

# index?

This index covers reports published in Which? in 2004 and 2005. Remember that you now have access to Which? reports published since January 2001 through Which? Extra, our member-exclusive website – [www.which.co.uk/whicheextra](http://www.which.co.uk/whicheextra).

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**Fridges** 05 Sep 4  
Best Buys ● 04 Nov 5  
● 05 Apr 5

**Fruit:**  
cut-price 05 Apr 2  
**in supermarkets** 04 Jun 1

Fruit juices ■ 05 Nov 1

Funds Reunited 04 Aug 5

Furniture:  
guarantees on 05 Feb 6  
incomplete bedroom suite  
05 May 6

Furniture industry:  
customer protection  
05 Jan

**G**

**Gadgets:**  
for computers 05 May 3  
**for healthy cooking**  
04 Jul 4  
keyring camcorder 04 Nov 3  
solar-powered 05 Jun 4  
**wine** 05 Dec 5

Galileo positioning system  
05 Nov 2

Game Boy:  
solar-powered charger  
04 Jun 4

Games:  
for Xmas gifts 04 Dec 3

Games consoles 05 May 3

**Garages:**  
**car servicing** 04 Mar 1  
04 Nov 1  
fraud 04 Oct

**Garden vacuums** 04 Oct 5

Gas boilers: new 05 Apr  
+ 05 Jun 5

Gas meters:  
charge for 05 Feb

**General Medical Council**  
05 Jan 1

**Genetically modified food**  
04 Sep 1

**Gilts** 04 May 4

Global positioning systems  
05 Nov 2

Goods:  
damaged: rejecting  
■ 04 Jun  
delivery date failure 05 Mar 6  
faulty: refunds ■ 04 May  
lost: liability for 05 Dec 7

Graffiti remover 05 Dec 4

**Grass trimmers** 04 May 2

Guarantees:  
failure to pay on 05 Feb 6  
lifetime ■ 05 Jun 5

**H**

Hair dyes: allergy to 04 Mar

**Hair removers** 05 May 4

**Hair straighteners** 05 Oct 5

Halifax: Regular Saver account 04 May 52

**Headphones** 04 Jun 36

Best Buys ● 04 Jan 56  
04 Nov 41

**Health screening** 04 Aug 10

Healthcare Commission  
04 Apr 46  
+ 04 May 58

Hedgetrimmers:  
Garden Groom 04 May 50

**Helmets: bike** 05 Jul 48

**Hi-fi: micro** 04 Nov 36

micro system ● 05 Apr 34

**separates** 04 Mar 10

Hire purchase: liability 05 Apr 60

**Holiday clubs** 05 May 16

Holiday insurance  
see Travel insurance

**Holidays:**

**bargain bookings** 04 Aug 44

breach of contract 04 Jul 60  
04 Oct 68

cancelled: refunds 05 Oct 7

misrepresentation:  
compensation 05 Dec 76

**money for** 04 Apr 31

phone offers 05 Dec 7

**spring mini-breaks**  
05 Feb 28

unsatisfactory:  
compensation 05 Feb 60  
05 Jun 60

**websites** 04 Apr 28

Home entertainment:  
new products 05 Nov 20

Home reversion schemes:  
regulation 05 Jul 67

**Home security** 04 Feb 22

Home-buying services:  
low offer 05 Nov 9

Honda Accord:  
owners' views 04 Feb 19

Hoover: Air Rider hovercraft vac:  
*Which?* awards 05 Dec 23

**Hospitals:**

errors 05 Nov 7

**hygiene** 04 Apr 10

**House insurance** 04 Jun 42

+ 04 Aug 58  
05 Jun 24  
■ 05 Aug 58  
05 Dec 40

absence from property  
■ 04 Aug 4

best rates (latest) ● 04 Dec 30

losing no-claim bonus  
■ 04 Dec 58

terrorism exclusion  
■ 04 Feb 4

Housebuilders:  
incompetence 04 Apr 6

Houses and flats:  
buying:  
home information packs (HIPs)  
04 Apr 9  
05 Dec 75

refundable deposit 04 Apr 5

in Scotland 05 Apr 59

Houses and flats (contd):

