to ensure that a uniform and accurate system of weights and measures is used in Singapore. Through the Weights and Measures Office (WMO), both consumers and traders are assured of accurate weights and measures when buying goods that are weighed, measured or pre-packed.

Since 2001, the number of infringements has gone down significantly (as shown in the graph below).



We hope you find the first edition of this Consumer Handbook useful.

I would like to take this opportunity to thank the Consumers Association of Singapore (CASE) for its support of the handbook.

Teo Nam Kuan  
Group Director  
Quality & Standards Group  
SPRING Singapore

# The Accuracy Label

SPRING Singapore introduced the Accuracy Label for all weighing and measuring instruments for trade use on 1 April 2004. It helps consumers to identify weighing and measuring instruments for trade use that have been verified accurate at the point of verification.



The Label is affixed on a prominent part of weighing and measuring instruments verified by SPRING or its Authorised Verifiers. Some examples of weighing and measuring instruments include:

- Spring balances
- Postal scales
- Price computing scales
- Jewellery scales
- Airport baggage weighers
- Truck scales (weighbridges)
- Petrol/diesel/compressed natural gas (CNG) dispensers
- Flow meters
- Metre rules
- Liquor measures

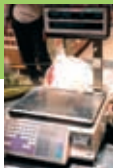
As a consumer, you can play a part to ensure fair weights and measures by:

- Looking out for the Accuracy Label on weighing and measuring instruments for trade use
- Reading the weight or measure display when goods are being weighed or measured
- Reading the weight or measure labels on pre-packed goods
- Asking the seller to weigh or measure your goods again if you feel that it has not been done correctly.

# Spring Balances



- ✓ Do check that the scale pointer is at 'zero' before the goods are weighed.
- ✓ Do check that the goods are weighed without the wrappers or containers.
- ✗ Don't buy from a seller when you cannot read the display indicating the actual weight.
- ✗ Don't pay for the goods if you doubt the weight of the goods is correct.



## Price Computing Scales

- ✓ Do check that the display indicates 'zero' before the goods are weighed.
- ✓ Do check that the price stated on the display is the same as the posted price. If there is an error, ask the sales assistant to correct it.
- ✓ Do check that you are charged only for the net weight of the goods excluding the container or wrapper.
  
- ✗ Don't hesitate to point out if the price on the scale is different from the posted price.
- ✗ Don't forget to check the receipt to make sure the prices of the items are correctly computed.
- ✗ Don't buy when you cannot read the display indicating the actual weight and price.



## Jewellery Scales



- ✓ Do insist that the jewellery ornament is weighed in your presence.
- ✓ Do insist that the scale is positioned so that you can read the display indicating the actual weight.
- ✓ Do check that the jewellery ornament is weighed without any attachments such as a paper price tag.
- ✓ Do check the receipt to make sure that you are not charged for manufacturing gold loss.
- ✗ Don't buy any jewellery ornament that is not weighed in your presence.
- ✗ Don't buy from a jeweller who issues receipts where the weight is stated in non-metric unit.



## Metre Rules

- ✓ Do insist that the measurement of the cloth is done in your presence.
- ✓ Do check the measurement when the cloth is being measured.
- ✗ Don't buy from a seller if you cannot see the cloth being measured.
- ✗ Don't hesitate to ask the seller to measure the cloth again if you have doubts about its measurement.





## Petrol/Diesel/Compressed Natural Gas (CNG) Dispenser



- ✓ Do check that the dispenser registers 'zero' before petrol/diesel/CNG is pumped into your vehicle.
- ✓ Do check the total price by multiplying the number of litres/kg by the unit price of the petrol/diesel/CNG.
- ✗ Don't allow the kiosk attendant to pump petrol/diesel/CNG into your vehicle before the dispenser registers 'zero'.
- ✗ Don't forget to check the total price against the unit price and the total amount of the petrol/diesel/CNG.



## Pre-packaged Goods

- ✓ Do check that the packaging of the pre-packaged goods is not torn or tampered with.
- ✓ Do check with the sales assistant/store manager if you doubt that the net quantity of the pre-packaged goods is in accordance with the net quantity stated on the package label.
- ✗ Don't buy if you have doubts about the net quantity of the item meeting the declared net quantity stated on the package label.
- ✗ Don't buy any pre-packaged goods with torn or tampered packaging.
- ✗ Don't forget to read the net quantity stated on the package label.



