



Your letters

**Star
letter**

Give us your comments on what you've read in Which?

After-sales service

Which?, December 07, p6

I was interested to read one customer's experience of B&Q. The electric motor burned out on my Performance saw, and it was out of warranty. I went to the B&Q store it was bought from to see if I could buy a replacement motor. I was told it did not stock any replacement parts and was directed to the maker's website – and up popped the B&Q home page. I emailed twice before I got a reply that told me to ring Performance. This I did, only to be told that it imports these goods but doesn't offer any spares. As Performance seems to be owned by B&Q and does not want to offer any after-sales service I wonder how many other products it sells without any backup.

ARCHIE MCNEICE, WARRINGTON

WHICH? SAYS For more information on spare parts, turn to p83.

Animal welfare

Which?, November 07, p29

You mention that scientists have found a novel way of preventing cows from straying by using 'shock collars'. First, what's wrong with hedges and fences? Second, it's not widely enough known that such measures are being debated in both the UK and Scottish Parliaments

about banning and/or controlling shock collars. This is yet another animal welfare issue.

DR JD BAINES, PAR, CORNWALL

Omega 3

Which?, November 07, p16

Your omega 3 article highlighted the lack of a recommended daily amount. My own recent experience dramatically illustrates the confusing situation. I bought two bottles of omega 3 capsules of differing brands and, despite the capsule weights being the same, the dosages, contents and recommended allowances were very different. One recommends taking more than ten times as much long-chain omega 3 as the other. It is hard to know who to believe.

CHRIS CARPENTER, SLEAFORD



Chris: who to believe?

Community cinema

Which?, November 07, p12

In your review of cinemas, you didn't mention community establishments. There are hundreds of film societies that show films in places where there are no commercial cinemas or people want more choice. They are usually run by volunteers, have strong links to the communities they serve and are either registered charities or run on a not-for-profit basis. Seeing a film at my local film society in Looe, Cornwall, costs less than £4 for

members (£5 for non-members). It offers refreshments, but not junk food, and has an efficient website and local-rate phone line for booking tickets. Films are shown using digital projection, a big screen and surround-sound system. We even get to vote on the films we see.

DAVID TOLCHER, POLPERRO

Low-energy light bulbs

Which?, November 07, p66

The low-energy light bulbs currently available can't do everything the traditional incandescent light bulbs can. We have yet to see readily available solutions for dimmer switches, timer switches, sizes and shapes for small shades and lamps, and correct colour balance. The government is being over-zealous with its plans to phase out traditional light bulbs, leaving us unable to buy satisfactory replacements for all these situations.

DAVID ROBINSON, ROTHERHAM

One is able to dispose of tungsten filament bulbs with normal domestic waste but not so with low-energy bulbs because of the presence of mercury and other toxic metals. But I don't know how we are supposed to dispose of them, or how many councils have set up appropriate disposal arrangements and publicised them. I look forward to these issues being raised in future.

ALAN LOTT, READING

WHICH? SAYS We're already seeing low-energy bulbs that can be used with dimmer switches, and there are some



Anthony: note digital delays

Digital radio

Which?, November 07, p54

Following your test of digital radios, it's worth pointing out that any digital transmission has associated delays, and this is especially true of digital radio, on a set or over the internet. You'll always hear what happens some time after the event – with a horse-racing commentary, for example. You only have to put an analogue radio next to a digital one to demonstrate this.

ANTHONY FRANCIS-JONES,
OSWESTRY

bulbs available for smaller shades and lamps. The colour balance of low-energy bulbs is very similar to a traditional bulb, too. There aren't low-energy options for all situations yet, but phasing out traditional bulbs is likely to give impetus to manufacturers to provide a wider range of low-energy bulbs.

We also mentioned in our report that manufacturers are obliged to set up collection or drop-off schemes for bulbs.

GET IN TOUCH

'Your letters' is your chance to have your say on something in Which?. Email or write to the address below. If your letter is printed, you can choose a free Which? book as a thank you. We reserve the right to edit letters or use only an extract.