NHBC warranty 04 Apr 60

staircase width 04 Oct 6

HSBC: youth account 04 Sep 53

**Hygiene:**

checks on food premises  
05 Apr 5

results online 05 Aug 8

on cruise ships 05 Sep 5

**at event food outlets**  
05 Jul 17

Hyundai Getz:  
owners' views 04 Jun 26

**I**

**Ice-cream makers** 05 Jun 38

**ID fraud** 05 Mar 10

+ 05 Apr 56  
■ 05 May 58

insurance ■ 05 Sep 58

iDog 05 Nov 37

**Income protection insurance**  
05 Mar 28

**advice on** 04 Jun 15

Ink cartridges:  
unbranded 05 Aug 9

**Insomnia cures** 04 Jun 38

Insurance:  
mis-selling 05 May 5

sales rules 05 Jan 8  
+ 05 May 56

settlement of claims 05 Nov 5

Interior decoration:  
unsatisfactory work:  
compensation 05 Apr 60

**Internet:**

**broadband** 05 Feb 32

metered 04 Aug 53

switching supplier 04 Oct 6

car sales 05 Jul 7

dialler scams 04 Aug 5  
■ 04 Oct 66  
05 Apr 7

downloading music legally  
04 Aug 54

film and music downloads  
04 Feb 50

online fraud 05 Feb 9

'phishing' emails ■ 05 Aug 58

phone calls through 04 Jun 51

**phone, TV & internet packages**  
04 Feb 31

photo processing 04 Feb 47

**security software** 05 Feb 40

**shopping** 04 Feb 38

+ 04 Apr 50

complaints 05 Nov 8  
■ 05 Dec 74

customers' rights  
■ 05 Jan 58

eBay rip-offs 05 Dec 8

**prices** 04 Oct 32  
05 Nov 28

safety 04 Feb 51

**supermarkets** 04 Sep 46  
■ 04 Dec 58

Transport Direct:  
teething problems 05 Oct 5

**Internet (contd):**

**websites:**

cheap flights 04 Jan 52

**holiday** 04 Apr 28

landline equivalents of  
0870 numbers ■ 05 May 58

**Investments:**

ads for: rules 04 Jun 7

**options** 05 May 18

**reading financial pages**  
04 Sep 28

split-capital:  
compensation 05 Jun 5

iPods:  
battery life ■ 05 Feb 58

*Which?* awards 05 Dec 23

Ironing:  
LauraStar Steamax 05 Feb 38

**Irons: steam** 04 Sep 42

**Isas** ■ 05 Feb 27

**mini cash: best rates (latest)**  
● 05 Oct 32

**transferring** 04 Feb 42

shares: tax changes 04 Mar 52

**Tessa-only** 04 Apr 21

**ISPs** 04 Jun 18  
05 Aug 32  
+ 05 Sep 56

Best Buys ● 04 Feb 55  
● 04 Aug 55

changing:  
email address ■ 04 Aug 4

complaints schemes 04 Mar 8

filtering out names 05 Dec 6

*Which?* awards 05 Dec 24

**J**

**Jackets: walking** 05 Jan 50

Jamster: ads targeting children  
05 Nov 6

**Jigsaws** 04 Oct 53

**K**

Kellogg's:  
book offer 04 May 6

Frosties: salt and sugar content  
04 Oct 67

lower salt and sugar 05 Oct 59

Muddles 04 Jul 54

Kerbs: dropped: council charges for  
■ 04 May 4

**Kettles** 04 Dec 50

Kia: owners' views

Carens 04 Jun 27

Picanto 05 Oct 28

**Kitchens:**

**companies fitting** 04 Jan 48

installation problems  
05 May 60  
05 Oct 6

shoddy 05 May 9

**L**

**Labelling:**

**allergens in food** 05 Oct 16

'green' rating, cars 05 Mar 6

**Labelling (contd):**

**nutrition facts** 05 Mar 16

trans fats 05 Apr 24

Laddermat 05 Oct 39

Ladders: damaged:  
rejecting ■ 04 Jun 4

**Laptops** 05 Apr 43

LauraStar Steamax 05 Feb 38

LavNav 05 Aug 39

flaw ■ 05 Sep 58

Law Society:  
complaints to 05 Jul 5

**Legal advice:**

**no win, no fee** 04 Feb 14

Legal aid: changes 05 Jan 6

