

Franklin County
Michael Stinziano, Franklin County Auditor
WEIGHTS & MEASURES
 373 S High Street Columbus Ohio 43215
 Phone: (614) 525-7380 Fax: (614) 525-3111

Price Verification Detail Report

Insp Date: 12/28/2022 **Business ID:** 1312
Business: Dollar General
 7550 E. Main St.
 Reynoldsburg , OH 43068

Inspection: F2001099
Store ID:
Phone: 614-739-1527
Deputy Sealer: BG CS,CL
Reason: ADDITIONAL

Commodity	Location	UPC	Lot Size	Shelf	Scan	Error	Lot Error	IU	Notes
AFRICAN PRIDE OLIVE MIRACLE LEAVE-IN CONDITIONER		802535434158		\$2.85	\$3.00	(\$0.15)			
BODYCLOGY CHERRY BLOSSOM FRAGRANCE MIST		885645012300		\$4.00	\$4.35	(\$0.35)			
DARK & LOVELY FADE RESIST HAIR COLOR		072790003783		\$5.00	\$5.75	(\$0.75)			
L.A. COLORS GLASSY NAILS COVERGIRL		081555713461		\$3.00	\$3.35	(\$0.35)			
CLEAN MATTE BB CREAM		022700251131		\$7.00	\$7.75	(\$0.75)			STOPPED TEST

Result: Fail, Increased Inspection Frequency

Chante Price
 Supervisor

Acknowledged Receipt : CHANTE PRICE

Price Verification Detail Report

Sample Size: 10
Fail Rate: 50.0%

Notes: PRICE VERIFICATION INSPECTION FAILED. WEIGHTS AND MEASURES WILL RETURN AFTER 7 DAYS FOR RECHECK INSPECTION.

Gay Sutz
Supervisor

Chante Price

Acknowledged Receipt : CHANTE PRICE

Franklin County
Michael Stinziano, Franklin County Auditor
WEIGHTS & MEASURES
 373 S High Street Columbus Ohio 43215
 Phone: (614) 525-7380 Fax: (614) 525-3111

Price Verification Detail Report

Insp Date: 12/28/2022 **Business ID:** 177
Business: Dollar General
 150 S Hamilton Rd
 Gahanna, OH 43230

Inspection: F2001098
Store ID:
Phone: 614-475-2827
Deputy Sealer: BG CS,CL
Reason: ADDITIONAL

Commodity	Location	UPC	Lot Size	Shelf	Scan	Error	Lot Error	IU	Notes
YO CRUNCH SNICKERS LOWFAT YOGURT		046675001126		\$1.00	\$1.25	(\$0.25)			
FRITO LAY DORITOS NACHO CHEESE		028400325059		\$1.95	\$2.15	(\$0.20)			
BANQUET SALISBURY STEAK		031000113056		\$3.75	\$4.25	(\$0.50)			
MOTT'S APPLE JUICE 64 FL OZ		014800318203		\$3.00	\$3.35	(\$0.35)			
V8 SPLASH TROPICAL BLEND 46 FL OZ		051000272850		\$2.65	\$2.35	\$0.30			STOPPED TEST

Result: Fail, Increased Inspection Frequency
Sample Size: 20
Fail Rate: 25.0%



Supervisor

Acknowledged Receipt : TAMMY KOCHER

Price Verification Detail Report

Notes:
PRICE VERIFICATION INSPECTION FAILED. WEIGHTS AND MEASURES WILL RETURN AFTER 7 DAYS FOR RECHECK INSPECTION.



Supervisor



Acknowledged Receipt : TAMMY KOCHER

STATE OF OHIO

)

AFFIDAVIT

) SS:

COUNTY OF FRANKLIN

)

I, MICHAEL STINZIANO, after first having been sworn and duly cautioned, do hereby attest that I am of full legal age, I have personal knowledge of all the facts contained in this document, and that I am competent to testify to the same. Further, I state that,

1. I am currently employed as the Franklin County Auditor. I have been the Franklin County Auditor since March 11, 2019 when first elected.
2. As part of my duties, I serve as the Sealer of Weights & Measures for businesses in Franklin County, excluding those located within the City of Columbus.
3. As part of my duties, I appoint deputy inspectors to perform and carry out weights and measures duties, including, but not limited to, inspecting any weight or measure device that is used in commercial transactions, such as price verification systems (U.P.C. scanners).
4. Each device inspected via a price verification inspection is inspected at least once a year, and the goal of each inspection is to ensure that the devices are correct and accurate.
5. The following statement, found on the Franklin County Auditor's website, is a true and accurate description of price verification inspections:

“Price verification is conducted on UPC scanners. Random items are pulled from the shelves and are either scanned with a hand held scanner or scanned through the business scanner. If the product scans differently than what is marked on the item or shelf, the item is failed. A store is allowed a plus or minus two percent error. If it exceeds the two percent, the store is failed and is given two weeks to correct the error. The two percent is calculated on the total number of items tested. If one hundred items are scanned, the store can only have two items scan incorrectly. If the store passes the test, an approval seal is placed on the register where it is visible to the consumer.”
<https://www.franklincountyauditor.com/consumer/weights-and-measures/description>

6. From the middle of October 2022 to the end of December 2022, deputy inspectors from my office visited various Dollar General locations in Franklin County for original price verification inspections and for subsequent price verification reinspection (after a previous failure), many of which “failed” the initial price verification inspections and re-inspections by having an error rate of substantially more than two percent.

7. As a result of the multiple and continued failed price verification inspections, and under the authority of the NIST handbook, I authorized the Weights and Measures Division to create a sticker that was to be affixed to all devices at Dollar General locations that had failed inspection on multiple occasions. A copy of the sticker is attached as Exhibit A.
8. The goal of the sticker is to alert consumers to the previous price verification failures, and to prompt the consumer to verify the correct and accurate price.
9. I authorized the Weights and Measures Division to create and require this sticker because it was apparent from *multiple* failures on behalf of Dollar General, some as recent as December 29, 2022, that changes were not being made to ensure prices on the shelf were the same prices that customers were charged at the point of sale.
10. My office will continue to conduct price verification inspections on Dollar General, as well as all others that I am required to inspect per my job duties as Franklin County Auditor.

FURTHER AFFIANT SAYETH NAUGHT:


MICHAEL STINZIANO, AFFIANT

Sworn to and subscribed in my presence this 10th day of January, 2023, in the City of Columbus, County of Franklin, State of Ohio.



Michael Joseph
Notary Public, State of Ohio
My Commission Expires:
July 18, 2027


Notary Public
My commission expires July 18, 2027

FRANKLIN COUNTY OHIO
DIVISION OF WEIGHTS AND MEASURES

WARNING NONSEALED SCANNER SYSTEM

VERIFY YOU HAVE BEEN CHARGED CORRECTLY
THIS DEVICE HAS NOT BEEN APPROVED BY THE OFFICE OF WEIGHTS AND MEASURES



Keeping Consumers Safe

**LEARN MORE
BY SCANNING
THE QR CODE**



Franklin County Weights and Measures

franklincountyauditor.com

614-525-7380

Exhibit A

STATE OF OHIO)
) SS: AFFIDAVIT
COUNTY OF FRANKLIN)

I, Brian Morrison, after first having been sworn and duly cautioned, do hereby attest that I am of full legal age, I have personal knowledge of all the facts contained in this document, and that I am competent to testify to the same. Further, I state that,

1. I am currently employed with the Ohio Attorney General's Office, Consumer Protection Section as Director of Support Staff and Technology Liaison. I have been employed with the Ohio Attorney General's Office since May 9th, 2011 and held my current position since approximately November 1st, 2020.
2. As part of my duties as Director of Support Staff and Technology Liaison within the Consumer Protection Section, I review and monitor consumer complaints. On January 9th, 2023, I ran a query specifically related to all shelf pricing complaints our office has received on Dollar General from November 1st of 2022 to the present. The query revealed one hundred and sixteen price shelving complaints filed against Dollar General between those dates. I emailed those complaints to Investigator Supervisor Scott Massa of our Consumer Protection Section (see email and dated January 9th, 2023 and attached complaints attached and labeled as Exhibit A)
3. To the best of my knowledge, the complaints attached to Exhibit A are true and accurate representation of the one hundred and sixteen complaints our office has received on Dollar General shelf pricing complaints from November 1st, 2022 to the present.

FURTHER AFFIANT SAYETH NAUGHT:

Brian Morrison
BRIAN MORRISON, AFFIANT

Sworn to and subscribed in my presence this 10 day of January, 2023, in the City of Columbus, County of Franklin, State of Ohio.



Michael Joseph
Notary Public, State of Ohio
My Commission Expires:
July 18, 2027

Michael Joseph
Notary Public
My commission expires July 18, 2027

Scott Massa

From: Brian Morrison
Sent: Monday, January 9, 2023 11:05 AM
To: Scott Massa
Subject: Dollar General complaints
Attachments: Dollar General 11-1-22 to 1-9-23.pdf

Attached are the complaints our office has received on Dollar General shelf pricing complaints from November 1st 2022 to the present.

Brian Morrison
Director of Support Staff
Consumer Section
Ohio Attorney Generals Office
614-466-8149
Brian.morrison@ohioattorneygeneral.gov



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015004

Date Entered: 11/2/2022

Consumer:

Jamila Douglas
212 FOUNTAINVIEW COURT.
COLUMBUS, OH 43232-

(813)760-3168 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: familad82@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/3/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Constituent shopped at Dollar General and many times she's shopped there and the shelf price on items it not what it rings up when she checks out. Has happened with purchase of dog food, food items i.e. potato chips and many other items.

Just wants her experience to be included in action AGO is taken

Dollar General
5950 E Livingston Ave
Columbus OH 43232

Satisfactory Solution:

Just wants her experience to be included in action AGO is taken

Complaint No. 1015004



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015006

Date Entered: 11/2/2022

Consumer:

Allison Pennington
483 EASY ST .
MARION, OH 43302-

(419)560-4948 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: allieshel1986@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/3/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Constituent heard on radio about Dollar General, she experienced pricing issues in her location.

Purchased cloths hamper that had a shelf price of \$8.50 but rang up \$10.50

Just wants her info in our database.

Dollar General

Main St

Marion, OH

Satisfactory Solution:

Just wants her info in our database

Complaint No. 1015006



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015010

Date Entered: 11/2/2022

Consumer:

Deanna Ladd
660 LEONARD AVE
DELPHOS, OH 45833-9276

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(419)863-0564 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: cladd@woh.rr.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Constituent wants to report pricing issues with Dollar General in Delphos. Has shopped in this store and had a pricing issue each visit.

Wants her information in our database

Dollar General
251 Elida Rd
Delphos, OH

Satisfactory Solution:

Wants her information in our database

Complaint No. 1015010



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015055

Date Entered: 11/2/2022

Consumer:

Melanie Hutzler
807 ALAN PAGE DR SE
CANTON, OH 44707-3751

(330)809-5484 ext. daytime

Email: melaniehutzler145@gmail.com

Professional Services/Miscellaneous Business
Opportunities

Solicited Via: Business/Office

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$6.00

Disputed Amount: \$4.00

Amount Paid So Far: \$6.00

Description:

The constituent visited Dollar General located at 915 Tuscarawas St W, Canton, OH 44702. Two 10 oz. Crider Premium White Chicken cans are advertised as two dollars for both cans. She was charged six dollars. She asked to speak to a manager. They did not honor the price. She went through with the purchase.

Satisfactory Solution:

The constituent told me she has many more examples that she is happy to share.

Complaint No. 1015055



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015056

Date Entered: 11/2/2022

Consumer:

Frank Yoskey
6753 IDLELAWN AVE NW
CANAL FULTON, OH 44614-

(330)801-1271 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: frankyoskey@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 10/25/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

11022022csHBE: Constituent calling about DG deceptive advertising practices. Last visited location 2497 Locust Sr, Canal Fulton OH, two weeks ago. Candy marked \$1, price at register \$1.35; manager was able to correct pricing at register. He noticed on his receipt that pretzels rang up as \$3.25, marked \$3.00 in the store. Called customer services national number with no response. Constituent would like to report location, does not want refund. MONEY LOST \$0.25
OSCAR #

Satisfactory Solution:

Would like to bring awareness to deceptive advertising practices of his local Dollar General

Complaint No. 1015056



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015083

Date Entered: 11/2/2022

Consumer:

Daniel Zedeker
2832 STONECREEK CT
COLUMBUS, OH 43224-2514

(614)374-8233 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: dzedeker@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/2/2022

Total Price: \$3.75

Disputed Amount: \$0.75

Amount Paid So Far: \$3.75

Description:

The constituent would like to file a consumer complaint against Dollar General for failing to sell him products for their advertised price.