■ letters@which.co.uk
Letters, PO Box 44,
Hertford X, SG14 1SH

CORRECTIONS & CLARIFICATIONS

Christmas toys, Dec 07, p19

The *High School Musical* DVD Dance Studio doesn't include character pieces or a board game.

Food online, Dec 07, p20

The Hotel Chocolat Chocolate Enrobed Fruit Selection has not been

renamed Dream Fruits. The price for each variety has increased to £6.50.

Dishwashers, Nov 07, p59

The photo of the Best Buy Miele G1232SC shows a white dishwasher, but this model is available only in stainless steel in the UK.



Help wanted

We need you. Help us to help you and all consumers by sharing your experiences, questions and concerns

New house niggles

When you bought your home did you miss any problems that you wished you'd spotted? Did you feel as though faults had been covered up? If so, we want to hear from you. **ALICE JUDD**

Buying tyres online

If you've bought car tyres online, tell us about the pros and cons. **DAVID EVANS**



Stocks and shares Isas

If you've taken out a stocks and shares Isa tell us how you chose it and why. Was it direct, through a financial adviser or a fund supermarket? How easy was the process, what were the benefits and pitfalls and would you recommend it? **MELANIE GREEN**

Food fraud

Do you have concerns about whether claims made on the food you buy are true? We'd like to hear your thoughts. **CHARLIE ALLEN**

Head lice

Have you or your children had head lice recently? How did you deal with them and how effective was the treatment? We'd like to hear from parents who've asked schools to improve how they deal with lice. **CHARLIE ALLEN**

Compensation claim

If you've used arbitration or an ombudsman scheme to claim compensation for a holiday, car, builder or anything else, get in touch. **ALICE JUDD**

Oven cleaning programs

Do you own a self-cleaning free-standing cooker? What do you think of its catalytic or pyrolytic cleaning programs? Let us know. **MATT STEVENS**



Digital switchover

The switchover from analogue to digital TV is under way in parts of the UK, but are you happy with this? We'd like to know your questions and concerns. **CERI STANAWAY**

Consumer action

Have you found any unorthodox or clever ways of getting a company to respond to a complaint after the normal customer service channels failed? If so, please tell us your story. **BOB TOLLIDAY**

Tax returns online

Have you submitted a tax return online? If you've ever submitted your taxes using either TaxCalc, Andica, ProSystem, Digita, or Ftax software, tell us how it went. Why did you choose to file online and how easy was the process? **NICOLAS FRANKCOM**



Your say

Share your stories with fellow members

To respond to any request here, email helpwanted@which.co.uk and include the title and researcher's name in the subject box. Or write to Help Wanted, PO Box 44, Hertford X SG14 1SH, with the same details. Please include your name, day and evening phone numbers, email address if you have one and membership number if you're a member. You should be willing to appear in the magazine, with a photo.

We greatly appreciate your replies and read every one, but we regret that we cannot respond personally to them all.

■ Go to www.which.co.uk/helpwanted to view our complete help wanted list.

Divorce and your finances

If you've been divorced and are willing to discuss how it affected your finances, please get in touch. We'd like to know what steps you had to take to adapt. Did you get financial advice? And what do you wish you'd known from a financial point of view at the start? Whether you're willing to be named or wish to speak to us in complete confidence, we're interested in your experiences. **MELANIE GREEN**

Next month in Which?

Shopping survey

Find out who's hot and who's not on the high street

Coffee shops

Who does the best cappuccino at the best price?

Mortgage fees

We reveal the extra costs you need to look out for

Patient choice

We help you to make the right health choices

Dental insurance

We examine the ways for you to pay for dental care

The Which? family goes green

Saving energy and more

On test

Microwaves

The latest Best Buys, including supermarket budget models

Security software

Our tests uncover the best security suites and free programs to protect your PC

Lipstick

Pucker up for Valentine's Day with our long-lasting lippies

Plus

✓ Used cars ✓ Paint ✓ Pushchairs
✓ Cordless phones ✓ Green products

Out on
24 Jan

