

# index?

This index covers reports published in Which? in 2007. Remember that you now have access to Which? reports published since January 2005 through our member-exclusive website – just log on to [www.which.co.uk](http://www.which.co.uk)

## How to use the index

Each entry shows the **month** of publication and the **page number**. So, for example, you'll find the article on **Bike carriers** in **May** on p53.

Main articles are in **bold** type; short items and sections within main articles are in ordinary type.

### KEY

- + Additions and corrections
- Letters
- Update

## A

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<b>Ads: financial: misleading</b>	<b>Oct</b>	<b>31</b>
<b>Aerials: indoor</b>	<b>Oct</b>	<b>72</b>
obtaining advice on	Sep	8
<b>Air conditioners</b>	<b>May</b>	<b>54</b>
	+ Jun	83
	● Jul	10
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<b>passengers' rights</b>	<b>Jun</b>	<b>24</b>
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flight tax refunds	■ Jun	76
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Alcoholic drinks: labelling	■ Jun	76
AOL: email disappearance	Apr	4
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A6	Dec	69
TT Coupé	Apr	67
<b>Audiovisual products:</b>		
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Bailiffs	■ Sep	77
	Sep	81
<b>Banking: online</b>	<b>Jul</b>	<b>20</b>
<b>Banks:</b>		
accepting coins	■ Feb	76
changing account terms	■ Sep	77
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best rates (latest)	● Dec	32
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best rates (latest)	● Nov	24
regular savings:		
best rates (latest)	● May	36
safe deposit blunder	May	7
savings accounts:		
best rates (latest)	● Nov	24

### Banks (contd):

student accounts:		
best rates (latest)	● Aug	36
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<b>Barbecues: food for</b>	<b>Jul</b>	<b>36</b>

### Bath belt: unsatisfactory:

refund	Dec	80
BBC: iPlayer	Oct	11

### Beds: unsuitable: claim

	Aug	80
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### **Bike carriers**

	<b>May</b>	<b>53</b>
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### **Bin bags**

	<b>Jan</b>	<b>60</b>
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### Blair, Tony: legacy

	Jun	5
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### **Blenders**

	<b>Apr</b>	<b>45</b>
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### **Bluetooth headsets**

	<b>Sep</b>	<b>64</b>
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### BMW: 1 Series

	Mar	34
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### 3 Series

	Jun	65
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### convertible

	Dec	73
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### 5 Series

	Oct	67
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### X5

	Dec	69
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### X5

	Oct	65
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### **Boiler servicing**

	<b>Sep</b>	<b>55</b>
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### **Boilers**

	<b>Sep</b>	<b>50</b>
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### Books: price reductions

	+ Dec	44
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### **Borrowing: managing**

	<b>Jul</b>	<b>4</b>
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### **Breakdown services**

	<b>Jan</b>	<b>29</b>
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### **Breakfast: in stores**

	<b>Sep</b>	<b>20</b>
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### British Gas: phone delays

	Feb	6
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### **Broadband**

	<b>Feb</b>	<b>25</b>
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### access

	■ Apr	76
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### BT services

	■ Nov	84
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### connection failure

	May	81
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### disconnection

	Sep	80
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### service problems

	Feb	5
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### **speeds**

	<b>Aug</b>	<b>40</b>
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### advertising

	Nov	6
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### switching companies

	Mar	7
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### BT: broadband provision

	■ Nov	84
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### bundled services

	Jul	11
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### non-direct debit payments

	■ Dec	76
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### phone cable spoiling view

	■ Jan	77
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### Building societies:

changing account terms	■ Sep	77
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### children's accounts:

best rates (latest)	● Dec	32
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### Building societies (contd):

CTFs: best rates (latest)	● Nov	24
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### current accounts:

best rates (latest)	● Nov	24
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### regular savings:

best rates (latest)	● May	36
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### savings accounts:

best rates (latest)	● Nov	24
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### student accounts:

best rates (latest)	● Aug	36
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### Bupa: treatment restrictions