Location: 3350 Cleveland Ave Ste 1970, Columbus, OH 43224

Store number: 10722

On 11/02/2022, he visited Dollar General. He purchased Hostess chocolate cupcakes. They were advertised at \$3.50. When he arrived at the register, they charged him \$3.75.

Satisfactory Solution:

The constituent would like a refund of \$0.75. He tells me this happens regularly.

Complaint No. 1015083



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015240

Date Entered: 11/4/2022

Consumer:

Carrie Suttten
1012 LONG ST
HAMILTON, OH 45011-3941

(513)714-6523 ext. daytime

Email: carriesuttten6@gmail.com

Non-CSPA / Other/Other

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Purchase Information:

Problem Area: Failure to Deliver Product or Service

Purchase Date: 11/4/2022

Total Price: \$0.00

Disputed Amount: \$200.00

Amount Paid So Far: \$0.00

Description:

Constituent went to Dollar General in June or August. She states they are overcharging on food. When she spoke to the manger and workers about it they get rude with her. They say they can't change the prices even if the prices are different on the shelf then what its ringing up as. She contacted corporate 3 times and she has not heard back from them.

She does not have her receipt available to provide information for IDR. She will call back.

She asks that a complaint is filed. She has one of her receipts. She purchased 16 food items. The total amount she disputes is about \$200. She found one of her three receipts, which totals \$18.85.

Satisfactory Solution:

The constituent wants a refund of \$200.

Complaint No. 1015240



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015407

Date Entered: 11/8/2022

Consumer:

Londer Weathers
Po Box 902
Hamilton, OH 45012-

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(513)371-2740 ext. daytime

(615)855-4000 ext. daytime

(513)714-2164 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email:

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 10/24/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Constituent has bought numerous items from Dollar General and was overcharged. Sometimes the cashier would honor the price, other times, they would not. She has pictures and receipts. It was the Dollar General on Erie Highway in Hamilton, Ohio.

Satisfactory Solution:

Constituent wants Dollar General to honor the prices they advertise.

Complaint No. 1015407



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015411

Date Entered: 11/8/2022

Consumer:

Melissa Keefer
503 HARRINGTON DR
PLAIN CITY, OH 43064-

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(614)873-1565 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: keefers796@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Dollar General- Overcharging products- different price on shelf than what you are charged when checking out. On several occasions I reported this to the cashier and nothing was done.

Satisfactory Solution:

Read your press release about DG and wanted to inform you that this occurs at the Plain City/Madison County OH store.

Thank you for helping consumers!

Complaint No. 1015411



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015414

Date Entered: 11/1/2022

Consumer:

Tracy Evans, Sr
2057 FRANKLIN AVE
TOLEDO, OH 43620-

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(567)377-0441 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: tracyevans0425@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Misrepresentation

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

I Tracy A EvansSr, was told on(October 05 2022), that I couldn't enter the store because the store had me on camera stealing.I called customer service, they were supposed to give the district manager my number, they never contacted me. So I need help abtainig an attorney, to sue for deformation of character. Please contact me at(567-377-0441). My sister Sheronda was in my car and my other family.

Satisfactory Solution:

Need an attorney

Complaint No. 1015414



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015428

Date Entered: 11/1/2022

Consumer:

Frank Shaskus
1570 FALLHAVEN DR
COLUMBUS, OH 43235-5908

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(614)404-0110 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: frank.shaskus@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

I went to purchase 40 assorted candy bars on Halloween. They were all marked as a dollar. At checkout they rang up between 1.25 and 1.50. When I told the cashier they were a dollar he said that " that is what the shelf said, but it is not what they cost, and that he could not fix it. I chose to go to the udf next door.

**1682 Hard Rd
Columbus Oh **

Satisfactory Solution:

That dollar general lists the actual price of the item they are selling.

Complaint No. 1015428



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015429

Date Entered: 11/2/2022

Consumer:

Cynthia Swanson
397 GIEKE RD
OAK HILL, OH 45656-3501

(856)558-1453 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Cfe052868@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Deceptive pricing. The shelf tags had one price and the items rang up a higher price. This occurred multiple times over multiple visits to the store. Once I was told that they were unable to fix this issue as I used there self checkout and had already completed the transaction. An example is the 1.25 liter Pepsi products are listed as \$1.25 or 3 for \$3.00. Upon checking my receipt I noticed the discount had not been applied also a bag of candy had been charged at a higher price as well. At another visit I purchased a pack of fig newtons that rang up almost a dollar more than their shelf tag and was told the tag was an old tag and they weren't going to charge the price on the tag so I told them to remove the item from my order. This seems to be an ongoing issue at the location as well as other dollar generals I have shopped at. I've also noticed that they will cross out the price on the tag and write another price on it using an ink pen presumably these are efforts to correct the price discrepancy.

Satisfactory Solution:

This seems to be an ongoing issue at the location as well as other dollar generals I have shopped at. I've also noticed that they will cross out the price on the tag and write another price on it using an ink pen presumably these are efforts to correct the price discrepancy.

Complaint No. 1015429



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015430

Date Entered: 11/2/2022

Consumer:

Mary Frazier
336 ESSMAN SUGAR CAMP RD
SOUTH WEBSTER, OH 45682-8946

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(740)727-3079 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Marykraynard@aol.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area:	Billing Issues
Purchase Date:	10/29/2022
Total Price:	\$0.00
Disputed Amount:	\$0.00
Amount Paid So Far:	\$0.00

Description:

Prices posted in store and ad did not ring up as said. Pepsi products were on sale 3/\$10 and I paid over \$16 even with a coupon. Root Beer has a store sign that says always 3/\$11 and I paid over \$12. My order should have been around \$35 and I paid over \$55. This is the Dollar General in South Webster, Ohio. It's always like this. You never know if you were charged correctly. You can go back in and usually they will refund the difference but I was so angry this time I haven't even been able to go back into the store. I suffer from anxiety and depression and have had trouble ever since the day it happened. I purchased my items on the last day of the sale so I wonder how many people all through the week were over charged.

**325 South St Jackson OH **

Satisfactory Solution:

Better management of the store or close it.

Complaint No. 1015430



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015442

Date Entered: 11/8/2022

Consumer:

Wendy Church
428 MILL ST
UTICA, OH 43080-

(614)477-0034 ext. daytime

Email: wendychurch13@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Dollar General in Johnstown has fire safety concerns (pricing issues unknown).

Family Dollar in Utica has fire safety concerns and erroneous prices. For example, shelf price shows \$1 but charges \$1.25 for multiple items.

Fire safety concerns at the above referenced locations include blocked exits and blocked aisles observed on multiple occasions.

Satisfactory Solution:

Please investigate misleading prices at both stores located in Licking County and please contact the appropriate department to address fire safety issues.

Complaint No. 1015442



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015443

Date Entered: 11/8/2022

Consumer:

Mark Hill
1062 FREDERICK DR
XENIA, OH 45385-1649

(937)267-4888 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: np6869@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Comment on Dollar General litigation

Satisfactory Solution:

I have been overcharged at the Xenia Ohio stores. The clerks will walk back to the shelf to check, but can't seem to correct the price. This often involves small items with a \$1.00 shelf price that ring at \$1.25. They have cited recent price changes but won't correct the shelf price. The amounts are small but add up. I only want to pay the fair price without feeling cheated.

Thanks,
Mark Hill

Complaint No. 1015443



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015444

Date Entered: 11/8/2022

Consumer:

Nicole Mikels
2209 ESTABROOK AVE NW
WARREN, OH 44485-1946

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(540)818-7291 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email:

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

I saw where you were looking into price discrepancy at dollar general stores in Ohio. I worked at the Family Dollar in Campbell OH on Robinson Road, in Mahoning County. I have seen this many times at that store and multiple customer complaints.

Satisfactory Solution:

I just was giving information because it seemed important to Ohioans in the poor community of campbell. Alot of these people only can shop at this store because of no car. Yes there is a bus but it's hard to carry all groceries on bus. They are taking advantage of the poor

Complaint No. 1015444



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015457

Date Entered: 11/8/2022

Consumer:

Cynthia Newman
3924 CANTERBURY DR
BRUNSWICK, OH 44212-2606

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(000)000-0000 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email:

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

I just read an article on Dollar General deceptive pricing practices. Glad to see this. Please check out Hobby Lobby for more DPPs. Yesterday they had signs posted on the shelves, half off picture frames but when I went to the register, they were regular price. The cashier said the prices change every other week.

Satisfactory Solution:

Verify and correct deceptive behavior.

Complaint No. 1015457



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015465

Date Entered: 11/8/2022

Consumer:

Jayson Dunaway
1567 W BROAD ST
COLUMBUS, OH 43222-1070

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(614)735-1289 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: jaysondunaway88@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

<https://www.nbc4i.com/news/local-news/columbus/ohio-sues-dollar-general/amp/>

I was reading through the following news article in which Mr. Yost discussed the discrepancies in Dollar general prices, and wanted to pass along my own experience with the store that's right by where I live.

The fact that the store clearly has one price listed but will charge a price beyond what is given is something that happens quite regularly and, in the three years that I have been living there, nothing has been done to change it, nor has any attempt been made to fix the discrepancies that have been pointed out. At the very most all they do is repeatedly try and pass the blame on to a vendor that they claim is responsible for coming through and updating their prices, only to say that same said vendor hasn't been seen in as many as several months.

9 out of 10 times I have had to ask for the manager to come and readjust the price, often pointing out the price tag I was expecting to get, and other times I would leave frustrated because I was expected to pay two or three dollars more than what I should have been charged (case in point just last week I was attempting to buy an ice cream cake that very clearly was marked for \$12.50 but when I went to have it wrung up it came up \$15. I even pointed out where the tag said that it was \$12.50). After reading the article I am glad that someone is finally stepping in and taking action.

PS.

if needed the address for the Dollar general in question is 1350 West Broad Street Columbus, OH 43222

Satisfactory Solution:

File Info

Complaint No. 1015465



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015530

Date Entered: 11/9/2022

Consumer:

Christy Claybourne
5641 S PROSPECT ST
RAVENNA, OH 44266-3624

(330)281-1129 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: ChristyClaybourne@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Dollar General switching Prices

Satisfactory Solution:

All three dollar general's in Ravenna Ohio are really bad about charging more at the register than the price marked on the shelves.

There are two on Main street and the one on S.Prospect.

Literally ever time I go to one of these stores there is a price discrepancy.

Thought you might like to know.

Thanks

Christy Claybourne

Complaint No. 1015530



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015532

Date Entered: 11/9/2022

Consumer:

Adrienne Dansby
2526 HARMONT AVE NE
CANTON, OH 44705-3528

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(330)962-7609 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Sweetie2983@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Dollar General over charging

Satisfactory Solution:

Hi, Im reaching out based on the issue of dollar general over charging customers. This has happend to me on several occasions at Dollar General located at 3220 Mahoning Road Canton ohio 44705. On some occasions I had to request the manager due to employess saying they couldn't override or that it was the manufacturer and not them. Things are continuously in disarray at this location. In another instance the manger/employee said well this is happening due to the remodel of the store. I replied with "what does the remodel have to do with the prices being increased at the regester? vs whats the price on the shelf? Not my problem and Im fine with waiting until the 50 bucks I brought to spend equals 50 and not 58." Tjis happend to me all summer. I was just accepting it until I started to pay closer attention and watching closer each trip and sure enough I was being overcharged. I would say on average anywhere from 4-6 dollars at times.

Thanks for listening,
Adrienne Dansby

Complaint No. 1015532



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015584

Date Entered: 11/10/2022

Consumer:

Mary Delk
209 W GEORGE ST
ARCANUM, OH 45304-1110

(937)621-9907 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: mj7.delk@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

MAIL/FAX/E-MAIL COMPLAINT

Consumer has noticed price gouging for months at her store located at 611 N Main St Arcanum OH - Store #15404. The prices on the shelves do not match what is rang on the register.

