

# Jackie Lacey

District Attorney

<http://da.lacounty.gov>



NEWS RELEASE

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## CVS Pharmacy to Settle \$2.4 Million Consumer Protection Lawsuit

Los Angeles County District Attorney Jackie Lacey today announced that CVS Pharmacy, Inc., has agreed to a \$2.4 million settlement for allegedly overcharging customers at checkout.

As part of the agreement signed late yesterday by Los Angeles County Superior Court Judge Elizabeth Allen White, the Rhode Island-based company will enhance a price-scanning accuracy program in its California stores to prevent consumers from being overcharged for their purchases.

The consumer protection lawsuit was filed earlier this week in Los Angeles County after the allegations came to the attention of California's Division of Measurement Standards and county weights and measures agencies.

"Today, we held CVS accountable to ensure that customers are charged the correct price at the cash register," District Attorney Lacey said. "The settlement protects California consumers and sends a strong warning to all retailers that these kinds of illegal practices will be prosecuted."

The \$2.02 million civil penalty will be split equally between the District Attorney's Offices in Los Angeles, Riverside and Ventura counties. The remaining money will go toward investigative costs and a trust fund used to enforce consumer protection laws.

CVS agreed to the settlement without admitting any liability or wrongdoing.

The complaint alleges that CVS engaged in misleading advertising by charging more than the advertised price and failed to give cash back on gift cards less than \$10 as required by state law.

The pharmacy store chain will augment its existing "Scan Right" guarantee program by keeping track of when customers are overcharged. If an item scans at a price higher than the shelf or lowest advertised price, the company will either give items for free if the price is \$4 or under or \$4 will be deducted from the lowest advertised price if an item is more than \$4.

The case was handled in Los Angeles County by Deputy District Attorney Leonard Torrealba of the Consumer Protection Division.

There are 232 CVS stores in Los Angeles County.

Consumers who think they were overcharged by any company, including CVS, are encouraged to contact their county weights and measures agency. In Los Angeles County, go to:

<http://acwm.lacounty.gov>.

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**About the Los Angeles County District Attorney's Office**

Los Angeles County District Attorney Jackie Lacey leads the largest local prosecutorial office in the nation. Her staff of nearly 1,000 attorneys, 300 investigators and 800 support staff members is dedicated to seeking justice for victims of crime and enhancing public safety. Last year, the [Los Angeles County District Attorney's Office](#) prosecuted more than 71,000 felony defendants and nearly 112,000 misdemeanor defendants.