Legal Services Board 05 Nov 67

Lexus LS430:  
*Which?* awards 05 Dec 25

**Life insurance** 04 Jan 22

application declaration  
05 Jun 7

**Light bulbs:**

**low-energy** 04 Jan 26  
■ 04 Apr 4

Lights:  
fluorescent:  
switching off ■ 04 Mar 4

security:  
solar-powered 04 Jun 41

Liposuction pads 05 Oct 24

Lloyds TSB:  
interest rates 05 Mar 6

Loans:  
Best Buys 04 Jun 51  
+ 04 Jul 59

interest rates:  
public opinion 05 Jan 9

unsecured personal:  
best rates (latest)  
● 05 Dec 39

Loft conversion: misrepresentation:  
cancelling contract 04 Feb 60

**M**

McVitie's:  
biscuit labelling 04 Dec 5

Mail-order:  
buyers' rights ■ 05 Feb 58

Marks & Spencer:  
credit cards 04 May 5

Mazda:  
2: owners' views 04 Oct 28

3: owners' views 05 May 28

*Which?* awards 05 Dec 25

RX-8: owners' views 05 Feb 23

MBNA:  
credit card interest 04 Feb 6

Meat:  
illegal trade 05 Mar 5

water in 04 Sep 5

**Medical records** 04 May 24

Menopause: symptoms:  
herbs for 05 Apr 24

Mercedes:  
auto brakes 05 Nov 25

fire-risk car 05 Apr 60

insurance mistake 04 Dec 7

new-car warranties 05 Feb 7



Metronet:  
*Which?* awards 05 Dec 24

**MFI:**  
 kitchen installation failure 05 Oct 6  
 never-ending sales 05 Jul 20

MG Rover: collapse:  
 car warranties 05 Jun 6

MHRA:  
 misleading public 05 Jul 9  
 ■ 05 Sep 58

**Microwaves** 05 Mar 38  
 barcode 05 Apr 35  
 Best Buys ● 04 Mar 56  
 ● 05 Jun 30  
 slimline 05 Jun 30

Miele: *Which?* awards 05 Dec 22

Milk: cancer concerns 05 Jul 22

Mini Convertible:  
 owners' views 05 May 29

**Mini-breaks:**  
 spring 05 Feb 28

Minicabs:  
 children in ■ 04 Mar 29

Minidisc players:  
 Best Buys ● 04 Jan 56

Mitsubishi Colt:  
 owners' views 05 Oct 27

Möben Kitchens:  
 complaints about 04 Mar 6

Mobile insurance:  
 exclusions 04 Sep 8

**Money:**  
 sending abroad ■ 05 Aug 35  
 spending abroad 04 Apr 31

**Mortgages:**  
 advice on 04 Sep 6  
 + 04 Oct 64  
 05 Oct 18  
 Best Buys ● 04 Jan 55  
 cashback 04 Jul 54  
 endowments ■ 04 Jul 29  
 mis-selling 04 Mar 7  
 04 Sep 6  
 04 Dec 9  
 home income plans (Hips):  
 victims of 04 Jan 7  
 mis-sold: freezing interest on 04 Jan 7  
 new regulations 04 Oct 23  
 offset 05 Jul 32  
 payment protection insurance (MPPI) 04 Jul 43  
 + 04 Nov 56  
 switching 05 Feb 25  
 traps 04 May 16

Motorbikes:  
 environmentally-friendly 05 Nov 24

**MOTs** 04 Jan 10  
 ■ 04 Mar 4  
 + 04 Mar 58  
 computerising 05 Jun 9

Mouthwashes 04 Oct 34

**MP3 players** 04 Nov 40  
 05 May 48  
 05 Nov 38  
 + 05 Dec 72

**MP3 players (contd):**  
 Best Buys ● 04 Jan 56  
 ● 04 May 55  
 ● 04 Sep 56  
 ● 05 Feb 55  
 + 05 Mar 56  
 ● 05 Jul 41

iPods:  
 battery life ■ 05 Feb 58  
*Which?* awards 05 Dec 23  
 Q-Be 05 Dec 44

**MP4 players** 04 Aug 28  
 05 Nov 22

**MRSA** 05 Sep 16  
 ■ 05 Oct 58

Multimedia players:  
 Roadster 05 Dec 44

**N**

**Nannies** 04 Oct 20

National Homebuyers:  
 low offer 05 Nov 9

National Savings:  
 Guaranteed Equity Bond 04 May 50  
 interest rates (latest) ● 04 Jul 57  
 Savings Accounts 04 Mar 54  
 tracing lost accounts 04 Jan 6  
 + 04 Mar 58