Satisfactory Solution:

Wants this store added

Complaint No. 1015584



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015608

Date Entered: 11/2/2022

Consumer:

Catherine McDonald
PO BOX 159.
NEW HOLLAND, OH 43145-

(614)607-1674 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: abbyngirls@aol.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/3/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Their products consistently ring up more than the price on the shelf. The manager used to give a refund but will not any more. Sometimes every item is more

Satisfactory Solution:

Their price should correspond with the advertised price

Complaint No. 1015608



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015609

Date Entered: 11/2/2022

Consumer:

Church
unk.
LISBON, OH 44432-

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime
(615)855-5752 ext. daytime
(615)855-5839 ext. daytime
(800)678-9258 ext. daytime

Email: subfixer68@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area:	Price Gouging
Purchase Date:	10/28/2022
Total Price:	\$2.35
Disputed Amount:	\$2.35
Amount Paid So Far:	\$0.00

Description:

Advertise price an sell price different price in shelf was not price I was charged at register

Satisfactory Solution:

Not the first or second time this happened, I've shopped at all the dollar general and they all do it, I keep all my receipts to prove it

Complaint No. 1015609



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015610

Date Entered: 11/2/2022

Consumer:

Thomas Rogers
4270 MIDFIELD ST .
SPRINGFIELD, OH 45503-

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: tjrogers743@aol.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/3/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

been to this company last 3 months they have over charged me when i would tell them they would not change the price said no time to change prices

Satisfactory Solution:

i would like to have a lawsuit cause i know other people have been ripped off

Complaint No. 1015610



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015613

Date Entered: 11/2/2022

Consumer:

Sean Evans
959 POM CT .
TRENTON, OH 45067-9628

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(513)468-8290 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: evanssean1986@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 10/30/2022

Total Price: \$4.25

Disputed Amount: \$5.75

Amount Paid So Far: \$0.00

Description:

I went to buy a 3 pack of Colgate toothpaste. On the shelf it was labeled \$4.25. At the register it rang up \$5.75. I told the cashier about the price discrepancy and all she said was I will check into it.

Satisfactory Solution:

Make them fix the prices at the register to match what is on the shelf.

Complaint No. 1015613



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015615

Date Entered: 11/2/2022

Consumer:

Angeleigh Blanchett
965 STEVENSON RD
Down
CLEVELAND, OH 44110-3175
(216)466-7876 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171
(615)855-4000 ext. daytime
(615)855-5752 ext. daytime
(615)855-5839 ext. daytime
(800)678-9258 ext. daytime

Email: mrsblanchett@yahoo.com
Shopping, Food or Beverages/Shops/Stores/Websites
Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues
Purchase Date:
Total Price: \$0.00
Disputed Amount: \$0.00
Amount Paid So Far: \$0.00

Description:

The Dollar General stores located on St. Clair and 157th and the other located on Euclid Ave are charging more than the advertised price. I was taken advantage of twice simply because I was in a rush and didn't pay attention to the fact that I was charged more until it was too late. However, the third time I paid attention and sure enough the prices rung up different. When I asked the cashier, she said it had been happening often and was willing to do a price check and adjust the price. For example, I purchased a regular pack of Huggies Little Movers size 5 that was listed for 9.95 but it rung up 10.95, a whole Dollar difference. Then I purchased Oil of Olay body wash which was listed as 6.59 but rung up at 7.99. I haven't been back to the stores since. I thought it was just those 2 stores since they are in close proximity and possibly managed by the same person but after reading a news article about it happening all over Ohio, I see it is a much bigger problem.

Satisfactory Solution:

To charge correctly for the merchandise and to receive financial compensation for previous purchases that were not correctly charged.

Complaint No. 1015615



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015646

Date Entered: 11/10/2022

Consumer:

Erin Dunigan
207 OLD NATIONAL RD
OLD WASHINGTON, OH 43768-

(740)705-6711 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email:

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Dollar General

Satisfactory Solution:

I read the Columbus Dispatch article about price fixing at Dollar General and it happened to me this evening at the New Concord, 43762, store. I purchased a box of corn meal and I was charged \$.10 more than the tag on the shelf.

Complaint No. 1015646



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015648

Date Entered: 11/2/2022

Consumer:

Anthony Watkins Jr
613 LONDON AVE
MARYSVILLE, OH 43040-1514

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(614)636-1248 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: a9s2w5@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Here in Marysville there is a Dollar General that has regularly and sometimes it even seems maliciously, charges more at the register. This has happened to me nearly every time I've shopped. As well as other people. Sometimes the dollar difference is quite egregious, but as is often the case, in the name of convenience you go ahead and pay it because you're already at the checkout and the checkout says this is what the cost is. I've asked many times about the discrepancies and am told they're unable to do anything about it and that the system price is what the price is. I've also noticed escalation of prices at a store here. Even tho surrounding stores prices are not the same. We aren't talking a few things, it's as if something has gone very wrong or is being predatory. But many of the prices I can go one town over and not only are the prices not raised but have no experienced the same issues with pricing discrepancy at checkout.

Satisfactory Solution:

I'd just like for people, including myself, to not be taken advantage of. Or misled. Whatever the solution, there is something wrong here. And has been going on all year. When I saw others are complained, it made me get on here and tell me story as this has been an ongoing issue at this store.

Complaint No. 1015648



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015654

Date Entered: 11/2/2022

Consumer:

Carolyn Travis
894 E WILBETH RD
AKRON, OH 44306-3569

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(330)245-6175 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: ctrav21@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 10/31/2022

Total Price: \$15.49

Disputed Amount: \$15.49

Amount Paid So Far: \$0.00

Description:

The price of items on the shelves did not match at register

Satisfactory Solution:

Make them match

Complaint No. 1015654



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015656

Date Entered: 11/2/2022

Consumer:

Hayman Barnitz
7205 KINGSTON ADELPHI RD
KINGSTON, OH 45644-9601

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(740)701-3848 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: hkbarnitz@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

I have experienced several occasions where the advertised prices on item a this store were inflated when checking out. Addressing this problem has met with great disdain from tge employees at the store.

Satisfactory Solution:

I noticed the problem is occurring in other parts of Ohio and wish to bring your attention to this location.

Complaint No. 1015656



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015657

Date Entered: 11/2/2022

Consumer:

Heather Wooldridge
9464 RIDGEMOOR AVE
CINCINNATI, OH 45231-2840

(513)227-8491 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Heatherwmarie12@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

This Dollar general has the price one amount on the shelf and then when you go to the register it charges more than what was advertised. This has been happening for months!

Satisfactory Solution:

Reporting to AGO

Complaint No. 1015657



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015661

Date Entered: 11/3/2022

Consumer:

Wendy Binkley
105 1/2 OHIO ST
UP
WAPAKONETA, OH 45895-1952
(419)296-4149 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171
(615)855-4000 ext. daytime
(615)855-5752 ext. daytime
(615)855-5839 ext. daytime
(800)678-9258 ext. daytime

Email: wendyhale1969@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Website/Pop Up Ad

Purchase Information:

Problem Area:	Price Gouging
Purchase Date:	10/27/2022
Total Price:	\$26.00
Disputed Amount:	\$12.00
Amount Paid So Far:	\$0.00

Description:

Mt. Dew was advertised for 3/12 or 3/10 with coupon. I was charged 6.95 per 12 pack. I told the clerk it was on sale and she said it wasn't ringing up on the register. I told her to walk over and look at the display. I felt scammed. I will not go back. This is not the 1st time this has happened.

Satisfactory Solution:

Lesson learned. I will not shop there again

Complaint No. 1015661



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015668

Date Entered: 11/2/2022

Consumer:

Judy Hinterlong
9402 COOGAN DR .
CINCINNATI, OH 45231-2811

(513)304-4245 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Bigghockeyfan4@gmail.com

Shopping, Food or Beverages/Grocery-
Buyers/Shopping Clubs

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 11/1/2022

Total Price: \$3.50

Disputed Amount: \$0.55

Amount Paid So Far: \$0.00

Description:

Bread was marked \$2.95 on shelf. Charged me \$3.50

Satisfactory Solution:

Make them put correct prices on shelves. This happens a lot there

Complaint No. 1015668



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015688

Date Entered: 11/2/2022

Consumer:

Robin Kaufman
1764 TOWNSHIP ROAD 141
CARDINGTON, OH 43315-9583

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(614)679-5963 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: kaufman92014@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Billing Issues

Purchase Date:

Total Price: \$10.25

Disputed Amount: \$6.00

Amount Paid So Far: \$0.00

Description:

Another Dollar General with Deceptive Pricing. Candy advertised for \$5.50 and I was charged \$10.25. I have several examples of this. Wanted to advise this is happening in Morrow county as well as Butler County.

DOLLAR GENERAL
271 GILEAD ST
CARDINGTON, OH 43315

Satisfactory Solution:

I saw the News Release from 11-1-22 and wants to advise this happens all the time at the Cardington, Morrow Dollar General as well. I did not keep by receipts. But I will moving forward.

Complaint No. 1015688



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015693

Date Entered: 11/2/2022

Consumer:

Rachael Holbert
3706 E 69TH ST
CLEVELAND, OH 44105-1460
(216)218-0808 ext. daytime

Supplier:

Dollar General
6815 Broadway Ave
cleveland, OH 44105-
(216)243-2011 ext. daytime

Email: rholbert1984@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

In regards to dollar general charging a different price than displayed; I have experienced this at the location provided. Dr pepper is displayed as 3/\$11 but sometimes it rings up \$3.99/each and they argue if you tell them it's wrong.

DG

6815 Broadway Ave
Cleveland OH

Satisfactory Solution:

Reporting to AG

Complaint No. 1015693



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015700

Date Entered: 11/2/2022

Consumer:

Angel Jenkins
2012 DOGWOOD RIDGE RD
WHEELERSBURG, OH 45694-9478

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(740)649-6554 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: banklady36@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 10/23/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

I understand that the Attorney Generals office has a lawsuit against certain Dollar General Stores in the state of Ohio for deceptive pricing. I believe the Dollar General store where I frequent is using deceptive pricing too. I had bought some Scott Toilet Paper and the price tag was for \$17.95 and at the register it rang up as \$19.00. I told the cashier that the price was wrong and she wanted to know what the price was on the shelf tag. I told her \$17.95 and she fixed the price for me. I am not sure if they are doing this with other products that were listed in the lawsuit, but I am going to do some investigating to see if these products ring up incorrectly.

DG

2027 Dogwood Ridge Rd Wheelersburg OH --sa

Satisfactory Solution:

That the Dollar General store in my area be investigated for deceptive practices and to be held accountable.

Complaint No. 1015700



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015722

Date Entered: 11/3/2022

Consumer:

Cindy Slavens
1413 ANDREW AVE
SALEM, OH 44460-

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(234)320-5115 ext. daytime
(234)567-0630 ext. daytime

(615)855-4000 ext. daytime
(615)855-5752 ext. daytime
(615)855-5839 ext. daytime
(800)678-9258 ext. daytime

Email: cslavens2003@yahoo.com
Shopping, Food or Beverages/Shops/Stores/Websites
Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging
Purchase Date: 11/3/2022
Total Price: \$3.25
Disputed Amount: \$0.00
Amount Paid So Far: \$0.00

Description:

We purchased two different types of favored liquid creamers. Price on rack in the cooler was \$3.15, rang up \$3.25. Asked the girl why was .10 added when that was not the correct price? My son went to cooler to check price, came back and stated it was \$3.15. Both rang up \$3.25. Asked her if she was aware of the lawsuit dealing with this issue, she stated it was else where.

**DG
151 Legacy Ln
Salem OH --sa**

Satisfactory Solution:

Prices need to be the same in register as on the rack in cooler. Otherwise people are being charged in correctly and not realizing it. My son used his EBT card to pay for items. The point is, he was overcharged. Receipt is attached.

