



Your letters

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



The Hoskings want to enjoy their favourite tipples in small doses

Supersize glasses

July 08, p5

It isn't only in pubs that supersizing of wine glasses is a problem.

Having broken a few of our everyday glasses, we tried to replace them last year but found it almost impossible to do so cheaply – all the supermarkets sold only 175ml or 250ml glasses. Friends finally spotted 125ml glasses in Ikea.

Sorry to the British Beer and Pub Association – customer demand doesn't dictate glass size, in pubs or at home, it's what the big suppliers want us to have. I wonder why?

KEN HOSKING, LONDON

PayPal disputes

June 08, p82

You mentioned in 'Brief cases' that the PayPal dispute process can pay customers whose items aren't sent or are sent but aren't as described. This 'buyer protection' can be up to £150 – or £500 if the seller has completed more than 50 transactions and has a positive rating of at least 98%.

However, PayPal will only recredit you if sufficient funds are in the seller's account. Since claims can be made only after an attempt to resolve the matter directly with the seller has failed, surely smart sellers will withdraw their money as

soon as they get your complaint?

KATHARINE THORNER,
SOUTHAMPTON

WHICH? SAYS You make a fair point. And if you use PayPal (or a similar system) with a credit card, PayPal pays the trader – so your card payments between £100 and £30,000 aren't protected by the Consumer Credit Act 1974 as they normally would be. If a seller lists credit card as a payment option or, if you ask and they agree, you pay them direct with a card, this will mean that your card provider and bank will be jointly liable if the seller breaches the contract – but you can only claim against either your provider or your bank.

Premium calls

June 08, p16

Your story on premium-rate numbers highlighted the incompetence in the allocation of telephone numbers in the UK. How is Joe Public expected to be aware of rip-off tactics by service providers when many similar numbers have such different charges?

A simple solution would be to make all numbers starting with 08 free, while all numbers with an extra charge should start with, say, 09. Then what would be the problem?

ROBERT THORNBERRY,
BUCKINGHAMSHIRE

Joint card trick

June 08, p18

Your article on spending abroad was useful, but it missed a helpful tip. If you're travelling as a couple, ensure that each of you has at least one card that is not joint with, and does not have the same number as, the other. Otherwise, if one of you has your cards stolen and has to cancel them, the other can't use their card.

Some providers give different card numbers to joint holders of the same account, so you can cancel one card without affecting the other.

DAVID BELL, HERTFORDSHIRE

Unfair train fare

June 08, p8

I have spent an afternoon trying to make sense of the new and supposedly cheap advance rail tickets.



David and Claire Bell make sure they take separate cards abroad

Your say

To have your say on any article in *Which?*, email letters@which.co.uk or write to **Letters, PO Box 44, Hertford X SG14 1SH**. Include your membership number. We only publish letters that relate to previous articles, and we reserve the right to edit them.

My planned trip – a Weymouth to Coventry return, Friday to Monday off-peak – had the best price of £71. I was told all cheap advance tickets must have been sold or weren't on the system yet. I tried varying dates but got the same story.

I complained to CrossCountry trains, but it couldn't tell me when the advance tickets were available. It did, however, confirm that advance tickets are issued 12 weeks in advance – so they should have been on the system when I tried to book. Assuming that I'd been unable to get an advance ticket because they'd sold out, I tried to find one for 12 weeks' time but had no luck.

The government proclaimed that we'd be better off with the new, simplified system of ticket booking – yet no one could tell me how many cheap tickets were available or prove that they were sold.

ROBERT SMITH, WEYMOUTH

WHICH? SAYS Advance fares can be extremely difficult to find. Try 'split ticketing', which can be cheaper. We looked and, while we couldn't find any Weymouth-Coventry advance tickets, we did find some for the Southampton-Coventry leg of the journey, reducing a £71 journey to £55.70.

CORRECTIONS & CLARIFICATIONS

Ask the experts – online charges, July 08, p78

Apacs doesn't charge companies for handling credit and debit card transactions. It represents the banks and credit card companies who do so.

Ask the experts – recording Sky, July 08, p78

Although Sky+ and Sky HD are the only PVRs you can record Sky onto, you can also record Sky onto hard

disk using an HDD/DVD recorder.

Car seats, June 08, p56

The left-hand axis of the graph comparing car injury rates for children should have been labelled 'Injured/100,000 children'.

Photo processing, June 08, p51

Prices stated for photos from Bonusprint were incorrect. The correct prices are: 10 prints £2.99, 50 prints £6.99, and 100 prints £11.99.