Nationwide:  
*Which?* awards 05 Dec 24

Natural Health Foundation:  
 dangerous advice from 04 Jun 5

Navigation system 05 Dec 23

Nectar:  
 card fraud 04 Oct 7  
 points from Ford 04 Mar 5

**Newspapers:**  
 financial pages 04 Sep 28

**NHS:**  
 complaints system 04 Mar 7  
 diabetes testing strips 04 Dec 6  
 hospital errors 05 Nov 7  
 survey of 05 Apr 10

Niagara Therapy:  
 double-selling 04 Feb 8

Nintendo DS:  
*Which?* awards 05 Dec 23

Nokia: N-Gage 04 Jan 54

Norwich Union:  
 pensions: charges 05 Feb 7

Novo Immogenics:  
 diet rip-off 05 Jan 5

NTL:  
 cancellation system 05 May 6

**Nutrition labelling** 05 Mar 16

**O**

O2:  
 payment problems 05 Mar 5

Ovens:  
 built-in:  
 Best Buys ● 04 Mar 56  
 ● 04 Oct 63

**P**

**Packaging:**  
 food 05 Apr 17  
 dangers of reusing 04 May 7  
 ■ 04 Sep 4  
 photography for 04 Nov 17

**Paints: exterior** 04 May 35

Paintwork:  
 Flash Mark & Stain Eraser for 04 Oct 44

Panasonic:  
*Which?* awards 05 Dec 22

Paper: electronic 05 Nov 23

**Parking:**  
 dodgy tickets 05 Aug 5  
 ■ 05 Dec 74

**problems and rights** 05 Nov 10  
 ■ 05 May 58

Passwords ■ 05 May 58

**Patients:**  
 protection 05 Jan 17

**Pensions:**  
 company ■ 04 May 27  
 security 04 Nov 8  
 contracting-out crisis 05 Sep 10  
 ■ 05 Nov 66  
 lost: tracing 04 Jan 6

**occupational schemes** 04 Aug 46

policy charges 05 Feb 7

**stakeholder** 04 Mar 38

**Personal shoppers** 05 Aug 30

Perthshire:  
 mini-breaks 05 Feb 31

Pets: exotic 05 Mar 35  
 ■ 05 May 58

Pharmacies: online 04 Mar 9

**Pharmacists** 04 Feb 10

Philips:  
 keyring camcorder 04 Nov 34

Photo developers: losing photos:  
 compensation ■ 04 Apr 4

**Photographs:**  
 digital printing 04 Aug 20  
 online processing 04 Feb 47  
 Pacific Digital frame 04 Oct 44

Pickfords: damage to furniture:  
 compensation 05 Nov 8

Plastic containers:  
 reusing 04 May 7  
 ■ 04 Sep 4

**Plumbers:**  
 gas repairs:  
 incompetent 05 Jun 6  
 prices 05 Sep 18  
 ■ 05 Nov 66  
 rogue 05 Jul 6

**Pollution** 05 Jun 10  
 ■ 05 Aug 58  
 environmental offences 05 Aug 9

Polycell: SmoothOver 04 Aug 53

Porsche:  
 trade-in prices 05 Jan 5

Powerhouse:  
 extended warranties 04 Oct 7  
 unused 04 Dec 60

Premium Bonds:  
 tracing lost prizes 04 Jan

**Prescriptions:**  
 charges 04 Mar 2  
 NHS rationing 04 Dec

**Presents: returning** 04 Jan 4

**Printers** 04 Jul 1  
 05 Jul 5  
 for A3 printing ■ 05 Sep 5  
 all-in-one 05 Apr 5  
 Best Buys ● 05 Feb 5  
 ● 05 Oct 5  
 + 05 Nov 6

inkjet:  
 Best Buys ● 04 Feb 5  
 ● 04 May 5  
 ● 04 Nov 5  
 reliable brands 04 May 1  
 laser: Best Buys ● 04 Nov 5  
 colour:  
 Best Buys ● 04 May 5

mobile phone photos 05 Mar 3

**Printing: digital** 04 Aug 2

Pritt: Power and original 04 Jul 5

Prizes:  
 misleading claims 05 Feb  
 mail-order 05 Jul

**Product recalls** 04 Mar 3  
 ■ 04 Jun

**Pushchairs** 05 Mar 4  
 + 05 May 5

Stokke Xplory 04 Oct 4

**PVRs (personal video recorders)** 05 Mar 4  
 05 Dec 7  
 Best Buys ● 04 Jun 5  
 ● 04 Dec 5  
 ● 05 Jun 5

**Q**

Qualitas:  
 taking complaints to 05 Oct

Q-Be: MP3 player 05 Dec 4

**R**

Radio: digital: switch from analogue ■ 05 Dec 7

**Radios:**  
 digital 04 Feb 5  
 + 05 Feb 5  
 05 Aug 5  
 Best Buys ● 04 Dec 5  
 ● 05 May 5  
 Bug with recorder 04 Sep 5