	Apr	5
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## C

### Camcorders:

deleted footage: recovery	■ Sep	76
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### **digital**

	<b>Aug</b>	<b>54</b>
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### getting more from

	■ Aug	76
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### **high-definition**

	<b>Nov</b>	<b>44</b>
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### reliable brands

	Jul	31
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### **Cameras: buying abroad**

	<b>Dec</b>	<b>24</b>
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### **digital**

	● Aug	10
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### accessories

	Dec	55
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### **advanced**

	<b>Apr</b>	<b>56</b>
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### explaining

	Aug	38
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### **mid-sized**

	<b>Sep</b>	<b>46</b>
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### on mobiles

	Dec	55
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### Nikon D40

	Sep	10
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### reliable brands

	Jul	31
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### **SLRs**

	<b>Jun</b>	<b>46</b>
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### for close-ups

	Nov	10
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### single-use

	+ Dec	44
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### **Car clubs**

	<b>Nov</b>	<b>76</b>
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### **Car insurance**

	<b>Feb</b>	<b>28</b>
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### geographical exclusions

	■ Feb	77
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### joint policies

	■ Aug	76
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### theft: by potential buyer

	Oct	8
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### damage to

	Jun	81
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### **for young drivers**

	<b>Oct</b>	<b>38</b>
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### Carbon dioxide:

offsetting	■ Jan	76
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### **Care homes**

	<b>Jun</b>	<b>19</b>
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### for close-ups

	+ Oct	83
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### Cars:

<b>bike carriers</b>	<b>May</b>	<b>53</b>
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### **child seats**

	<b>Jun</b>	<b>70</b>
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### booster cushions

	+ Jul	83
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### children in: number

	■ Aug	76
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### **compact 4x4s**

	<b>Jul</b>	<b>77</b>
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### **coupés and convertibles**

	<b>Aug</b>	<b>70</b>
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### crash tests

	<b>Apr</b>	<b>66</b>
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### engine failure

	Dec	26
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### estate

	Apr	80
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### faulty: replacing

	Dec	68
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### **fuel**

	<b>Jun</b>	<b>80</b>
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### medium

	<b>Aug</b>	<b>16</b>
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### **MPVs: mid-sized**

	<b>Jun</b>	<b>64</b>
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### **new models**

	<b>Feb</b>	<b>46</b>
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### overdraft charges

	Oct	64
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### puncture repair kit

	Nov	25
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### recycling

	■ Oct	76
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### remote locks

	Jan	4
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### road user charging

	May	6
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### **roof boxes**

	<b>Mar</b>	<b>35</b>
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### **safety**

	<b>May</b>	<b>50</b>
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### airbags

	Jan	19
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### dealers' advice

	Mar	34
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### security

	Apr	5
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### selling:

cold callers	Sep</
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## Children (contd):

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Chip & Pin machines: home	Jul	27
Cholesterol: high-street testing	Feb	5
reducing	Jan	38
<b>Christmas:</b>		
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green and ethical	Nov	33
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Citroën C4 Picasso	Feb	48
	Sep	23
Claims handlers	■ May	76
<b>Cleaners (domestic)</b>	Apr	18
Cleaning products:		
killing MRSA	Jun	7
Clocks: to wake slowly	Feb	10
<b>Clothes: school uniforms</b>	Feb	34
sizing	Jul	7
Cold calling: doorstep	Sep	7
<b>Computers: buying guide</b>	Sep	38
faulty: refund	Feb	81
faulty laptop: claim for	Apr	81
mouse: off-table	Jun	10
<b>security software</b>	Feb	60
Consumer Action award	Nov	79
Consumers:		
new legislation	Jan	79
rights	■ Mar	84
campaigns	Sep	79
EU	Aug	84
Contracts: cancelling: rights	Feb	80
terms	Nov	80
withholding payment	May	8
<b>Cooker hoods</b>	Aug	66
<b>Cookers:</b>		
freestanding: reliable brands	Jan	35
range	Aug	61
	+ Nov	83
<b>slow</b>	Sep	66
<b>Cosmetic procedures</b>	Mar	32
Botox on eBay	Dec	7
dermal fillers	Aug	5
saving money on	Jul	9
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surgery: advice on	May	79
tooth whitening: illegal	Oct	7
<b>Crackers</b>	Dec	16
Credit card companies:		
liability	■ Nov	77
Credit cards:		
for balance transfers:		
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long-term:		
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best rates (latest)	● Oct	40
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cashback:		
best rates (latest)	● Dec	32