Complaint No. 1015722



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015723

Date Entered: 11/3/2022

Consumer:

Daniel Fissel
1954 SALT SPRINGS RD
MC DONALD, OH 44437-1110

(234)600-7525 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Dan.fissel@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 9/1/2022

Total Price: \$100.00

Disputed Amount: \$50.00

Amount Paid So Far: \$0.00

Description:

This company continuously has wrong products prices on shelves. And it rings at the register sometimes at almost 100%.

**DG

3840 Legacy
Salem OH --sa**

Satisfactory Solution:

This is a constant thing. In your lawsuit you should request copies of surveys from this store because I filled them out multiple times because if the issue. That shows intent

Complaint No. 1015723



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015751

Date Entered: 11/3/2022

Consumer:

Ayeshia Jackson
9903 BESSEMER AVE
CLEVELAND, OH 44104-5413

(216)801-8058 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: jacksonayeshia8@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Price on shelf is not Price on register and receipt

**DG
2966 E 116th
Cleveland, OH -sa**

Satisfactory Solution:

Reporting to AGO

Complaint No. 1015751



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015823

Date Entered: 11/4/2022

Consumer:

Maria Marlowe
40 maple ave
northfield, OH 44067-

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: flamingo6633@windstream.net

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 7/6/2022

Total Price: \$4.50

Disputed Amount: \$0.50

Amount Paid So Far: \$0.00

Description:

Buying ice cream and the price on shelf didn't match checkout price and the fella said "we haven't had time to change prices" totally wrong to not honor the price on the shelf.

Satisfactory Solution:

just complaining that someone needs to check them. thank you

Complaint No. 1015823



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015842

Date Entered: 11/5/2022

Consumer:

Brenda Sprowls
138 W SPRING ST
CADIZ, OH 43907-1112

(757)126-8257 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: brendasprowls@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/3/2022

Total Price: \$3.95

Disputed Amount: \$4.25

Amount Paid So Far: \$0.00

Description:

Shelving says 3.95 for product and rings at 4.25 every item I purchased was a higher price than what was on the shelf. every person in store was ignorant to me when I asked about it

Satisfactory Solution:

Reporting to AGO

Complaint No. 1015842



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015843

Date Entered: 11/3/2022

Consumer:

Ora Sharninghouse
401 COLONIAL DR .
FOSTORIA, OH 44830-1933

(419)315-6152 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: tomhouse77@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Advertisements

Purchase Date: 11/3/2022

Total Price: \$6.00

Disputed Amount: \$1.00

Amount Paid So Far: \$0.00

Description:

Food is advertised per in store signage 4 for \$5. They are charging full price even though 4 are purchased

Satisfactory Solution:

Pricing needs adjustment or signs regarding a sale need taken down

Complaint No. 1015843



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015857

Date Entered: 11/4/2022

Consumer:

Vickie Needham
3136 CHAFFIN RD .
BLANCHESTER, OH 45107-8870

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(513)304-6371 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: vneedham0961@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/1/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Prices on shelf and prices at checkout aren't the same

Satisfactory Solution:

none

Complaint No. 1015857



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015871

Date Entered: 11/5/2022

Consumer:

Rachel Snell
2007 TALBOT ST
TOLEDO, OH 43613-5024

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(419)320-6288 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: RACHELSNELL31@GMAIL.COM

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area:	Refund
Purchase Date:	11/3/2022
Total Price:	\$14.86
Disputed Amount:	\$5.00
Amount Paid So Far:	\$0.00

Description:

I was overcharged at the register again!! Sick and tired of Dollar General advertising one price then charging another. They also put a different price on the shelf then what the product rings up as. This has happened to me almost every time I go.

*DG

4020 Jackman RD
Toledo OH 43613 --sa*

Satisfactory Solution:

Give me back all the money they stole.

Complaint No. 1015871



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015873

Date Entered: 11/5/2022

Consumer:

Shauna Simonds
386 LANE DR SW
WARREN, OH 44483-6479

(330)272-7136 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: ssimonds1212@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Website/Pop Up Ad

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

The stores advertised prices is not what they are charging.

DG
555 S St SE
Warren, OH 44483 --sa*

Satisfactory Solution:

Reporting to AGO.

Complaint No. 1015873



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015876

Date Entered: 11/4/2022

Consumer:

Jessica Ballez
29456 Kearsley St
Millbury, OH 43447-

(567)215-2289 ext. daytime

Email: jessicaballez@ymail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Supplier:

Dollar General
1470 WOODVILLE RD
MILLBURY, OH 43447-9780

(419)972-2380 ext. daytime

Purchase Information:

Problem Area: Misrepresentation

Purchase Date: 9/20/2022

Total Price: \$2.00

Disputed Amount: \$2.00

Amount Paid So Far: \$0.00

Description:

I purchased 2 boxes of Veet facial wax strips 12 count at the Dollar general in Millbury, oh. At the store it was in the clearance area with a yellow tag marked at \$2. So I thought I was getting a deal. When I got home and opened the product there were only 6 wax strips in each box. I took them back to the same store to return them and the cashier told me I was not able to return that product nor was I able to get a refund. She gave no reason why. I thought that was weird. I explained to her that not all 12 strips were in the boxes. That there was only 6 in each. She said oh well that may be why they were on clearance marked as \$2. I felt like I was robbed. When I check online for the same box of Veet facial wax strips 12 count they are priced at \$1.75. So they marked up a product in the store displaying it on clearance for \$2 knowing half the product is missing. Seems like they knew half the product was missing and they are up marking the price of products that are missing product. Stealing peoples money. Then the items is not eligible to be returned. Very sketchy and deceptive. I'm sure I was not the only person who was taken advantage of because they had a lot of that same product on the clearance shelf marked at \$2.

Satisfactory Solution:

They are price gouging by displaying a product that is missing half the product and displaying and selling it as a clearance item knowing it is missing half the product. But online it shows that same product is \$1.75. This should be illegal. Shame on these greedy stores. I hope they are held accountable for ripping people off at such a hard time with inflation rising greed is rising. Hold them accountable and include them in your law suit. For deceptive pricing like the other Dollar Generals in Ohio who are doing the same thing.

Complaint No. 1015876



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015880

Date Entered: 11/3/2022

Consumer:

Melinda Loudenburg
628 COUNTY ROAD 61 .
KITTS HILL, OH 45645-8982

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(740)442-0607 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: melindaloudenburg@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 11/9/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

?

Satisfactory Solution:

?

Complaint No. 1015880



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015889

Date Entered: 11/4/2022

Consumer:

Lisa Edmundson
521 ASHTON WOODS DR
ASHVILLE, OH 43103-

Supplier:

Dollar General
499 LONG ST
ASHVILLE, OH 43103-1332

(740)954-0900 ext. daytime

Email: edmundson.lisa@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area:	Misrepresentation
Purchase Date:	11/4/2022
Total Price:	\$4.00
Disputed Amount:	\$0.50
Amount Paid So Far:	\$0.00

Description:

Shelf price 3.75 and at register 4.00
Both packages of batteries rang up more than listed price

Satisfactory Solution:

Stop overcharging for items. It's deceptive practice

Complaint No. 1015889



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015894

Date Entered: 11/4/2022

Consumer:

Dustin Rainsberger
150 E MAIN ST
MOUNT STERLING, OH 43143-

(740)831-4050 ext. 740831 daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: rainsdus@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/3/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Cheese rang up at \$3.25 marked \$2.95
Chips were marked 2 for \$8.00, charged \$4.60 each

Satisfactory Solution:

Fix the prices make sure the system is updated

Complaint No. 1015894



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015936

Date Entered: 11/4/2022

Consumer:

Robert Hevlin
25 N TORRENCE ST
DAYTON, OH 45403-1113

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime
(615)855-5752 ext. daytime
(615)855-5839 ext. daytime
(800)678-9258 ext. daytime

Email: Steelcurtain1963@outlook.com
Shopping, Food or Beverages/Shops/Stores/Websites
Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Refund
Purchase Date: 11/9/2022
Total Price: \$0.00
Disputed Amount: \$0.00
Amount Paid So Far: \$0.00

Description:

My 87 year old mother and I have frequented Dollar General for years, and there have been innumerable times we have made purchases that were well higher than advertised. Additionally there is a smell in the store like dryer sheets that permeates everything and causes many consumable products such as ice cream, candy bars, etc to taste of the smell : whom knows if this effects people adversely but it isn't what I pay for. Between the price gouging and paying for foul tasting products my mother and I have literally lost thosands over the years with this company but both of us being on Social Security we have little choice in where we shop.incidentally that fabric smell oder permeating products occurs at nearby Rite-Aid as well. Hope you'll do something about this whether or not my mother recoup any lost revenues, we just mainly don't want to be gouged in the future and want products we purchase to taste as they should and not worry about long term effects of the unknown taste.Thank you,.think you're doing an amazing job.

Satisfactory Solution:

Recouping losses would be nice, but short of this not being further gouged in future purchases; and, products tasting as they should, instead of like fabric softener or detergent (the smell that permeates the air when you walk into the store as well as nearby Rite -Aid) would be satisfactory. Don't know what the long term effects of this "taste" could be and it isn't what I pay for.

Complaint No. 1015936



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015937

Date Entered: 11/4/2022

Consumer:

Adam OBryant
2261 E CENTRAL AVE
MIAMISBURG, OH 45342-3628

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(937)856-3412 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: adamobryant@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/4/2022

Total Price: \$4.50

Disputed Amount: \$0.50

Amount Paid So Far: \$0.00

Description:

Ice cream was priced 50 cents cheaper on the tag than at the register. Heard about the problems with Dollar General and wanted to report it.

*DG

33 S Alex Rd
Miamisburg OH 45342 --sa**

Satisfactory Solution:

Correct pricing on all products.

Complaint No. 1015937



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015953

Date Entered: 11/5/2022

Consumer:

Tim Rooney
1860 LICK RUN RD .
CHILLICOTHE, OH 45601-

(740)637-2475 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: rooneytj05@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date: 11/9/2022

Total Price: \$10.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Prices at counter higher than prices on the shelf

Satisfactory Solution:

Investigate and make them stop

Complaint No. 1015953



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015969

Date Entered: 11/16/2022

Consumer:

Michael Schmitz
10100 STATE ROUTE 113 E
BERLIN HEIGHTS, OH 44814-9402

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(440)387-8574 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: schmidt7994@roadrunner.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$1.46

Disputed Amount: \$1.46

Amount Paid So Far: \$1.46

Description:

Experience with Dollar General in Birmingham Ohio, and Wakeman Ohio.

Satisfactory Solution:

Just letting you know, Many times at both places the price will be lower marked on the shelf, and higher when you get to the register. A very few examples: about 3 weeks ago, a gallon of ice cream marked \$7.00, got to the register, \$7.50, I told them, they acted put out about it, but gave me the difference. Also told them they need to change the price on the rack. Went in, still marked \$7.00, Still \$7.50 at the register. I just paid it. On 11-3-22, bought 16 oz. sour cream there. Marked \$2.40 on the rack, was \$2.50 at the register. Wakeman: got ice cream sandwiches, marked \$3.00, got to register, they were \$3.85. Told the cashier, she said there was no manager there, so she couldn't give me the difference. This is really getting old. Usually not a lot of money, just feel like they are ripping people off. I Usually don't want to go through the hassel of trying to get my money back for 10 to50 cents, but feel they are constantly doing this. I have pointed it out to several employees, and nothing changes. I have had many, many more instances, These are just recent ones i can remember off the top of my head. Just add it to the evidence you have on Dollar General, and i would accept any compensation i can get.

Complaint No. 1015969



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1015982

Date Entered: 11/5/2022

Consumer:

Chrys Gundy
677 E MOLER ST .
COLUMBUS, OH 43207-

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Gsilla425@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/9/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

This dollar general has charged higher prices at the register than advertised on two different occasions.

Satisfactory Solution:

This dollar general has charged higher prices at the register than advertised on two different occasions.

Complaint No. 1015982



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016033

Date Entered: 11/6/2022

Consumer:

Anthony Amy
2523 PIPPIN CT
CINCINNATI, OH 45231-1873

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(513)827-5671 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: seashellzzz@icloud.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/6/2022

Total Price: \$20.71

Disputed Amount: \$1.75

Amount Paid So Far: \$0.00

Description:

Pop says 1.25 on shelf, but rang up \$1.50. Salt says 1.00 on shelf, but rang up 1.25.

