

## 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](http://www.which.co.uk)

Get hundreds of reports online, with the latest Best Buys, prices and advice as well as breaking news.



### MEMBERS' HELPLINE

01992 822800

[which@which.co.uk](mailto:which@which.co.uk)

Which?, Gascoyne Way, Hertford SG14 1LH

For on-the-spot consumer advice, information on shopping and Best Buys, and membership queries (call Monday-Friday 8:30-18:00, Saturday 9:00-13:00).



### WHICH? EDITORIAL

[letters@which.co.uk](mailto:letters@which.co.uk)

To respond to any article.

[news@which.co.uk](mailto:news@which.co.uk) For stories you think need investigating. [helpwanted@which.co.uk](mailto:helpwanted@which.co.uk) Help our research (see p82).



### SUBSCRIPTIONS

01992 822800

For queries about your current magazine subscriptions.



### WHICH? LEGAL SERVICE

[www.whichlegalservice.co.uk](http://www.whichlegalservice.co.uk)

01992 822828

Subscribe to get unlimited phone advice from our expert consumer and employment lawyers (call Monday-Friday 8:30-18:00).



### WHICH? LOCAL

[www.which-local.co.uk](http://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](http://www.whichswitch.co.uk)

Compare energy tariffs and save on bills with our free switching service.

© 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](mailto: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.

# Contents

## News

### 04 Consumer news

Baggage claims, problems getting goods delivered and restaurant staff being deprived of tips

### 09 First drive

Which? test drives Citroën's C3 and the new Lexus hybrid 4x4, the RX 450h

### 10 First look

The lowdown on Magimix's see-through toaster and three new blenders

### 14 Saving you money

This month's cash-saving tips and deals to get the most out of your money

## Cost of living

### 16 Buying from overseas

Is it still worth shopping overseas, or are the days of good deals over?

### 18 Credit cards ◀Cover story

The UK credit card market is biased against consumers – we show you how to avoid the pitfalls

### 22 Online vs high street

Find out where you'll get the best value Christmas gifts this year

### 68 UK vs Europe pricing

Which daily essentials cost you more in the UK than in similar EU countries – plus tips on cutting costs

### 74 Mortgage fees

Are you paying over the odds? We investigate the murky world of valuations and other mortgage fees

## On test

### 26 Batteries

Which? has tested the latest disposable offerings to see which battery brands have staying power

### 28 Coffee machines

Our Best Buy coffee machines combine great results with stylish good looks

### 32 Satnavs

We go the distance to sort the best satnavs from the rest. Our Best Buys let you travel with confidence

### 36 PVRs

We've tested PVRs that are designed for Freeview and Freesat and have found four outstanding Best Buys

### 41 50 Best Buys ◀Cover story

Whether you're shopping for presents or a bargain in the sales, we pick 50 Best Buys for all budgets

### 50 Champagne

Our taste test reveals a great-value supermarket Best Buy – and why Moët & Chandon is best avoided

### 52 Electric toothbrushes

Best Buy electric toothbrushes for clean teeth, plus one brush to avoid

### 56 Washing machines

We've rounded up some of the best-value washing machines costing less than £500. Plus tips on finding a good deal

### 60 Digital photo frames

If you're thinking of buying a digital photo frame as a Christmas gift, beware of cheaper models

### 62 Online photo calendars

DIY photo gifts let you create the perfect personalised present – but we've found big differences in quality

### 64 Best Buy software

We round up the best computing packages for editing photos and movies, and for mapping out your family tree

## Plus

### 66 Lunchbox baddies

Your child's lunchbox could contain more than 12 teaspoons of sugar

### 72 Money Best Buys

Best credit cards for 0% balance transfers, cashback, new purchases and borrowing



**32**  
Satnavs



**50**  
Champagne



**22**  
Online vs  
high street



**28**  
Coffee  
machines

## Your Which?

### 77 Working for you

Why you should buy charity Christmas cards direct from the charity itself

### 78 Here to help/Brief case

We help members solve problems with insurance and returning faulty goods

### 80 Letters/Ask the experts

Readers' questions on Isas, package holidays and energy consumption

### 82 Help wanted

Help us to help consumers by sharing your stories and concerns with our team

### 83 Coming soon

What's in Which? over the next few months

## Our promise

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