

One shop gave us back a skirt with more stains on than when we'd put it in to be cleaned PAGE 16



7 Paul picks up on Apple's VAT issue

News

04 Consumer news

- Compensation problem after email scam
- Which? wins over advert complaint
- We test men's pants following Jeremy Paxman's gripes about their quality

10 First look

Latest digital cameras tested, a clean sweep for Finish, and a steamy washing machine

© Which? Ltd 2008

Material published in Which? may not be reproduced, stored in a retrieval system or transmitted in any form without the prior permission of Neil Fowler, Editor. Which? may not be used for advertising, sales promotion or publicity. Which? may grant permission to use its WHICH? BEST BUY logo in certain circumstances. For further details please email externalrelations@which.co.uk UK ISSN 0043-4841

Printing Charterhouse Print Management

Which? is printed on elemental chlorine-free paper made from timber from well-managed forests. The mills have ISO 14001 and certified chain of custody.



Your home

- **12 Online retailers** Our survey reveals the best places to shop
- **16 Dry cleaners** Our investigation found disturbingly poor results at cleaners across the UK
- **19 Which? family** We take the Joneses shopping for electricals
- **20 Home information packs**

We examine exactly what they're worth

22 Patio plants

How to transform your patio for spring without spending a fortune

24 Wooden flooring

In the first of a new series, we look at how to buy wood and laminate floor for your home

Our promise Independent and not for profit

Which? aims to help you choose the best goods and services – and avoid the worst. We're entirely independent – we take no ads, no freebies and everything we test is paid for at full price. Since 1957 we've informed, influenced and campaigned on behalf of all consumers in the UK.

Best Buys

These are products that achieve high total test scores.

Don't Buys

These are products that have performed extremely poorly in at least one of our key tests or that have achieved very low total test scores.

Exceptional Value



Our coveted award is given on those rare occasions to products that are both of superb quality and outstandingly priced.



Your health

27 Good Food Guide

We look at sustainable fish stocks – and recommend ten top seafood restaurants

28 Food & health focus

The lowdown on omega 3 supplements and the future for prescription prices

30 Getting treatment abroad We help you make the right decision when

We help you make the right decision when considering going overseas for procedures



42 Blenders, smoothie makers and juicers

Our report reveals the best models for you and your family

48 Compact appliances Best Buys for compact and built-in kitchens



57 Televisions Tune into our latest test of high-definition TV sets



The Law Society considers Hips to be 'the worst piece of consumer legislation in 50 years'. A cool response from estate agents hasn't helped PAGE 20



Your money

- **33 Saving you money** Our top money-saving tips
- 34 Funding long-term care The best ways to pay for care in old age
- **38 Money monitor** Best Buy Isas, savings and children's accounts
- **40 Car insurance** We name the best cover for the least cash



82 Which? helps Fiona end her car worries

Your Which?

- 78 Ask the experts Focus on healthcare while on holiday
- 80 Your letters You can compost scraps of meat and cheese
- 81 Help wanted Tell us how you've saved money on bills
- 82 Brief cases Fiona claims under the Consumer Credit Act



Contact Which?



MEMBERS' HELPLINE

For queries about your Which? membership. We receive a high number of calls from members on Mondays. Given this, you may find it easier to contact us later in the week

Mon-Fri 8.30am-8pm; Sat and bank holidays 9am-1pm. Please give your Which? membership number and daytime phone number. Calls may be monitored or recorded for training. All letters should be sent to Which? Ltd, PO Box 44, Hertford X SGI4 15H. You can also fax us on 020 7770 7485 or email which@which.co.uk

WHICH? LEGAL SERVICE

01992 822828; wis@which.co.uk Members of Which? Legal Service can get unlimited phone advice from our expert consumer and employment lawyers Mon-Fri 8.30am-6pm. Call for more details or visit www.which.co.uk/legalservice to find out how we can help you

HAVE YOUR SAY

etters@which.co.uk

Got a consumer question for our experts? Want to tell us your views on our reports or share your tales with fellow members? You can also write to Letters, PO Box 44, Hertford X SG14 ISH

CONSUMER NEWS HOTLINE

Got a story you think needs investigating? Call our hotline and leave your message Calls are free. We're sorry but we can't reply individually

WHICH? ONLINE

www.which.co.uk

Visit our website to access hundreds of reports, compare products, get the latest Best Buys, up-to-date prices and breaking news and much more (see p84)

SWITCH WITH WHICH?

www.switchwithwhich.co.uk

Our free home-energy switching service lets you compare hundreds of tariffs and switch suppliers in minutes

You can also call 0800 533031

helpwanted@which.co.uk Can you help us with our research for

future reports? See p81

There are more requests for your help online at www.which.co.uk/helpwanted. We regret we are unable to acknowledge replies or help resolve problems or disputes