Satisfactory Solution:

Change shelf tags to match ring up price.

Complaint No. 1016033



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016034

Date Entered: 11/6/2022

Consumer:

Donna Spires
12879 STATE ROUTE 4
MARYSVILLE, OH 43040-9047

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(740)262-2870 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: dndspires@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/6/2022

Total Price: \$14.30

Disputed Amount: \$3.00

Amount Paid So Far: \$0.00

Description:

Dollar General in Milford Center, OH had a lower price on the shelf and rang up at a higher price at the cash register.

*DG

1 N MILL ST
MILFORD CENTER OH 43045 --sa*

Satisfactory Solution:

Reporting to AGO

Complaint No. 1016034



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016082

Date Entered: 11/17/2022

Consumer:

Connie Golden
38830 BELL RD
WILLOUGHBY, OH 44094-7526

(216)396-3619 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: conniegolden@sbcglobal.net

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 10/5/2022

Total Price: \$5.90

Disputed Amount: \$5.90

Amount Paid So Far: \$5.90

Description:

On either 10/5 or 10/6, I purchased two infant pacifiers at the Dollar General in Kirtland, OH. The shelf tag said \$3, but when I went to pay, I was charged \$5.95/pacifier. When I questioned the price difference, I was told that the shelf tags in that area were all messed-up. Unfortunately, I don't have the receipt. I never pay cash, but in this case, I did, so I have no credit card receipt. While I'm sure there is nothing that can be done to refund my \$5.95, I'm so happy that the AG is pursuing this to stop this practice. Thank you!

Satisfactory Solution:

Refund

Complaint No. 1016082



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016088

Date Entered: 11/8/2022

Consumer:

Eboney Starks
5041 RED CLOUD CT APT 11
OXFORD, OH 45056-8883

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(937)809-0088 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: eboney.faye@icloud.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/7/2022

Total Price: \$3.66

Disputed Amount: \$3.31

Amount Paid So Far: \$0.00

Description:

Complaint against the supplier for shelf prices being one price and check out prices being higher.

DG
1056 E 2nd St
Franklin OH 45005 --sa

Satisfactory Solution:

Reporting to AGO.

Complaint No. 1016088



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016094

Date Entered: 11/7/2022

Consumer:

Tammie Morgan
827 DEARBORN AVE .
TOLEDO, OH 43605-

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(419)279-9595 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: tammiemorgan20@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 11/7/2022

Total Price: \$1735.00

Disputed Amount: \$4.50

Amount Paid So Far: \$0.00

Description:

I went to the dollar general an the price that's on the racks is not what they charged me for example I bought noodles for a dollar an they rang up as 1.50 an a small can of raviolis there a 1.25 an rang up as 1.35 same with my salamiit says 2.65 an it rang up as 3.00 I told the lady that was working an she said there's nothing she can do

Satisfactory Solution:

For them to fix's the problem I go in there a lot how many times have I over paid never notice before prices are all ready high

Complaint No. 1016094



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016098

Date Entered: 11/8/2022

Consumer:

Erik Dustin
1246 RYAN RD
SPRINGFIELD, OH 45503-

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(937)207-5287 ext. daytime

(615)855-4000 ext. daytime

(937)536-5866 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: endustin@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/8/2022

Total Price: \$2.80

Disputed Amount: \$0.30

Amount Paid So Far: \$0.00

Description:

Milk was advertised as 2.50 per half gallon and and rang up as 2.80 at the register. I have a receipt.

DG
Springfield OH

Satisfactory Solution:

Add me to the growing number of cases of dollar general charging a difference in there advertised prices

Complaint No. 1016098



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016107

Date Entered: 11/8/2022

Consumer:

Shellie Higgins
459 W 42ND ST
SHADYSIDE, OH 43947-1018

(740)632-9516 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: sa_higgins@comcast.net

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Complaint regarding prices on the shelves one price and higher at the check out.

DG

Shadyside Ohio

Satisfactory Solution:

Reporting to AGO

Complaint No. 1016107



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016147

Date Entered: 11/8/2022

Consumer:

Kevin Scroggins
3 ARNOLD PL .
DAYTON, OH 45402-

(937)397-7387 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: kevin.scroggins2015@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date: 11/8/2022

Total Price: \$5.45

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

This was the price on the shelf. They charged 6.30 at the register. This has been consistently happening for years. But it has increased in the last year or two.

Satisfactory Solution:

The store needs to be investigated. It happens to much to be an accident. You are treated poorly even aggressively when you question it. refund 5.45

Complaint No. 1016147



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016149

Date Entered: 11/18/2022

Consumer:

Allen Scheuring
6185 RICHMAN RD
SPENCER, OH 44275-9765

(330)667-2052 ext. daytime

Email: ascheuring99@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Dollar General

Satisfactory Solution:

If you need any help with Dollar General we have several issues at the moment that they promised to credit our account and at this time have not seen anything. Diane has receipts showing the transaction. Feel free to call us to discuss.

Complaint No. 1016149



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016184

Date Entered: 11/8/2022

Consumer:

Janice Norton
340 N BODMER AVE
STRASBURG, OH 44680-1031

(330)495-1321 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: janicemnorton@twc.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Misrepresentation

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

NONE

Satisfactory Solution:

NONE

Complaint No. 1016184



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016207

Date Entered: 11/11/2022

Consumer:

Jo Brown
7721 HAWK RD
NEW MARSHFIELD, OH 45766-9006

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Yawkhee@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 11/11/2022

Total Price: \$9.00

Disputed Amount: \$8.50

Amount Paid So Far: \$0.00

Description:

Shelf tag read 8.50, but I was charged 9.00. This has happened at the dollar general stores in Athens County numerous times. I just saw that The Ohio Attorney General filed a lawsuit regarding the problem in other counties.

Satisfactory Solution:

Add Athens county to the lawsuit (or all Ohio counties), so they will stop this scam.

Complaint No. 1016207



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016209

Date Entered: 11/10/2022

Consumer:

Jerry Sword
9750 WOOSTER PIKE RD
SEVILLE, OH 44273-9523

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(330)590-0787 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: swordins67@aol.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Prices on shelf lower than prices charged

Satisfactory Solution:

Reporting to AGO

Complaint No. 1016209



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016211

Date Entered: 11/10/2022

Consumer:

Leslie Cole
32107 HAMILTON CT
A-204
SOLOON, OH 44139-6207
(216)688-8357 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171
(615)855-4000 ext. daytime
(615)855-5752 ext. daytime
(615)855-5839 ext. daytime
(800)678-9258 ext. daytime

Email: coleless4@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Website/Pop Up Ad

Purchase Information:

Problem Area:	Refund
Purchase Date:	7/3/2021
Total Price:	\$79.00
Disputed Amount:	\$15.00
Amount Paid So Far:	\$0.00

Description:

Overcharged us for food and home/health goods purchases

Satisfactory Solution:

Just want overcharged amount refunded to us

Complaint No. 1016211



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016212

Date Entered: 11/11/2022

Consumer:

Laticia Jackson
4118 Annapolis Ave
Dayton, OH 45416-1505

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(937)248-9741 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: alдорascaringhands.47@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 10/20/2022

Total Price: \$14.00

Disputed Amount: \$14.00

Amount Paid So Far: \$0.00

Description:

In the shelf the tissue was 7.89, so when I took to the register it came up to \$14.00, I went to shelf an said now if it's not that price yaw need to fix it because it says \$7 on the shelf,an the lady said no it's not 7 .so I argued with her, I had like 3 items I know the price said 1 thing an another at the register.

**DG

4000 Salem Ave
Dayton OH 45416 -- sa*

Satisfactory Solution:

I had to put it buy because I needed it

Complaint No. 1016212



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016214

Date Entered: 11/10/2022

Consumer:

Anthony (Tony) Johnson
1804 PORTAGE PATH
SPRINGFIELD, OH 45506-3028

(937)831-6007 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Metalhead_t425@hotmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 11/10/2022

Total Price: \$1.65

Disputed Amount: \$2.00

Amount Paid So Far: \$0.00

Description:

I went to my local dollar general there price on their Tropicana Orange juice said \$1.65 when i got to the register to pay the lady charged me \$2 plus tax that's not what i had planned on paying and didn't even have enough luckily there was a good samaritan who chipped in the extra amount i believe i was short like .30 but still

*DG

1640 S Yellow Springs St
Springfield OH 45506 -sa *

Satisfactory Solution:

I just want someone to look into their pricing and tactics because their hours says their open until 10pm at 5:30 my father went to go get butter and they've already closed for the day the hours are never right that are listed and they're never open when they say they are

Complaint No. 1016214



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016345

Date Entered: 11/10/2022

Consumer:

Mary Costa
627 FULMER AVE
AKRON, OH 44312-0000

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(216)414-1985 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: cmary9128@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area:	Billing Issues
Purchase Date:	11/10/2022
Total Price:	\$0.00
Disputed Amount:	\$8.00
Amount Paid So Far:	\$0.00

Description:

I've been in Dollar General many times but everytime I go, I notice the prices for several things on my receipt are marked lower on the shelves and ring up anywhere from .25 to 2 dollar difference. A few times I didn't do anything because I already had left store and didn't notice until later. The cashier i had today gave me attitude about it and I was being as nice as I could be. First she Said she will give me the difference out of her pocket but she was only going to give me half of what they owed me...and than she said she will have to keep my receipt, and when I said I'm going to take a photo of the receipt, she ended up giving it to me...Her terrible attitude drove me to contact you. It's nit my fault all there prices are wrong.

DOLLAR GENERAL
1787 CANTON RD
LAKEMORE OH 44250

Satisfactory Solution:

I just wanted to file this complaint because I read that this happened to several others. It's basically happening to a lot of people, but they r Either don't notice or they just don't feel like coming back to the store. It's frustrating and inconvenient and unfair.

Complaint No. 1016345



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016373

Date Entered: 11/12/2022

Consumer:

Cheryl Labine
3747 VICTORY AVE.
LOUISVILLE, OH 44641-8600

(330)413-8398 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Sweetlovingtweety@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/12/2022

Total Price: \$6.39

Disputed Amount: \$4.75

Amount Paid So Far: \$0.00

Description:

The Pepsi said 4.25 on shelf and rang out at 4.75 at the register

Satisfactory Solution:

The proper prices to be implemented

Complaint No. 1016373



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016496

Date Entered: 11/14/2022

Consumer:

Debbie Sistik
80 EASTWOOD ST
GENEVA, OH 44041-1622

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: debbiesistik@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Refund
Purchase Date: 11/12/2022
Total Price: \$2.00
Disputed Amount: \$1.00
Amount Paid So Far: \$0.00

Description:

I used to buy \$1 candles 50 at a time for my business, but one day recently, I went in to my local Dollar General and got to the register and found they had doubled in price. That is not the issue as you can see on the manufacturer box the price of the candles are \$1, but they do have the shelf tag indicating the price at \$2. My receipt show that they did charge \$2. I don't know if there's any infraction here, but thought I'd report and leave up to you. Please see the attachments.

Thank you
Debbie Sistik

Satisfactory Solution:

I used to buy \$1 candles 50 at a time for my business, but one day recently, I went in to my local Dollar General and got to the register and found they had doubled in price. That is not the issue as you can see on the manufacturer box the price of the candles are \$1, but they do have the shelf tag indicating the price at \$2. My receipt show that they did charge \$2. I don't know if there's any infraction here, but thought I'd report and leave up to you. Please see the attachments.

Thank you
Debbie Sistik

Complaint No. 1016496



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016530

Date Entered: 11/14/2022

Consumer:

Dale Murphy
733 E WHEELING ST
LANCASTER, OH 43130-3219

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(704)407-4280 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: depm5@aol.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Misrepresentation

Purchase Date: 11/14/2022

Total Price: \$1.75

Disputed Amount: \$2.35

Amount Paid So Far: \$0.00

Description:

I was in Dollar General store to buy a box of dog treats, on the shelf it said 1.75 so I picked up a box when I get to the registrar I am charged 2.35 I told the girl I did not want them if the price is listed as one thing and changed to a higher price when you go to check out. And i left

**DG
1516 Sheridan Dr
Lancaster OH - sa**

Satisfactory Solution:

They need to fix the prices listed on the shelves and not charge you more than what is listed on the shelves under the products.