**portable** 04 Jun 2

**Railways Bill** 05 Feb 1

Recorders: digital 04 Mar 1

**Remote controls:**  
 universal 05 Oct 5

Removals: damage caused:  
 compensation 05 Jun 6

Renault: owners' views 05 Feb 2

Grand Scénic 05 Feb 2

Kangoo 04 Jun 2

Scénic 05 Feb 2

**Restaurants:**  
 charging for water ■ 04 Apr 4  
**fast-food** 05 Dec 10  
 hygiene checks:  
   informing public 05 Feb 9  
**Retirement:**  
   investments for 05 May 72  
**Retirement annuities**  
   05 May 26  
**Roads and motorways:**  
   gritting: law 04 Feb 7  
   ■ 04 Apr 4  
 Robot suit 05 Jul 40  
**Royal Mail:**  
   compensation from 05 Feb 7  
   lost and damaged post 05 Dec 5  
 Special Delivery:  
   tamper-evident package 05 Dec 5  
**Rubbish disposal** 04 Mar 25  
   ■ 04 May 4  
   at public tips ■ 04 Aug 4  
**Rugby: matches abroad:**  
   ticket prices 05 Feb 9  
**Ryanair:**  
   prices quoted on ads 05 Apr 6

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**Saab 9-3:**  
   owners' views 04 Feb 20  
**Safety:**  
   of children ■ 04 Mar 29  
   of food 04 Jul 24  
**Safety equipment:**  
   for children in home 05 Aug 40  
**Sainsbury's:**  
   denying customers' rights 05 Nov 6  
**Sales:**  
   never-ending, at MFI 05 Jul 20  
**Salt:**  
   reducing intake 05 May 24  
**Sanders** 05 Jun 41  
**Sandwich makers** 05 Aug 46  
**Savings accounts** 05 Jan 31  
   best rates (latest) ● 05 Nov 30  
**Child Trust Funds (CTFs)**  
   04 Feb 52  
   05 Apr 19  
   05 Aug 22  
   best rates (latest) ● 05 Oct 32  
   children's: best rates (latest) ● 05 Aug 36  
 Halifax 04 May 52  
 interest rates ■ 05 Feb 58  
 lost: tracing 04 Jan 6  
 regular savings:  
   best rates (latest) ● 05 Nov 30  
**Saws:**  
   Exalt Precision Saw 04 May 52  
   jigsaws 04 Oct 53

**Scams:**  
   competitions 05 Jun 16  
   premium-rate 05 Mar 9  
   internet dialling 05 Apr 7  
   prize promises 05 Feb 8  
 School meals 05 Nov 67  
**Scilly Isles:**  
   mini-breaks 05 Feb 30  
 Scooters: Trikke 04 Jun 49  
**Scooters (road vehicles)**  
   05 Jun 32  
 Scotland: Perthshire mini-breaks 05 Feb 31  
**Seal Point:**  
   complaints against 04 Nov 9  
**Seat:**  
   clocking new cars 05 Dec 7  
**Security: for home** 04 Feb 22  
**Services:**  
   Which? awards 05 Dec 24  
**Set-top boxes** 04 Nov 48  
   05 Dec 68  
   Best Buys ● 04 Jun 55  
   ● 05 Jan 55  
   ● 05 May 54  
   reliable brands 05 Jul 29  
**Shazam:**  
   naming tunes 04 Sep 52  
**Shirts: stain-resistant** 05 Feb 38  
**Shoe Mouse** 05 Apr 34  
**Shopping:**  
   online 04 Feb 38  
   + 04 Apr 50  
   complaints 05 Nov 8  
   ■ 05 Dec 74  
   eBay rip-offs 05 Dec 8  
   prices 04 Oct 32  
   05 Nov 28  
   safety 04 Feb 51  
   supermarkets 04 Sep 46  
   05 Nov 28  
**Shops:**  
   contract to sell at wrong price 04 Feb 60  
**Shredders** 05 Nov 60  
**Simply Stairlifts:**  
   misrepresentation 05 Nov 68  
**Skoda Superb:**  
   owners' views 04 Feb 21  
**Sky: subcontractors** 04 Nov 5  
**Sleeping bags** 05 Apr 41  
**Sleeping mats** 05 Apr 42  
**Smeg:**  
   post-warranty service + 05 Jul 66  
**Smell Busters** 05 Aug 39  
**Smile:**  
   Which? awards 05 Dec 24  
**Smoking: ban on:**  
   public opinion 05 Apr 9  
**Smoothies** 04 Jul 20  
**Snip Cars:**  
   delivery date failure 05 Mar 60  
**Solar-powered gadgets**  
   04 Jun 41  
**Solicitors** 04 Jul 10  
**Sonorix** 05 Jul 41  
**Sony: Which? awards** 05 Dec 22  
**Speaker bag** 05 Oct 38

