



Your letters

Your say

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Your comments on articles that you've read in *Which?*



Andy reminds members about the importance of passwords

Wireless security

January 08, p34

In your report on wireless equipment, you covered the importance of setting a password to secure your wireless network. This is crucial, but you also need to change the password that you use to access the router.

As long as someone knows the make of router, it's easy for them to find out the factory-set username and password. And once they access the router, they could do all sorts of things, including locking the owner out of their own network. **ANDY SCHLEIDER, TUNBRIDGE WELLS**
WHICH? SAYS You can usually change the password within the administration section of the router set-up. Don't forget to save your changes before you exit.

Online food freshness

December 07, p5

In your investigation into the freshness of items delivered by

supermarkets to their online customers, you say that: 'Tesco told us it uses personal shoppers to pick the freshest produce from stores and customers can request minimum best-by dates.'

My experience is completely different. With regards to bread, I was told by Tesco itself that it sets a minimum of just three days before the best-before date. With milk, the minimum is five days before the best-before date. I have asked for a longer best-by date, specifically on milk and bread, but I have never received them. As far as I am concerned, for Tesco to say that it picks the freshest produce from stores is pretty surprising.

I have also experienced Tesco increasing the price of items between the order when items arrive; surely you should only have to pay the price advertised when you ordered?

GRAEME MCLACHLAN, EDINBURGH

WHICH? SAYS In certain circumstances, a company can set prices after your order if stated in its terms and conditions but, if it does, you can return those items even if they're perishable.

Bogus investments

December 07, p28

Among the alternative investment opportunities that you suggested in December, you mentioned vintage clothing, especially items worn by film stars such as Marilyn Monroe. Readers should be warned that there's substantial trade in fake memorabilia.

Such sales are often accompanied by heart-rending tales of the seller reduced to tears at having to sell their precious relic. eBay is a preferred outlet for doubtful items and even the great auction houses can be caught out.

Any advert should display a certificate of origin and detail as much provenance as possible.

A. ATKINSON, YORKSHIRE

Car pollution data

December 07, p68

Our contribution to global warming is a major concern to many consumers, so I was surprised that in your latest survey on estate cars there were no figures on CO₂ pollution. I sense that this figure is fast becoming the car performance measure in place of the 0-60mph figure of my youth.

MARTIN RAYNER, WINDERMERE

WHICH? SAYS We agree that this is important, so we'll be including figures on CO₂ pollution in future reports. In the meantime, go to www.which.co.uk/cars to see the CO₂ figures for all new cars that we've tested.

Charity donations

December 07, p04

I read your article on Christmas charity card donations with interest, having just watched a television item about Gift Aid now allowing the proceeds of sales in charity shops to be gift aided so the charity gets more.

I believe Age Concern uses the system, so it's worth checking in your local charity shop to see whether you can gift aid your donations of clothes or other items.

MARGARET DUNN, RAINHAM

WHICH? SAYS Age Concern is piloting this system, and other charity shops already

have it in place. As with other charity donations, you can state that the charity should be able to claim back the tax paid. Go to www.hmrc.gov.uk/charities and click through to the frequently asked questions page, then the donors page, for more details.



Margaret highlights Gift Aid

Virtual speeding

December 07, p65

In your recent test of satnavs, I was interested to see an illustration of a TomTom showing a surely very virtual vehicle doing 50mph while turning in to Northumberland Avenue in London. Given that average speeds in central London are below 10mph, is TomTom unaware both of what driving in London is like these days and of British speed limits?

HUGH DE GLANVILLE, WEYBRIDGE

CORRECTIONS & CLARIFICATIONS

Alternative investments, Dec 07, p31
The 1957 Ferrari 410 cost \$20,000.

Lying parking company fined, Jan 08, p4
Customers experienced problems

with parking at East Midlands Airport.

Washing machines, Jan 08, p59
The Hotpoint WF321 and WF541 are both from the Aquarius range.