Complaint No. 1016530



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016559

Date Entered: 11/14/2022

Consumer:

Patrick Dickenson
1303 N JACKSON AVE
REYNOLDSBURG, OH 43068-2129

(614)601-2997 ext. daytime

Email: toddickenson@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Supplier:

Dollar General
7550 East Main Street
Reynoldsburg, OH 43068-

Purchase Information:

Problem Area: Misrepresentation

Purchase Date: 10/30/2022

Total Price: \$4.75

Disputed Amount: \$0.75

Amount Paid So Far: \$0.00

Description:

Prices different at the check out register than on the shelf.

*DG

7550 E Main St

Reynoldsburg OH 43068- sa**

Satisfactory Solution:

Reporting to AGO

Complaint No. 1016559



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016571

Date Entered: 11/14/2022

Consumer:

Kiara Sanders
3220 STIRLING BRG
CANAL WINCHESTER, OH 43110-

(614)382-9102 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Kamrynh909@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Unknown or Other

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Not stated

Satisfactory Solution:

Not stated

Complaint No. 1016571



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016706

Date Entered: 11/28/2022

Consumer:

Stephany Winter
6606 TWINRIDGE LN
CINCINNATI, OH 45224-1751

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(111)111-1111 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Stephany0315@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date: 11/28/2022

Total Price: \$2.65

Disputed Amount: \$2.65

Amount Paid So Far: \$0.00

Description:

I just want them to have the prices on the shelf the same as what they ring up as. I have said something to employees once and they brushed it off. Problem still has not been fixed.

Satisfactory Solution:

I just want them to have the prices on the shelf the same as what they ring up as. I have said something to employees once and they brushed it off. Problem still has not been fixed.

Complaint No. 1016706



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016737

Date Entered: 11/15/2022

Consumer:

Tom Johnston
587 HAMPTON RIDGE DR
AKRON, OH 44313-

(330)322-8067 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: tomjohnston@ameritech.net

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/14/2022

Total Price: \$19.21

Disputed Amount: \$5.65

Amount Paid So Far: \$0.00

Description:

Three items were purchased with this transaction. Two came up over marked price when scanned at the register. One rung up by almost 100%. Item rang up as \$10.45 with actual price of \$5.45. The other item rang \$.60 over marked price.

Satisfactory Solution:

The store clerk was challenged about the incorrect charges and he corrected them according to shelf markings. Dollar General needs to be challenged on their scanner issues.

Complaint No. 1016737



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016754

Date Entered: 11/15/2022

Consumer:

Sherry Madden
2341 SALVATORE PL
HAMILTON, OH 45013-4839

(513)907-0852 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: sherry_madd@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 11/14/2022

Total Price: \$10.14

Disputed Amount: \$0.75

Amount Paid So Far: \$0.00

Description:

Overcharge \$.25 on the three items purchase. Was not what was listed on shelf price.

Satisfactory Solution:

Not stated

Complaint No. 1016754



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016774

Date Entered: 11/28/2022

Consumer:

Joelly Fisher
457 SEXTON ST.
STRUTHERS, OH 44471-1143

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(727)417-6894 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: joellysostre@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 11/28/2022

Total Price: \$4.84

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

I come to this dollar general a lot and I noticed I'm always getting overcharged. I had a cashier fix my transaction and he said that he will fix the tags. They never did and I'm still getting over charged. I'm going to start taking pictures of the price tag and my receipts for records.

Satisfactory Solution:

I just want them to fix all their tags. I shop there because it's convenient I don't like to drive far.

Complaint No. 1016774



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016775

Date Entered: 11/14/2022

Consumer:

Scott Fockler
631 S BEECH ST
BRYAN, OH 43506-2012

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(419)799-9075 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: oldeerhnd2@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/12/2022

Total Price: \$4.50

Disputed Amount: \$1.00

Amount Paid So Far: \$0.00

Description:

Food item labeled on the shelf as \$3.50, however rang up at \$4.50.

*DG

1420 W High

Bryan OH 43506 --sa**

Satisfactory Solution:

Dollar General to fix their inventory/scanning issue. They have done this before labeling items on the shelf as one price, but when scanned into the register the price is higher

Complaint No. 1016775



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016778

Date Entered: 11/14/2022

Consumer:

Tammie Christopher
2792 APPLE VALLEY DR
HOWARD, OH 43028-8610

(740)504-1464 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: bihisellow@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

this store and the store on North Sandusky street in Mount Vernon are constantly overcharging for different items in the store. Almost every time I shop there I have to bring to the attention of the cashier that the shelf price is lower than what the register rings up. The store in Amity was so bad that when I told them of a price discrepancy, I was offered to read a hand written sign that they posted on the wall behind the register stating that prices are subject to change without notice. I have demanded price adjustments and even written a complaint to the company in an email, with no response.

*DG

20095 Lower Fredericktown Amity Rd
Mt Vernon OH 43050 -- sa**

Satisfactory Solution:

I would love to see that companies are held responsible for such actions. What a shame, that they are taking advantage of their customers in such a way.

Complaint No. 1016778



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016785

Date Entered: 11/15/2022

Consumer:

Ashley Holstein
5876 STARCREST DR.
GALLOWAY, OH 43119-

(614)758-3791 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: ashtackett0@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 11/8/2022

Total Price: \$30.86

Disputed Amount: \$8.25

Amount Paid So Far: \$0.00

Description:

Many of the items I have bought over the last year in which I have documentation on my card app of all the times I went to dollar general an things being over priced then what they were listed for. And the managers there are extremely rude all of them except for one whom is very nice and respectful an always willing to fix the price for you. I didn't know I could even do anything about the issue I thought I just had to deal with it. See I have no car an two small children so I have to walk to the closet store almost daily which is dollar general. So I can only imagine how much they have truly got over on me.

Satisfactory Solution:

Fix the listing prices to match what they ring I'm not requesting my money baçk I know that's probably not realistic but how ever for future purchases an fellow customers it would be nice to actually know how much u will be paying ahead of time in case you have a budget such as I do.

Complaint No. 1016785



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016788

Date Entered: 11/14/2022

Consumer:

Nancy Weinert
9604 STATE ROUTE 29
DE GRAFF, OH 43318-9523

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(937)257-3155 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Cafe314@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/14/2022

Total Price: \$7.20

Disputed Amount: \$1.20

Amount Paid So Far: \$0.00

Description:

Shelf said two bags Lays potato chips for \$6. They rang up as 7.20. I had to return to the store to get a refund for 1.20. Last week shelf said 2.25 for loaf of buckles bread, I was charged 2.75. Every time I shop there, west liberty store, I am over charged for items.

Satisfactory Solution:

Have someone do a spot check on their store, most items I'm there ring up for more than the shelf price .

Complaint No. 1016788



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1016883

Date Entered: 11/17/2022

Consumer:

Clara Brewer
5235 TOWNSHIP ROAD 191
PO BOX 53
MARENGO, OH 43334-9752
(740)341-3863 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171
(615)855-4000 ext. daytime
(615)855-5752 ext. daytime
(615)855-5839 ext. daytime
(800)678-9258 ext. daytime

Email: Claraabrewer@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area:	Price Gouging
Purchase Date:	11/11/2022
Total Price:	\$16.50
Disputed Amount:	\$6.50
Amount Paid So Far:	\$0.00

Description:

The two Marengo locations are charging more than what is listed on store shelves. These are the only stores close without driving to Marion and Mt Vernon in the area. I did not buy the trash can that cost \$10 more than the \$6.50 on the shelf and they charged a \$1 more for baby oil that said \$2.75 on shelf ran up \$3.75 at register.

Satisfactory Solution:

Reporting to AGO.

Complaint No. 1016883



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017022

Date Entered: 11/18/2022

Consumer:

Kara Johnson
7731 NEWBEDFORD AVE
CINCINNATI, OH 45237-2001

(513)616-2514 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: kbaby513@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 11/18/2022

Total Price: \$14.55

Disputed Amount: \$2.55

Amount Paid So Far: \$0.00

Description:

I purchased one bottle of arm and hammer laundry soap and one pack of cascade dish pods. The shelf tag said 6.50 for the did pods and 5.50 for the laundry soap. The laundry soap rang up as 6 something and the cascade rang up at over 7

*DG

7685 Reading Rd
Cinc.OH 45237 -sa **

Satisfactory Solution:

I brought this to the cashiers attention and she said it was nothing she could do but take the item off if I didn't want it and that she doesn't know why everything in the store rings up a different price than the shelf

Complaint No. 1017022



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017140

Date Entered: 11/20/2022

Consumer:

Lance Litschgi
2479 GARRISON DR
CINCINNATI, OH 45231-2860

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(513)237-8144 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: LANCE1970@YAHOO.COM

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area:	Billing Issues
Purchase Date:	11/20/2022
Total Price:	\$3.00
Disputed Amount:	\$0.00
Amount Paid So Far:	\$0.00

Description:

Incorrect posted price. Hamilton County stores are as bad as Butler County. Please look at hamilton County Dollar General stores for wrong pricing as well. Price are wrong more than right..

*DG
9517 Pippin Rd
Cincinnati OH --sa**

Satisfactory Solution:

Reporting to AGO

Complaint No. 1017140



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017145

Date Entered: 11/24/2022

Consumer:

Carla Moore
2301 MAPLE AVE NE
Unit 2322
CANTON, OH 44714-2062

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: moorec2001@hotmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date: 11/24/2022

Total Price: \$6.25

Disputed Amount: \$6.25

Amount Paid So Far: \$0.00

Description:

Picked up a box of Slim Jims that are marked as #3.15 on the shelf. Picked up a package of Planters Trail mix that was marked as \$2.25 on the shelf. Checked out and noticed these two items on my receipt were rung incorrect. The Slim Jims rang up at \$3.75. The Planters Trail Mix rang up at @2.50. I went back to the shelves and verified the prices were wrong. I got back in line and presented the receipt and the items to the cashier and asked for a price adjustment. She sighed and told me she'd have to refund the items and then ring them again. The refund would take 2-3 days she said. I said okay. She then lectured me that if I saw the items were wrong I should have told her so she could have fixed it then. I told her it is not my job to watch every price she enters and it is her job to make sure that the prices in the store are correct. I told her do not lecture me. She told I was watching the register and I should have informed her the prices were not correct. I told her to give me a refund on everything I'd just purchased. She did. She took my original receipt and balled it up and threw it on the counter next to her. I told her I wanted my original receipt as well. She threw it on the floor in front of my feet. She then told me "you came in with an attitude." I believe this woman is racist. My sister and I came in the store like everyone else, did our shopping like everyone else and checked out like everyone else. She did not greet either of us nor did she thank us after our purchase. She did so with every other customer who was white. I generally avoid this store because the clerks are racist there. I've never seen anyone Black or non-white working there. They are openly hostile to Black people. I was not upset, rude, or hostile when I asked her for a refund. She got immediately angry when I told her I needed a price adjustment. Instead of apologizing for the inconvenience, making the adjustment and letting me go on my way she instigated an argument. I will not be talked down to or lectured because I caught this Dollar General trying to steal, yet again, and asked their employee to do her job and make an adjustment. I have pictures of the correct prices on their shelves and my receipt. Shut this chain down until they charge the correct prices.

Satisfactory Solution:

She needs to be fired. This happens ALL OF THE TIME at every Dollar General you visit. They'll happily steal extra money from you if you don't say something. Every other time, and any Dollar General location, I've been given a price adjustment or a refund and recharged the correct amount. This is the first time I've ever had my receipt thrown at my and been lectured. The State of Ohio needs to do something about this chain price gouging customers. They've been doing this for years. I will never be back but I'd like a response from the company about why this woman is allowed to verbally abuse customers and throw their property on the floor.