**Speakers** 04 Mar 13  
 wood-cone 04 Jul 54  
**Spectacles** ■ 04 Jun 48  
 pinhole glasses 05 Apr 9  
**Speed cameras** 04 Oct 17  
**Sports injuries:**  
   insurance claims 05 Nov 5  
**Stair gates** 05 Aug 42  
**Stairlifts:**  
   prices 05 Jun 5  
   unsuitable 05 Nov 68  
**Stakeholder pensions** 04 Mar 38  
**Stings: removing** ■ 04 Oct 66  
**Store cards:**  
   information on 04 Dec 5  
**Students: finances** 04 Sep 38  
**Suits: bespoke** 04 Nov 33  
   ■ 05 Jan 58  
**Sunbeds:**  
   young people and 05 Jul 22  
**Sunkissed:**  
   holiday offers 05 Dec 7  
**Sunscreens** 04 Jul 30  
   for children ■ 04 Sep 4  
**Superbugs** 04 Apr 10  
**Supermarkets/stores:**  
   advertising in 05 Feb 37  
   electronics sold in 05 Oct 21  
   'freshly-baked' bread 05 Jul 22  
   fruit and veg 04 Jun 10  
   hygiene 04 Feb 8  
**online shopping** 04 Sep 46  
   ■ 04 Dec 58  
   selling financial products 04 Jan 54  
   tricks of the trade 05 Aug 10  
   ■ 05 Oct 58  
**Suppliers: failure to supply:**  
   liability for damages 04 Jan 60  
**Surgery:**  
   laser eye 05 Feb 17  
   renewing on contract 05 Oct 60  
**Sustainable living** 04 Aug 16  
   ■ 04 Oct 66  
**Swimming: Floatsuits** 04 Sep 53  
   + 04 Oct 64  
**Symantec: Norton AntiVirus:**  
   renewing 04 Sep 5  
**Synthesisers** 05 Apr 33

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**Taxis:**  
   children in ■ 04 Mar 29  
**Technology:**  
   innovations 05 Nov 20  
**Tefal: irons:**  
   bursting into flames 04 Mar 7  
**Telephone (mobile) insurance:**  
   exclusions 04 Sep 8  
**Telephone services:**  
   BT: tariffs 04 May 51  
   complaints schemes 04 Mar 8  
   costly 0870 charges to go 05 Nov 6  
   customer service 04 Oct 8

**Telephone services (contd):**  
   directory enquiries ■ 04 Feb 4  
**home-phone companies**  
   05 Sep 24  
   ■ 05 Nov 66  
 internet line 04 Jun 51  
 junk calls ■ 04 Jan 4  
   + 04 Feb 58  
 landline equivalents of 0870 numbers ■ 05 May 58  
**mobile:**  
   choosing 04 Nov 21  
   cross-network charges ■ 04 Jan 4  
   marketing materials 05 Aug 7  
   network 3's pay-as-you-go 04 May 51  
   peak rate charges ■ 04 Dec 58  
   Shazam tune naming 04 Sep 52  
   tariff selector ■ 05 Jul 66  
   02 payment problems 05 Mar 5  
**phone codes** 05 Mar 33  
**phone, TV & internet packages**  
   04 Feb 31  
**switching:**  
   to indirect company 04 Sep 24  
   + 04 Dec 56  
   'slamming' (unfair switching) 04 Aug 7  
   05 Jun 9  
   unsolicited marketing calls ■ 04 Jun 4  
   Which? awards 05 Dec 24  
**Telephones (handsets):**  
   cordless 04 Mar 18  
   05 Feb 46  
   with answering machines:  
     Best Buys ● 04 Aug 56  
   radiation concerns ■ 05 Mar 58  
   security ■ 04 Jun 4  
**mobile** 04 Dec 37  
   05 May 38  
   05 Sep 48  
   05 Dec 56  
   Best Buys ● 04 May 54  
   buying 04 Nov 21  
   camera: Best Buys ● 04 Sep 55  
   faulty 05 Aug 16  
   hands-free kits 05 May 44  
   insuring ■ 05 Oct 58  
   miniaturisation 05 May 35  
   problems with 04 Nov 24  
   sending pictures from 04 Dec 41  
   solar-powered chargers 04 Jun 41  
   stolen: calls from 05 Jul 5  
   tariffs 05 Dec 18  
   3G 04 Dec 42  
   TV via 05 Aug 38  
   05 Nov 23

