

99037004074000

Consumer complaint about incorrect measurements or pre-packages with too little content

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<https://fimportal.de/xzufi-services/6000124-99037004074000/L100009>

Modul	Sachverhalt
Leistungsschlüssel	99037004074000
Leistungsbezeichnung I	Consumer complaint about incorrect measurements or pre-packages with too little content
Leistungsbezeichnung II	Consumer complaint about incorrect measurements or pre-packages with too little content
Typisierung	2/3 - Bund: Regelung (2 oder 3), Land/Kommune: Vollzug
Quellredaktion	Sachsen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	

Modul	Sachverhalt
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher Ansprechpartner	
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	<ul style="list-style-type: none"> • Mess- und Eichgesetz (MessEG) vom 25. Juli 2013 (BGBl. I S. 2722, 2723) • Mess- und Eichverordnung (MessEV) vom 11. Dezember 2014 (BGBl. I S. 2010, 2011) • Fertigpackungsverordnung (FPackV) vom 18. November 2020 (BGBl. I S. 2504)
Teaser	<p>When opening a packet of tea, muesli or crisps, have you ever had the feeling:</p> <p>"There's not much in there"</p> <p>"The weight can't be right"</p>
Volltext	<p>When opening a packet of tea, muesli or crisps, have you ever had the feeling: "There's not much in there"? Or have you ever thought: "The weight can't be right" when shopping at the fresh produce counter?</p> <p>Almost everyone is familiar with situations like this - and in some cases, the initial gut feeling can actually be a measurement error. This is because deviations can occur when filling, packing or weighing goods. But what can consumers do if they suspect incorrect measurements or pre-packs with too little content?</p> <p>In justified cases, it is possible to submit a consumer complaint or request the inspection of a measuring device. The following text deals primarily with the subject of consumer complaints. If you suspect that your electricity or water meter is not measuring correctly and would like to have it checked, you can find more information in this article:</p> <ul style="list-style-type: none"> • Request a diagnostic test of electricity, gas, water or

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heat meters Amt24 service

What are incorrect measurements?

Incorrect measurements can theoretically occur anywhere where measuring devices are used to determine weight or volume

For example

- at the scales in the supermarket or at the weekly market,
- at petrol pumps at the filling station,
- when delivering heating oil.

To ensure that the measuring devices display correct measured values, they are regularly checked (calibrated). Nevertheless, errors can occur - for example due to technical defects or incorrect handling.

What applies to pre-packaged goods?

Many goods are sold as "pre-packaged" products - such as drinks, yoghurt, detergents or the products mentioned above. The consumer is not involved in the filling or packaging of pre-packaged goods. They must therefore be able to rely on the quantities stated on the packaging being correct.

This is why there are legal regulations on the maximum deviation of the actual quantity contained from the information on the packaging (declaration).

What to do if the measurements are incorrect or the contents of pre-packaged products are too small?

If you have the impression that a package contains significantly less than stated on the packaging or that a measuring device is not measuring correctly, you do not have to simply accept this. It is best to proceed as follows:

- First contact the retailer or manufacturer and describe your suspicions.
- If the matter remains unresolved, you can contact the

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relevant calibration office. The case will be investigated there. You can find out more about this in the "Procedure" section.

- Important: Save evidence, for example receipts or photos. You can find out more about this in the "Required documents" section.

Note: For better readability, the generic masculine is used in this text. The personal designations used refer to all genders.

Erforderliche Unterlagen

The following information is required for a consumer complaint about the improper use of measuring devices such as scales, petrol pumps, tankers or coal deliveries and measured values:

- Why: What is the reason for the complaint?
- What: Type of measuring device and measured goods and quantity
- When: Time or period of the measurement complained about
- Who: User of the measuring device, e.g. name of the company or seller, if known
- Where: Place of installation or place of use of the measuring device, e.g. address of the petrol station and number of the petrol pump
- Other: Receipt documents, e.g. receipt or a legible copy, as well as other information, e.g. vehicle registration number and driver's name for petrol tankers or taxis

The following information is required for a consumer complaint about the filling quantity of pre-packaged products:

- Why: What is the reason for the complaint?
- What: Type of product, stated and contained quantity, manufacturer
- When: When was the pre-pack purchased?
- Where: Where was the pre-pack purchased (company, retailer, department and name of the seller if applicable)
- Other: Receipt (e.g. receipt or a legible copy), photos

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	and other information, e.g. precise details of the pack or its design
Voraussetzungen	<p>Requirements for the processing of consumer complaints:</p> <p>in the case of incorrect measurements:</p> <ul style="list-style-type: none"> • There are reasonable doubts about the accuracy of a measurement or suspicion of manipulation or fraud (for example, the packaging material was not deducted when weighing) • Measurement was carried out with an uncalibrated measuring device. <p>for pre-packages:</p> <ul style="list-style-type: none"> • There is a suspicion of underfilling of a pre-pack.
Kosten	none
Verfahrensablauf	<p>for consumer complaints:</p> <ul style="list-style-type: none"> • Inform the competent Weights and Measures Office of your suspicions and information in a consumer enquiry or complaint. • The Weights and Measures Office always investigates every consumer complaint and examines the facts of the case. Please note that you can only be informed of the results of the factual investigation if the consumer complaint was not made anonymously. • If actual infringements are found, the Weights and Measures Office will penalise them with a warning or fine if necessary.
Bearbeitungsdauer	
Frist	<p>for consumer complaints: generally no fixed deadlines</p> <p>Note: It is advisable to report the facts as soon as possible so that a review is possible.</p>
weiterführende Informationen	
Hinweise	

Modul	Sachverhalt
Rechtsbehelf	Objection (details in the notification)
Kurztext	
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	