Complaint No. 1017145



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017176

Date Entered: 12/6/2022

Consumer:

Marquita Kelso
1475 E MOUND ST APT 3
COLUMBUS, OH 43205-2454

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(614)401-7513 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: goonkelso519@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area:	Refund
Purchase Date:	12/6/2022
Total Price:	\$10.50
Disputed Amount:	\$3.55
Amount Paid So Far:	\$10.50

Description:

Constituent went to Dollar General, store #14153 (1391 E. Main Street, Columbus, Ohio 43205). She was overcharged for two items. She was charged \$2.25 for Ivory Soap when it was listed at \$1.50 on the shelf. She was charged \$3.25 for Palmolive Soap, when it was listed at \$2.50. She also bought Nathan's hot dogs with food stamps and was charged \$5.00, when they were listed at \$2.95. She was overcharged \$3.55 total.

Satisfactory Solution:

Constituent wants them to fix their prices, especially during these times. Constituent wants refunded.

Complaint No. 1017176



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017230

Date Entered: 11/23/2022

Consumer:

Mark Fritz
420 S SMITHVILLE RD APT C
DAYTON, OH 45403-3175

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(937)825-7317 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: mark.d.fritz@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Poor service/shoddy work
Purchase Date: 11/22/2022
Total Price: \$0.00
Disputed Amount: \$0.00
Amount Paid So Far: \$0.00

Description:

This store locates its bill of sale receipt printer underneath the counter, below waist level, and requires customers to retrieve the chad independently, without reminder. It is commonplace for customers to leave without retrieving the chad, as it is out of sight, and several chads will hang from the printer, frequently. Upon my visit on the mentioned date, I had left the store on foot and, realizing I had forgotten my chad a block down the road, returned to the store to request a reprint of the chad. The cashier was unable to handle the request and the manager became involved. I was told it was my fault that I left without my chad and, in response, I suggested that cashiers should remind customers to "take their receipt", to which the manager retorted that it is the customer's responsibility to retrieve the receipt because of COVID. I, further, suggested that the printer be placed atop the counter, so that it could be seen, which resulted in argument with the manager, which turned into a confrontation between myself, the manager, the cashier, and two customers whom came to the defense of the manager, because I had raised my voice during the back and forth arguments. I was told to leave, but the arguing got so heated that I was threatened by one customer that he would "mess me up." I ended up throwing all my groceries back into the store vowing to never return. All of this started because I made a simple request to have a chad reprinted, a thing that should be commonplace for any retailer to accommodate, even if it may require some time and patience. This was so bad I will never shop at any Dollar General, again.

**DG

2821 Linden Ave
Dayton OH 45410-- sa**

Satisfactory Solution:

Add this to the investigation of Dollar General that is occurring regarding the receipt data not showing proper pricing.

Complaint No. 1017230



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017238

Date Entered: 11/23/2022

Consumer:

Tami Anderson
630 MORNING GLORY LN
UNION, OH 45322-3020

(937)718-9116 ext. daytime

Email: tami.anderson@Hotmail.com

Non-CSPA / Other/Other

Solicited Via: Business/Office

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date: 11/22/2022

Total Price: \$16.90

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

I was in the Englewood Ohio location store 9971 and ASM harassed me, bullied me, and tried to kick me out ready for this... Because my husband asked me why someone in there had cats. The cat person inserted herself into our conversation stating one was serving and the other was not. The ASM said she was the manager and told me to leave because I was harassing her customers. 1. how is my conversation with my husband harassment? 2. ZI was not violent. ZI did not cuss, I was not stealing. I was humiliated and treated so horribly for answering my husband. People should not be allowed to throw around their titles and call the cops for no reason. I made my purchase and another employee asked me questions she then came over again saying she was calling the police. Why for talking again? I have never been so humiliated. She was black and I am white. I feel this was racially motivated. No one should be treated so poorly in an establishment.

Satisfactory Solution:

I feel this was racially motivated. No one should be treated so poorly in an establishment.

Complaint No. 1017238



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017270

Date Entered: 11/21/2022

Consumer:

John James
11992 N 12TH ST
BELOIT, OH 44609-9719

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(330)446-0137 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: fallfirefarm@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 11/20/2022

Total Price: \$1.00

Disputed Amount: \$0.25

Amount Paid So Far: \$0.00

Description:

Further evidence of Dollar General advertising one price on the shelf and charging a different price at the register.

Satisfactory Solution:

Reporting to AGO

Complaint No. 1017270



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017278

Date Entered: 11/21/2022

Consumer:

Kiara Harris
2616 AGAWAM CIR
COLUMBUS, OH 43224-3701

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(614)432-7151 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: kcyiark91@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 11/21/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

The prices listed on the shelf are ringing up at a higher price at the register.

*DG
3350 Cleveland Ave
Columbus OH 43224 -- sa**

Satisfactory Solution:

make the company fix the issue it's misleading to the customer.

Complaint No. 1017278



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017298

Date Entered: 11/23/2022

Consumer:

JOHN WELSH
3608 GALLOWAY RD
SANDUSKY, OH 44870-

(419)541-1335 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: jwelsh02@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Advertisements

Purchase Date: 11/23/2022

Total Price: \$2.25

Disputed Amount: \$0.25

Amount Paid So Far: \$0.00

Description:

Price tag said \$2. Register rang as \$2.25

Satisfactory Solution:

State action for continued deceptive pricing

Complaint No. 1017298



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017354

Date Entered: 11/23/2022

Consumer:

Jack Odenweller
6728 5TH AVE
SYLVANIA, OH 43560-

(419)615-9696 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: jackodie1@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 11/23/2022

Total Price: \$1.50

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Overcharge on product, Manager angry and refused to sell to me the product because he had to manually adjust price to what is on shelf

Satisfactory Solution:

Fire Manager..very rude

Complaint No. 1017354



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017489

Date Entered: 11/30/2022

Consumer:

Amy Koehler
5159 HUCKLEBERRY ST NW.
NORTH CANTON, OH 44720-

(330)354-8040 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: amykins1173@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 11/29/2022

Total Price: \$16.25

Disputed Amount: \$7.50

Amount Paid So Far: \$0.00

Description:

The store had batteries hanging on peg hooks labeled \$1.50. When I checked out, I thought my order was more than I had anticipated, even with coupons I had used. I asked if the coupon amounts had been taken off the total and the clerk said yes. I proceeded to finish my transaction. Once I got to my car, I looked over my receipt and realized the batteries rang up for \$3.25 each (I had purchased 5 packs). I went in to the cashier with my receipt and batteries and asked for a price adjustment and they refused. Said they could only refund the purchase, which is what I had them do.

Satisfactory Solution:

They refunded my issue, but would not price adjust for their discrepancy. Said they are too understaffed to fix every label in the store. I do see they are understaffed, and the stores are always a mess. But, when putting out merchandise they could peel old labels off and just leave it blank, and they could put merchandise in the proper locations.

Complaint No. 1017489



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017495

Date Entered: 11/29/2022

Consumer:

Tyrone Turner
521 SAWYER BLVD APT 1402
COLUMBUS, OH 43203-1002

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(614)353-3767 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: tyroneturner2175@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Publications

Purchase Information:

Problem Area:	Price Gouging
Purchase Date:	11/1/2022
Total Price:	\$44.00
Disputed Amount:	\$15.00
Amount Paid So Far:	\$0.00

Description:

On Nov 1 myself, Fiancee and niece purchased several items to which were advertised as 2 for \$6 and other sales items. This incident led to threat's on our well being to physical beat us up, shoot us and to never enter store or neighborhood again. A police report has been filed yet we fear the public information to which the store staff & other parties would gain and come after us. But cashier as we asked what the cereal rung up as stated our prices are always wrong and upon sending another associate to verify price we were told we had the wrong Family size box of Kellogg's cereal and should have read the fine print. No other product was brought to register and we still had two more boxes in our check out that we still have no idea of what we were charged because we noticed the cashier had charged us twice for 1 loaf of bread. But while trying to wait for our refund and verification of other products the cashier began to verbally have an altercation with my Fiancee to which another customer whom was possibly a former employee or friend of cashier began attacking us as well to which included another female and male whom had been in the store. For several minutes we were inside about wanting the receipt checked and refunds, to which the male customer/boyfriend of the former possibly current employee stated we weren't getting nothing and get out the store before something we don't want to happen happens to us. Another bystander intervened & in haste offered to refund our purchase

*DG

1431 Cleveland Ave
Columbus OH 43211 - sa**

Satisfactory Solution:

Please call or email us to continue we keep running out of time

Complaint No. 1017495



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017533

Date Entered: 12/9/2022

Consumer:

Stacey Day
3854 FREDERICK ST.
YOUNGSTOWN, OH 44515-3128

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(724)704-1572 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: stacey.day@aol.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Refund
Purchase Date: 12/8/2022
Total Price: \$0.00
Disputed Amount: \$0.25
Amount Paid So Far: \$0.00

Description:

The constituent told me she visited Dollar General located at 4470 Mahoning Ave. Youngstown, OH 44515 on December 8, 2022.

1.) Little Huggies Originals
Advertised at: \$3.75
She was charged: \$4.00

Satisfactory Solution:

The constituent would like a refund of 25 cents.

Complaint No. 1017533



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017549

Date Entered: 11/30/2022

Consumer:

Gina Norr
4785 COUNTY ROAD 19
WAUSEON, OH 43567-9477

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(419)445-1999 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: kgnorr@aol.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date: 11/30/2022

Total Price: \$19.55

Disputed Amount: \$0.70

Amount Paid So Far: \$0.00

Description:

Several times when I have visited Dollar General the price charged at the register is higher than what is marked. I purchased 3 items today and every item rang up for a higher amount at the register. I was first in the self check out lane, but had the cashier clear my order and she checked me out. She was nice about it and adjust the prices, but she had to go walk to where the items were in the store and check the labeled price then adjust each item. She mentioned that prices were being adjusted and that the employees could not keep up on changing all the listed prices in the store. There was another person in front of me in line that had the same problem. This isn't a complaint against the employees there, but rather a complaint against the practices of Dollar General. What a hassle for the consumers and the employees to have to double check every item and adjust the price.

Satisfactory Solution:

Have the correct prices of items listed on the products in the store.

Complaint No. 1017549



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017774

Date Entered: 12/3/2022

Consumer:

Maribeth Simpson
13277 WARWICK RD
MARSHALLVILLE., OH 44645-

(330)601-3547 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: mbgroh42@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 12/3/2022

Total Price: \$3.75

Disputed Amount: \$0.75

Amount Paid So Far: \$0.00

Description:

dollar store overcharging. Per price on shelf grand biscuits should be 3.00 but was charged 3.75 at the self checkout line. No sales person around to get a refund. I understand there is a investigation into Dollar General per price difference of what is stated on the shelf price and per what is charged at checkout. This has happened many time by myself at this store.

Satisfactory Solution:

Investigated this store for bait and switch/price of goods not listed correctly on the shelf/ not being what it should be when scanned and paying at the register.

Complaint No. 1017774



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017852

Date Entered: 12/4/2022

Consumer:

Adam Woodward
255 CHARLESTON ST
CADIZ, OH 43907-1209

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: madaj1@live.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Price Gouging

Purchase Date: 12/3/2022

Total Price: \$4.65

Disputed Amount: \$4.35

Amount Paid So Far: \$0.00

Description:

This DG always charges more than price advertised. They often hang a sign at self checkout, that sales prices do not ring up as that.

Satisfactory Solution:

This DG always charges more than price advertised. They often hang a sign at self checkout, that sales prices do not ring up as that.

Complaint No. 1017852



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017880

Date Entered: 12/15/2022

Consumer:

Kaylee Young
26 SUMMIT DR
FREDERICKTOWN, OH 43019-

(740)263-0728 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email:

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

I've shopped at every Dollar General in my local area (Fredericktown, Mount Vernon; Knox County) and have continuously had my total at check out be significantly more than when I'm adding up my total throughout shopping. I went so far as to tally everything up on paper writing down exact labeled prices and once making it to check out, the machine wouldn't show me the totals for any of the items so I had to wait until I got my receipt before I could dispute anything. But as it turns out, there is no disputing anything at that point. They refused to even accept it as a return or exchange. I read about Dollar General's being investigated in several other counties for price gouging and the labels not matching the actual price at check out and I think my county is having the same issue.