**Telephones: mobile (contd)/**

unsatisfactory:

claim for 05 Oct 60  
 use in car 04 Jan 53  
 Nokia N-Gage 04 Jan 54

**Telescopes 04 Mar 51****Television:**

adverts on: controls 04 Jan 8

**digital 04 Apr 42**

recording 04 Nov 50

switchover to ■ 04 Nov 25

**Freeview digital 04 Aug 36**

04 Nov 48

aerials 04 Apr 45

**phone, TV and internet****packages 04 Feb 31****set-top boxes 04 Nov 48**

05 Dec 68

Best Buys ● 05 Jan 55

● 05 May 54

reliable brands 05 Jul 29

**Television licences:**

non-payment 04 Sep 8

**Television sets:**

disposing of 04 Dec 6

**flat-panel 05 Nov 53****flat-screen 04 May 30**

high definition (HD)

■ 05 Oct 58

05 Nov 20

IDTV: Best Buys ● 05 Jan 55

integrated digital 04 May 34

**LCD 04 May 32**

Best Buys ● 05 May 36

● 05 Jun 31

**small 05 Apr 48**

measuring ■ 04 Sep 4

plasma ■ 04 Jan 16

04 May 32

portable:

'wireless' LCD 04 Feb 50

Smart-Scart adaptor

05 May 37

**widescreen 04 May 31**

04 Oct 56

+ 04 Nov 56

05 May 50

05 Nov 50

Best Buys ● 04 Apr 48

● 05 Jan 55

IDTVs:

reliable brands 05 Jul 26

reliable brands 04 May 14

05 Jul 26

wristwatch 05 Nov 36

**Tents**

05 Apr 36

**Tesco:**

increasing order prices

05 Jul 7

online shopping ■ 04 Dec 58

**Timestrips**

04 Mar 54

**Tiny PCs: collapse**

05 Sep 9

**Toilets:**

water-saving device 05 Sep 33

**Toothbrushes:**

solar-powered 05 Feb 39

**Toothpastes**

04 Oct 34

**Toucan:**

Which? awards 05 Dec 24

**Tour agents:**

breach of contract 04 Jul 60

**Toyota: owners' views**

Corolla Verso 05 May 31

Previa 04 Feb 20

Prius: owners' views 05 Feb 22

safety + 05 Apr 56

Which? awards:

Avenis 05 Dec 25

Yaris Verso 05 Dec 25

Toys: symbols on ■ 04 Mar 29

Xmas suggestions 04 Dec 32

Toys R Us: refunds 05 May 7

**Traders: cross-border:**

court action against 05 Feb 8

**Trains and railways:**

advice on services 04 Aug 6

**Railways Bill 05 Feb 10**

■ 05 May 58

rip-off train prices 05 Dec 8

selling tickets 04 Feb 7

**Transport Direct:**

teething problems 05 Oct 5

■ 05 Dec 74

**Travel insurance 04 Apr 32**

+ 04 May 58

■ 04 Jun 4

05 Apr 25

Best Buys ● 04 Oct 42

+ 04 Dec 56

latest ● 05 Oct 33

+ 05 Nov 64

covering Air Miles ■ 05 Jun 58

exclusions 04 Dec 7

holiday curtailed:

