

99037004074000

# Incorrect measurements or underfilled prepackages - lodge a complaint

Heruntergeladen am 05.07.2025

<https://fimportal.de/xzufi-services/1010-99037004074000/L100022>

Modul	Sachverhalt
Leistungsschlüssel	99037004074000
Leistungsbezeichnung I	Incorrect measurements or underfilled prepackages - lodge a complaint
Leistungsbezeichnung II	Incorrect measurements or underfilled prepackages - lodge a complaint
Typisierung	2/3 - Bund: Regelung (2 oder 3), Land/Kommune: Vollzug
Quellredaktion	Baden-Württemberg
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	
Teaser	Do you doubt the accuracy of measurements or even suspect fraud?
Volltext	<p>Do you doubt the accuracy of measurements or even suspect fraud?</p> <p>The Weights and Measures Office investigates every justified consumer complaint. This does not apply to anonymous complaints.</p> <p>The Weights and Measures Offices also carry out unannounced pre-pack checks at manufacturers', importers' and retailers' premises. In doing so, the pre-packages are checked for the requirements of the Pre-packaging Ordinance. These include, among other things, the determination of the average filling quantity (mean value requirement) and the permissible deviations of the individual packs.</p> <p>In the event of violations of the Prepackaging Ordinance, the verification offices can initiate administrative offence proceedings.</p>
Erforderliche Unterlagen	<p>In case of complaints about pre-packages, you should provide the following information to the Weights and Measures Office:</p> <ul style="list-style-type: none"> <li>• Where did you purchase the pre-pack?</li> <li>• Manufacturer of the pre-pack</li> <li>• Product name of the pre-pack</li> <li>• Nominal quantity on the prepackage</li> <li>• Best before date and / or batch number</li> <li>• Possibly a photo of the pre-pack on which the above</li> </ul>

Modul	Sachverhalt
	information is visible
Voraussetzungen	<p>You doubt</p> <ul style="list-style-type: none"> <li>• the accuracy of measurements,</li> <li>• the accuracy of the measuring device or</li> <li>• the contents of pre-packages in the trade.</li> </ul>
Kosten	<p>none</p> <p>Note: In cases of dispute between two parties, an expert can check the measuring instrument (findings test). This will incur fees in accordance with the Ordinance on Measuring and Calibration Fees.</p> <p>In individual cases, removal and transport costs may be added. This may particularly affect measuring devices for electricity, gas, water and heat.</p> <p>The fees and possibly the removal and transport costs must normally be borne by the person who initiated the diagnostic test. If it turns out that the meter is faulty, the meter owner must bear the costs.</p>
Verfahrensablauf	<p>You can submit your complaint, doubt or suspicion informally, i.e. in writing, verbally or electronically. If you wish, you can receive feedback on your complaint.</p> <p>In the case of measuring instruments in the utility sector, you must apply for the so-called findings test at a weights and measures office or a state-approved testing centre. A form is provided by the EBBW Directorate in Stuttgart or the respective testing centre.</p> <p>You may incur costs for the findings test. You will be informed about the result of the test.</p>
Bearbeitungsdauer	
Frist	In case of suspicion of manipulation or fraud: notify the responsible weights and measures office as soon as possible
weiterführende Informationen	

Modul	Sachverhalt
Hinweise	Pre-packaging refers to products, such as food, detergents, screws from the manufacturer, which are packed in the factory in the absence of the customer.
Rechtsbehelf	An action against notices or decisions of the Regional Council of Tübingen may be brought before the competent administrative court (Freiburg, Karlsruhe, Sigmaringen or Stuttgart). The time limit for filing a complaint is usually one month after notification of the notice or decision. The administrative court then decides whether the notice or decision is defective and must be changed or withdrawn.
Kurztext	
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	