# Frequently Asked Questions

## **Q1. What is the Accuracy Label?**

Ans: The Accuracy Label is to be affixed to a prominent part of the weighing or measuring instrument as proof to consumers and traders and to identify the instrument as having been verified or fit for trade use. However, the label is not a guarantee that the instrument will remain accurate after verification has been carried out.

## **Q2. What is the difference between the verification seal and the Accuracy Label?**

Ans: The verification seal is affixed on a part (base/side or internal parts) of the weighing and measuring instrument to prevent tampering after the instrument has been verified. It is in the form of a plastic seal or tamper proof paper adhesive seal. The Accuracy Label on the other hand is affixed on a prominent part of the weighing or measuring instrument to indicate that the instrument has been verified accurate for trade use.

## **Q3. What does the '00 verified' stands for on the Accuracy Label?**

Ans: The 2 digit number '00' on the Accuracy Label means that the instrument has been verified by SPRING Singapore. If the verifier code is '01', '02' etc, it means that the instrument has been verified by

an Authorised Verifier designated by SPRING Singapore.

## **Q4. Does this mean that weighing and measuring instruments which bear such Accuracy Labels are accurate?**

Ans: The Accuracy Label only shows that the weighing or measuring instrument is verified as accurate at the time of verification. It does not guarantee that the instrument will remain accurate thereafter.

## **Q5. The Accuracy Label on my weighing instruments has come off. Am I committing an offence if the Accuracy Label is defaced, removed, broken or missing? Do I need to replace the Accuracy Label?**

Ans: Should the Accuracy Label come off, be defaced, removed, broken or missing while the instrument is being used, there is no need for the Accuracy Label to be replaced.

However, this is not the case for the verification seal. If the verification seal is defaced, broken or missing, it means that the weighing or measuring instrument is not fit for trade use. Please contact your repairer immediately to have it checked and re-verified.

# Frequently Asked Questions

**Q6. Is it okay if I do not want to have the Accuracy Label affixed on my weighing and measuring instruments?**

Ans: It is not an offence if weighing and measuring instruments that have been verified are not affixed with the Accuracy Label. As the label provides information on when the weighing or measuring instrument was verified. It assures both consumers and traders that they are accurate. Therefore, it benefits all to have the Accuracy Label on the instruments.

**Q7. After selling the verified instruments with the Accuracy Label on it, my customers after some time, have requested the instruments to be affixed with an up to date Accuracy Label. In this case, what should I do?**

Ans: The Accuracy Label is an attestation that the weighing or

measuring instruments have been verified accurate at the time of verification. Hence, a re-verification is recommended if the last verification is more than a year.

**Q8. I have a new weighing or measuring instrument that was verified as fit for trade use and affixed with the Accuracy Label. If I plan to sell it in a few months' or a year later, do I need to have the weighing or measuring instrument re-verified and affixed with the latest Accuracy Label?**

Ans: The 'brand new' verified instrument which has been affixed with the Accuracy Label can still be used for trade. There is no need to have the weighing or measuring instrument re-verified if its accuracy is still within the prescribed limits of error (Maximum Permissible Error).

Published: April 2008  
ISBN: 981-4150-14-2

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior permission of the publisher.

While every effort has been expended to produce this consumer handbook as accurately as possible, SPRING Singapore does not warrant or represent that the contents of this handbook are complete or accurate in every way. SPRING expressly disclaims all and any liability to any person in respect of anything and of the consequence of anything done or omitted to be done by such person in reliance, whether whole or partial, upon the whole or any part of the contents of this handbook.

LOOK FOR THE 认明



ACCURACY  
LABEL

00 Verified: Apr 08

Buy smart. Always look for the Accuracy Label to ensure you get what you've paid for. The Accuracy Label can be found on weighing and measuring instruments for trade use. So check for the Accuracy Label whenever you shop – whether you're buying groceries, foodstuffs or topping up your fuel tank. Managed by SPRING Singapore, the Weights and Measures Programme ensures consumers get accurate measures for their money. You too can play your part – by shopping smart.

**Check out [www.spring.gov.sg/wmo](http://www.spring.gov.sg/wmo) for details.**

做个精明的消费者，要确保您购买的物品计量准确，请认明称重和测量仪器上的准确标签（Accuracy Label）。无论是选购杂货，食品，或是给车子添油，别忘了在购物时查看准确标签。标准，生产力与创新局的度量衡计划致力于保护消费者的权益，确保您购买的商品物有所值。您也可以尽一份力，通过精明消费保障您的权利。

欲知更多详情，请浏览 [www.spring.gov.sg/wmo](http://www.spring.gov.sg/wmo)