

Consumer withholds money from leading window company

Member takes action

WINDOWS

A Which? reader held a leading home improvement firm to ransom after it botched the replacement of windows and doors at her Berkshire home.

Dawn Pillans paid Anglian Windows around £5,700 for new doors and windows but found many of them were damaged. Because she still had to pay Anglian for a conservatory, Dawn said she would withhold part of that money. In the end it was agreed that £1,900 would be knocked off the total bill.

Dawn explained: 'I first found the French doors had gashes in them. The fitters had smeared sealant over them but it didn't set, otherwise I wouldn't have known.'

Dawn complained to Anglian but says that despite three subsequent inspection reports, it failed to fix all of the problems.

She said: 'Whenever Anglian sent someone out to carry out an inspection more damage became apparent. A total of 11 out of the 13 windows and doors they fitted were damaged to some extent or another. Even with replacement items they were usually the wrong size or damaged.'

To make matters worse, while



Dawn's happier now she has paid less for the work

'The French doors had gashes in them'

investigating, Dawn says the company damaged her driveway by spilling sealant all over it.

Melanie Russell, from Anglian Home Improvements, said: 'Our team worked hard to remedy the problems with this installation but were denied access to undertake the necessary remedial work and fulfil our contractual obligations.'

'Anglian prides itself on high standards of workmanship and customer service and we apologise to Ms Pillans for inconvenience caused. However, in the interests of both parties, an agreement was reached to bring the matter to a satisfactory conclusion.'

TAKE ACTION!

■ If you are going to withhold payment, as a general rule you should retain a sum no greater than the cost of putting problems right. If you retain more, you risk facing court action from the trader for breach of contract.

In brief

TELL US YOUR VIEWS

■ We want to know what you think of Which? magazine. On Thursday, 24 May you'll be able to call our senior editorial team led by editor Neil Fowler, pictured.



Do you like the look of Which? and how we present it? Are there products you'd like us to test? Services we should investigate? Items you particularly like? Or is there information that is missing?

Call 01992 828400 or 0845 307 4000 between 11am and 3pm and we'll do our best to answer anything you throw at us. We look forward to hearing from you.

CHECK STORE CARD INFO

■ New store card rules this month will give consumers more information on their statements, including warnings on cards with interest rates of 25 per cent or above and how to pay by direct debit.



FIND OUT ABOUT NI BANKING

■ The Competition Commission is set to publish its report this month into Northern Irish banking. This follows our supercomplaint that customers pay fees not imposed by banks elsewhere in the UK and that charges are too similar across the big four banks.

WATCH OUT FOR BT CHARGES

■ The five million customers who don't pay their BT bill by direct debit will pay an extra £4.50 per quarter from this month, although line rental is cut by £3 per quarter.



CONTACT US

■ If there's something you'd like us to investigate, call 0800 252088 and leave a message or email news@which.co.uk

Gadgeteer... Get fit with the iGallop

Despite its name the iGallop is not the latest iPod accessory but a 'revolutionary' horseriding-based exercise machine.

It mimics the movement of a horse while the exerciser tries to balance and carry out weird and wonderful movements and stretches.

The three speeds – trot,



gallop and race – help you achieve 'flat abs, a firm behind and toned thighs'.

An iGallop will set you back £450. If you want one, head to Harrods or check out www.osim.com.

Or, you could start with a traditional treadmill, which we have tested on p70.