refund 04 Sep 60

Trikke 04 Jun 49

TrustMark: protecting from rogue

traders 05 Jul 6

**Tumble driers 04 Nov 51**

05 Nov 56

Best Buys ● 04 Jul 56

● 05 Mar 55

● 05 Jun 54

reliable brands 04 May 13

05 Jun 21

Tuners 04 Mar 12

**Turntables 04 Feb 28****TV projectors 05 Jul 50****Tyres 04 Mar 43**

■ 04 May 4

+ 04 May 58

Best Buys ● 05 Mar 53

+ 05 Apr 56

old: deterioration ■ 04 Feb 37

**U****Use-by dates 04 Apr 18****Utility Warehouse:**

Which? awards 05 Dec 24

**V**

Vaccinations: BCG 05 Oct 24

**Vacuum cleaners 04 Apr 14**

04 Oct 46

● 05 Jan 37

05 Oct 46

**Vacuum cleaners (contd):**

Best Buys ● 04 Jul 56

● 04 Dec 55

● 05 Apr 54

● 05 Nov 36

Dyson Animal 04 Nov 34

Dyson Ball 05 Jun 30

Which? awards 05 Dec 23

**handheld and stick**

05 Apr 46

Hoover Air Rider hovercraft:

Which? awards 05 Dec 23

reliable brands 04 May 12

05 Jun 18

**Vauxhall: owners' views**

Astra 05 May 32

Meriva 04 Jun 29

Signum: safety 04 Mar 5

Zafira:

spare wheel thefts 04 Nov 9

VCRs: Best Buys ● 04 Apr 48

● 04 Jun 54

● 04 Dec 53

● 05 Jun 52

reliable brands 04 May 14

05 Jul 28

**Vegetables:**

cut-price 05 Apr 24

**in supermarkets 04 Jun 10**

Video: portable 05 Nov 22

Video games: retro 05 Jan 35

Video recorders see VCRs

Video recorders, personal see PVRs

Vitamins: compared ■ 04 May 4

Vodafone:

competition concerns

05 Oct 7

stolen phones:

calls from 05 Jul 5

**Vodka 05 Sep 20****Volkswagen (VW):**

Golf: owners' views 05 Feb 19

Golf V:

Which? awards 05 Dec 25

Touran:

owners' views 04 Oct 29

windscreen wash 05 Feb 6

**Volvo:**

S40: owners' views 05 Oct 26

Which? awards 05 Dec 25

sleep detector 05 Nov 25

V50: owners' views 05 Oct 26

**W****Waitrose:**

Which? awards 05 Dec 24

**Wales: north:**

mini-breaks in 05 Feb 29

**Walking boots 04 Jan 30**

+ 04 Mar 58

**Walking buses**

04 Dec 59

**Wallplugs**

● 05 Aug 38

**Wanadoo: broadband**

problems 05 May 6

**Warranties:**

car: servicing and ■ 04 Nov 58

extended 04 Feb 5

05 Jan 6

**Warranties (extended) (contd):**

05 Jun 2

05 Dec 1

controls 05 Jan

on electrical goods 04 Dec

refund if unused 04 Dec 6

and guarantees ■ 05 Jun 5

misrepresentation 05 Aug 6

**new-car 04 May 4****Washer-driers 04 Aug 4**

Best Buys ● 05 Jan 3

● 05 Mar 3

reliable brands 04 May 1

05 Jun 2

**Washers:****high-pressure 04 Apr 3****Washing machines 05 Jan 3**

Best Buys ● 04 Mar 5

● 04 Jul 5

+ 04 Aug 5

● 04 Oct 6

**large-capacity 04 Jan 4**

+ 04 Feb 5

reliable brands 04 May 1

05 Jun 2

Watches see Clocks and watches

**Water: bottled 04 Aug 3**

■ 04 Nov 5

**Water companies:**

complaints against 04 Jul

pollution 04 Aug

**Water supplies: leaks:**

Floodcheck 04 Jun 5

WaterVoice 04 Jul

**Websites:**

cheap flights 04 Jan 5

**holidays 04 Apr 2**

landline equivalents of 0870

numbers ■ 05 May 5

**Wedding reception:**

breach of contract:

compensation 04 May 6

**Which?: Awards 05 Dec 2**

website: personal finance quiz

05 Sep 5

Whisky: Welsh 04 Mar 5

**Window locks 04 Feb 2**

Wine breathers 05 Dec 5

Wine chillers 05 Dec 5

**Wines and spirits:****big brands 05 Mar 2****Californian red 04 Mar 2****Chilean white 04 Sep 5****for Christmas 05 Dec 3****English 04 Jun 4**

fine: buying 04 Dec 3

**gadgets for 05 Dec 5****Rioja 04 Dec 2****rosé 05 Jun 2****vodka 05 Sep 2****Wire detectors 05 Jul 5****Woodstains 04 Ma 3****Y**

Yacht: buying 05 Feb 3

+ 05 Jun 5

Yorkshire Building Society:

Which? awards 05 Dec 2