Contact Which?

Which? is much more than a magazine – we have various services to help you get the best products and services, and many could save you money



WHICH? ONLINE www.which.co.uk

www.which.co.uk www.which.compare.co.uk Get hundreds of reports online. The latest advice, Best Buys and prices are updated every day.



WHICH? EDITORIAL

letters@which.co.uk To respond to any article. news@which.co.uk For stories you think need investigating. asktheexperts@which.co.uk Send consumer questions for our 'ask the experts' page. helpwanted@which.co.uk Help our research (see p82).



MEMBERS' HELPLINE

which@which.co.uk 01992 822800 Which?, Gascoyne Way, Hertford SG14 1LH.

For membership queries and on-the-spot advice (call Mon-Fri 8:30-18:00, Sat 9:00-13:00).



SUBSCRIPTIONS

01992 822800 For any query about your current magazine subscriptions.



WHICH? LEGAL SERVICE www.whichlegalservice.co.uk 01992 822828 Subscribe to

get unlimited phone advice from our expert consumer and employment lawyers (call Mon-Fri 8:30-18:00).



WHICH? LOCAL

www.which-local.co.uk Need a trustworthy tradesperson or service? We list thousands of local businesses rated by Which? members.

WHICH? SWITCH

www.whichswitch.co.uk 0800 533031 Compare energy tariffs and save on bills with our free switching service.

Contents

News

04 Gordon Brown interview

Which? puts your concerns about savings, mortgages and energy bills to the Prime Minister

06 Consumer news

We investigate unfair parking tickets and the rules surrounding online shopping, and take a closer look at 'green' advertising claims

09 First look

We review the latest technology, including the new iPod Shuffle, a tiny high-definition camcorder, and the revolutionary Domotec Oliso steam iron

Your money

12 Saving you money

We round up the deals and special offers that will help you save money in shops and restaurants

13 Money monitor

The latest news on falling annuity rates and premium bond prize fund cuts, plus Best Buy savings accounts, childrens' accounts and credit cards

16 Child trust funds

With the economy in turmoil, should you invest in a child trust fund that's decreasing in value, or find a better way to save for your kids' future?

20 Financial advice

Paying for independent financial advice could be money well invested. We show you how to get the most from your adviser

© Which? Ltd 2009

Material published in Which? may not be reproduced, stored in a retrieval system or transmitted in any form without the prior permission of Helen Parker, Editorial Director. 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.

24 How to get your money back

The high street has already lost some iconic shops, and others are struggling in the recession. We explain how to make sure you don't lose money if they go out of business

Your life

26 A budget bank holiday

You won't have to spend a fortune to have fun this May Day. *Which? Holiday* recommends some cheap and cheerful family days out

28 Repair or replace?

Don't write off a broken TV, washing machine or oven – we've found that getting it repaired could save you hundreds of pounds

31 The truth about recycling

What happens to your waste plastic once it has been collected? We've done some digging into the UK's recycling systems to find out if they're as efficient as they should be **Cover story**

34 Sandwiches

Want to know what's really in your lunch? We've compared the fat, calorie and salt content of prepacked chicken salad sandwiches to find out

36 First drive

Discover what the Which? cars team thought of the new Mercedes E-class and Peugeot 308CC coupé cabriolet when they took them out on the road

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.





The best-value second-hand cars

160 10

On test

38 Used cars

Expert tips on buying a used car and the best second-hand models to go for

42 Pay-as-you-go mobiles

Switching PAYG providers can save you money. We give you the lowdown on tariffs and handsets **Cover story**

48 MP3 players

Take your favourite songs with you with a Best Buy MP3 player

52 Bargain brand electronics

Is it worth buying cheap, own-brand TVs, radios and set-top boxes?

57 Cookers

We've found the best electric and gas freestanding cookers for different budgets and kitchens

62 All-in-one cleaners

Which all-in-one cleaners are best, and how do they compare with store cupboard alternatives?

64 Shredders

Protect yourself from ID theft with shredders that are a cut above the rest

66 Sewing machines

The Which? verdict on sewing machines that cost less than £200

69 Irons

Steam through your ironing with Best Buys that produce fantastic results

72 Lawnmowers

Best Buy lawnmowers and expert tips on caring for your lawn

74 Kitchen appliances

A selection of the Best Buys for your kitchen rated at Which.co.uk

Your Which? 77 Which? view

The results of our recent check-up on NHS dental treatment

78 Here to help/Brief case

How Which? Switch and Which? Legal Service have helped members save money

80 Letters/Ask the experts

Your letters on European rail travel, and expert advice on flight rights and credit cards for travelling

82 Help wanted

Help us to help you and other consumers by sharing your experiences, stories and concerns with our team

83 Coming soon

What you'll find in Which? over the next few months