Satisfactory Solution:

I think an audit should take place to check if prices and labels match. The stores I am mentioning are located at:

- Parrot Street Mount Vernon, OH
- Sandusky Street Mount Vernon, OH
- Malibu Circle Fredericktown, OH

A few specific items that I know the label and price don't match (because I made sure to point it out to the managers

-)
- Mr Clean Scrubbing Brush labeled \$3 rang out at \$4
- Sergants Fur So Fresh dog shampoo labeled \$3.30 rang out at \$7.50
- Cheetohs puffcorn labeled \$3 rang out \$5.25
- Edys Drumstick ice cream labeled \$4 rang out \$6.75
- Clairol hair dye labeled \$4 rang out \$7.25

Complaint No. 1017880



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1017977

Date Entered: 12/19/2022

Consumer:

Margaret Perrill
12938 HOOVER RD.
ASHVILLE, OH 43103-

(740)983-2048 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email:

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Complaint with Dollar General encountered a situation where the price is marked different than when rang up. 499 Long St, Ashville, OH 43103

Dog food was marked \$4.50 and was charged \$6.50

Satisfactory Solution:

Wanted AGO to know

Complaint No. 1017977



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1018142

Date Entered: 12/7/2022

Consumer:

Tyeita London
12117 PARKHILL AVE
CLEVELAND, OH 44120-3031

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(216)327-0880 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Londontyeita@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Word of Mouth

Purchase Information:

Problem Area: Unknown or Other

Purchase Date: 1/1/2020

Total Price: \$1500.00

Disputed Amount: \$1500.00

Amount Paid So Far: \$0.00

Description:

Not stated

Satisfactory Solution:

Not stated

Complaint No. 1018142



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1018264

Date Entered: 12/8/2022

Consumer:

Robert Noel
12341 TUCKER RD
MOUNT VERNON, OH 43050-0000

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: dn864@hotmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Billing Issues

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

Bought 5 items and all were higher then price marked. Cooler items air freshener shampoo

Satisfactory Solution:

Correct their pricing

Complaint No. 1018264



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1018432

Date Entered: 12/13/2022

Consumer:

Andrea Branscomb
2551 CLUSTER AVE
DAYTON, OH 45439-

(937)329-5585 ext. daytime

(937)361-3398 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: andee.murphee@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date: 12/10/2022

Total Price: \$3.00

Disputed Amount: \$3.00

Amount Paid So Far: \$0.00

Description:

They have their food coded as non-food and tried to say If I was too stupid to know my food balance, I should check it before I leave home. I asked not to be spoken to that way and they went on to say that they can't REMOVE any items either and my only choice is to pay the \$3.00 in cash. I explained I didn't have any cash or other method of payment and that I ONLY purchased food and shouldn't have a balance. The manager and district manager insisted everything was coded right even though the cashier said it was not. I offered to go get my phone in the car and show them my food stamp balance, but they said I could either pay the \$3.00 in cash or leave. I was on a self-serve register and said I would be glad to leave, but I needed the registered cleared of my information and they refused to do that too. Eventually they just threw my grocery bags at me and told me to leave that they would eat the \$3.00. I have since requested my balance and had 330.00+ available and have the printed form coming from EBT Connect to prove that.

Satisfactory Solution:

Compensated for my embarrassment and harassment as well as the distress I suffered at my personal business being told to all the customers and this company held accountable for the crimes against food stamp recipients.

Complaint No. 1018432



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1018535

Date Entered: 12/14/2022

Consumer:

Michelle Schuerman
5429 ROBIN HOOD LN SW
MOTLEY, MN 56466-3014

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(218)640-7229 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: schuermanmichelle@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Unknown or Other

Purchase Date: 11/2/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

NONE STATED

Satisfactory Solution:

NONE STATED

Complaint No. 1018535



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1018736

Date Entered: 12/16/2022

Consumer:

Rebecca Randall
246 GREEN MEADOW DR.
NEWARK, OH 43055-

(740)588-3286 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: beckybugkins@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Other or Unknown

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date: 11/2/2022

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

The prices on the cash register ring up higher than the listed shelf price.

Satisfactory Solution:

I wanted to alert you to this in Newark, Ohio on Cherry Valley Rd. It has happened several times. I also bought gift cars for \$50 each and only \$20 was added on them. I lost \$60.00 there.

Complaint No. 1018736



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1018843

Date Entered: 12/17/2022

Consumer:

Jeryl McComas
1069 COUNTY ROAD 55
IRONTON, OH 45638-8884

(740)442-0074 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Gretschgirl02@att.net

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Poor service/shoddy work

Purchase Date: 12/17/2022

Total Price: \$1.25

Disputed Amount: \$1.65

Amount Paid So Far: \$0.00

Description:

Store needs to make sure prices charged match price labels on store shelves

Satisfactory Solution:

Store needs to make sure prices charged match price labels on store shelves

Complaint No. 1018843



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1019081

Date Entered: 12/28/2022

Consumer:

Leta Kennedy
886 haynes st
Akron, OH 44307-

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(330)780-9059 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: noworriesdisway@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Misrepresentation

Purchase Date:

Total Price: \$0.00

Disputed Amount: \$0.00

Amount Paid So Far: \$0.00

Description:

So I frequently shop at this dollar general whenever they are open as they are usually closed for unknown reasons but recently while shopping prices do not match up when I get to the register and I have tried to speak to managers about this and take pictures and their response is always someone put the wrong product there but the tags match up to the products

Satisfactory Solution:

Would like to be refunded and company to update pricing and making sure that customers are charged correct prices as items are already increasing in prices all over but to intentionally keep doing it is wrong

Complaint No. 1019081



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1019082

Date Entered: 12/30/2022

Consumer:

Tracy Kocsis
90 S 2ND ST
RITTMAN, OH 44270-1443

(330)347-9005 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Tracylynnpiatt@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Word of Mouth

Purchase Information:

Problem Area: Misrepresentation

Purchase Date: 12/24/2022

Total Price: \$7.20

Disputed Amount: \$3.30

Amount Paid So Far: \$0.00

Description:

Price gouging/incorrect price on shelf. Price marked as \$1.95 per bag, charged \$3.60 per bag, bought 2 bags.

Satisfactory Solution:

refund

Complaint No. 1019082



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1019083

Date Entered: 1/2/2023

Consumer:

Randy Muldrow
4135 JACKMAN RD
APT A
TOLEDO, OH 43612-1575
(419)708-5260 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171
(615)855-4000 ext. daytime
(615)855-5752 ext. daytime
(615)855-5839 ext. daytime
(800)678-9258 ext. daytime

Email: randymuldrow@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Publications

Purchase Information:

Problem Area:	Billing Issues
Purchase Date:	1/2/2023
Total Price:	\$17.00
Disputed Amount:	\$0.00
Amount Paid So Far:	\$0.00

Description:

I went to buy a bag of dog food the price for a 20lb bag cost 17.00 they were out of that one. They have a 18.5lbs bag for the Same price.

Satisfactory Solution:

I didn't purchase it I'm just filing a complaint

Complaint No. 1019083



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1019084

Date Entered: 1/3/2023

Consumer:

Robin Combs
306 MIDDLE ST
ARCHBOLD, OH 43502-

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(419)575-7723 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: robin.combs302@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area:	Billing Issues
Purchase Date:	1/1/2023
Total Price:	\$22.14
Disputed Amount:	\$0.00
Amount Paid So Far:	\$0.00

Description:

All items rang up higher at register. Billboard stereo earbuds mic were listed for \$5.50, rang up \$6.40. Hot pockets at original cost were \$3.50 offering a sale for 2 for \$6. Did not get the 2 for 6 deal and was charged \$3.75 each. Vitafusion melatonin original cost around \$6 and change, charged for \$7.25.

Satisfactory Solution:

I want prices either changed in the system or tags to read correct. The more I look over my receipts the more I realized the upcharges I've been taking. 4 items and my subtotal hit \$21.15. If the deal was 2 for \$6, headphones \$5.50, and melatonin \$6 and change that still roughly puts me at a max of \$14 then a \$0.99 tax so roughly \$15. Where's the other \$7 coming from?

Complaint No. 1019084



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1019086

Date Entered: 1/4/2023

Consumer:

Tiffany Berlin
131 OVERLOOK AVE
WADSWORTH, OH 44281-2314

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(330)419-1887 ext. daytime

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: Tiffyab131@yahoo.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Misrepresentation

Purchase Date: 1/4/2023

Total Price: \$16.00

Disputed Amount: \$15.50

Amount Paid So Far: \$0.00

Description:

The sign said the product was \$15.50, it rang up for \$16.00. When I told the cashier the price difference, she said that the price is actually \$16.00. I told her what the sign said, she then told me that they are remodeling and hadn't gotten all the tags fixed. I repeated what the price tag said, to which she replied that she would change it this one time. So I told her if it was a problem for her instead of stuffing her face in the room behind the register, maybe she should be on the floor, changing price tags.

Satisfactory Solution:

I got the difference back, I just wanted to report that they are still trying to swindle people out of their money by posting incorrect prices and then acting like it's not their problem and they're doing you a favor by actually honoring the price it's marked.

Complaint No. 1019086



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1019145

Date Entered: 1/6/2023

Consumer:

Ernest Thomas
7214 Tippecanoe Road
Canfield, OH 44406-

(330)429-2114 ext. daytime

Email: ernestthomas1981@gmail.com

Shopping, Food or Beverages/Health/Medical
Products

Solicited Via: Word of Mouth

Supplier:

Dollar General #8410
258 East State Route 14
Columbiana, OH 44408-

Purchase Information:

Problem Area: Refund

Purchase Date: 1/6/2023

Total Price: \$4.55

Disputed Amount: \$0.45

Amount Paid So Far: \$5.00

Description:

Constituent called to let us know that he purchased an item at Dollar General that was priced \$4.55 and rang up at \$5.00. Cashier stated that they added .45 to a literacy fund and she could not give the money back.

Dollar General Store #08410
258 East State Route 14
Columbiana OH 44408-8465

Satisfactory Solution:

Would like Dollar General to stop the practice

Complaint No. 1019145



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1019207

Date Entered: 12/30/2022

Consumer:

Amber Sickafoose
5423 Ford Street Northeast
Louisville, OH 44641-0000

(330)209-3973 ext. daytime

Supplier:

Dollar General
100 MISSION RDG
ATTN: CUSTOMER SERVICE
GOODLETTSVILLE, TN 37072-2171

(615)855-4000 ext. daytime

(615)855-5752 ext. daytime

(615)855-5839 ext. daytime

(800)678-9258 ext. daytime

Email: sickafooseamber@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area: Billing Issues

Purchase Date: 12/29/2022

Total Price: \$0.00

Disputed Amount: \$2.65

Amount Paid So Far: \$0.00

Description:

Used ebt on food products and had a balance due due as to I never bought anything but food. This is happening at all around locations.

Satisfactory Solution:

NA

Complaint No. 1019207



DAVE YOST

OHIO ATTORNEY GENERAL

Complaint Detail

Complaint No. 1019209

Date Entered: 1/6/2023

Consumer:

Shar Owens
16696 Antioch Community Rd
Brookwood, AL 35444-
(205)534-3515 ext. daytime

Supplier:

Dollar General Store
Hwy 216
Brookwood, AL 35444-
(205)462-8530 ext. daytime

Email: snoexpress@gmail.com

Shopping, Food or Beverages/Shops/Stores/Websites

Solicited Via: Business/Office

Purchase Information:

Problem Area:	Billing Issues
Purchase Date:	1/6/2023
Total Price:	\$0.00
Disputed Amount:	\$0.00
Amount Paid So Far:	\$0.00

Description:

Hello, I went to Dollar General to purchase cat food and treats which is a weekly thing however when I got to the cash register it run up way more than what I'm usually paying every week the shelf price States that sheba cat food was \$11 but when I get to the cash register it rung up \$15.25 and the treats on the shelf stated they were \$8 and a half and when I get up to the cash register they are \$9.35 a very considerable large price difference so I immediately had them refund my money I went back there and took a picture of the prices on the shelf and cashier would not honor that price and stated that she did not know why they rung up different prices so I didn't know who to report this to so I just googled who to report price gouging to and this website was the first one that popped up on my Google so I really don't know if I'm at the right place or not but I would like somebody to realize the big difference in prices from the shelf to the cash register if you can help me or direct me somebody to help me I would appreciate it thank you

Satisfactory Solution:

NA

Complaint No. 1019209