## Credit cards (contd):

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Daihatsu Materia	Oct	67
<b>Days out</b>	Aug	18
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managing	Jan	29
relief	Jun	40
unlawful	Feb	8
Dell: not fulfilling contract	Nov	80
<b>Dentists: NHS provision</b>	May	14
<b>Dishcloths</b>	Jan	66
<b>Dishwashers</b>	Mar	50
	+ May	83
	Nov	58
	+ Nov	83
reliable brands	Jan	34
Whirlpool	Dec	10
Doorstep Selling Regulations	Sep	7
<b>Drills: cordless</b>	Feb	60
	+ Mar	83
<b>Drug companies</b>	Jul	38
Drugs and medicines:		
cold remedies:		
restricting medicines	Apr	5
cuts treatment	Sep	6
non-branded	Jul	34
shelf life	■ May	77
<b>DVD players</b>	Jun	60
connecting to TV	■ Mar	76
games consoles as	Dec	49
<b>high-definition</b>	Feb	11
	Dec	48
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<b>DVD recorders</b>	Jun	62
	Dec	45
explaining	May	34
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<b>DVD rental: online sites</b>	May	26
<b>DVDs: blank</b>	Jul	50
	+ Aug	83
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<b>Easter eggs</b>	Mar	26
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	+ Oct	83
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## Electrical goods:

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saving money	May	38
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	Apr	8
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<b>Equity release</b>	Apr	20
Estate agents: multiple	■ Jun	76
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Panda 100HP	Oct	11
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<b>Financial services:</b>		
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<b>omega 3</b>	Nov	16
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<b>organic</b>	Feb	17
	■ Sep	84
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venison	Jan	39
<b>Food preparation machines</b>	Apr	45
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Focus	Jun	66
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	+ Oct	83
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<b>Hi-fis: micro</b>	Aug	46
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Hotpoint: Aqualtis Dec 10

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Houses and flats:

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HSBC: executive bonus Aug 37

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Lexus GS450H Jun 38

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Mitsubishi: iCar Dec 27

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NatWest: safe deposit blunder May 7

NHS:

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hospital choice Jan 38

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Nintendo: Wii Jan 11

Nissan Qashqai May 10

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Norwich Union: orphan funds Jan 41

Npower:

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Ofwat Apr 84

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Orange: customer service May 7

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Package travel: rights May 80

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## CORRECTIONS

### Pricey passports August 2007, p7

You can renew a passport at any time before it expires, but a maximum of nine months of the remaining time can be added to a new passport.

### Boilers

September 2007, p50

Our guide to typical installation costs (p54) should have included the cost of cleaning and

flushing the heating system before installing a new boiler. This would increase the estimated costs in scenarios one and two by around £350.

### First look

November 2007, p10

In the summary of the Panasonic Lumix DMC-L10 in the 'First snaps' feature, we said that the Canon and Nikon cameras have image stabilisation built into the body of the camera. They don't.

### Low-energy bulbs, November 2007, p66

While most bulbs (including those tested) don't work with dimmers, some do. The Best Buy General Electric Elegance T3 bulb (1 in the table, p69) can't be used with timers, so shouldn't have a ✓ in this column. Nor should we have said that we like the fact that it can be used with timers (p67). This does not affect its Best Buy status.