



Your letters

Your say

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

Supermarket savings

September 08, p28

Like Barry Honeycombe and Richard Gresham, my wife and I shop in both Waitrose and Lidl.

Having lived in Germany for many years, we appreciate Lidl's German-style offerings such as Bratwurst, potato salad and coleslaw, as well as its low prices. But we have not always been so impressed by its fruit and vegetables, which may look good on purchase, but haven't kept well on occasion.

As for service, we have not found the waiting times in Lidl unduly long, and the company's response to a complaint about a product was excellent.

Finally, contrary to the statement in your article, we have found that both Lidl and Aldi stores accept credit cards for payment.

KEITH PARKES, EDINBURGH

WHICH? SAYS Both Aldi and Lidl are currently running trials in Scotland on the use of credit cards, but only accept cash and debit cards in the rest of the UK.



Robert regrets the lack of a viewfinder on some cameras



Jeremy says his adjustable bed is a luxury that doesn't ease his pain

Missing viewfinders

September 08, p47

In your recent report on digital cameras, you didn't mention a growing problem with recent designs – that many lack a viewfinder and only have a screen displaying the image. People with typical middle-aged long-sightedness may struggle or fail to focus on a screen that is so near to their eyes.

For some older people, it can also be difficult to hold such cameras still as their hands are at arm's length rather than resting on their face or forehead in the traditional manner.

ROBERT PEARSON, BOURNE

WHICH? SAYS There is a trend towards bigger LCD screens and no viewfinders. Despite this, there are still some good compact cameras with viewfinders, for example, the Best Buy Canon Digital Ixus 970 IS.

Mobile signals

September 08, p78

In your 'Ask the experts' section, a reader asked for a website where you can find out about the signal

strength of all mobile phone providers by postcode.

He may find the website www.sitefinder.ofcom.org.uk helpful, as it lists the location of and transmission information for mobile phone providers' base stations by postcode.

ALEX LAWSON, ISLE OF WIGHT

Adjustable beds

August 08, p24

I read your article on mobility aids with interest.

Three years ago I purchased a bed from Adjustamatic Beds Ltd, fitted with a massage unit from another company, after it was demonstrated to me at the Ideal Home Exhibition. I, too, felt

under pressure to buy at that time. This has made no difference to my lower back pain, though, so I consider my bed to be a luxury, rather than a medical aid.

JEREMY KIRK, DARTFORD

Mobility aids

August 08, p24

As I'm disabled, I welcomed your report on mobility aids and the exposure of the exploitation of older and disabled people.

Because of severe knee and hip pain, I bought a scooter 12 years ago costing £1,800. As a result of problems I had with it I was forced to buy a second (better) one for £1,500.

Being a qualified engineer, I know that these weren't value for money. So when the second one broke down and I was quoted more than £400 to repair it, I looked at how much it would cost to replace the first scooter and found a design I loved online for £520.

REG PLACE, NUNEATON

WHICH? SAYS You can often find a better deal online, but make sure you know what you're buying, as you won't be able to try it out.

CORRECTIONS & CLARIFICATIONS

Bottled water, August 08, p33

Thirsty Planet donates a set amount of money from each bottle of water sold to fund clean water projects in developing countries. It tells us that company profitability is not a factor in the level of donations made.

Chargeback, September 08, p78

There is no right of chargeback for non-delivery of goods or services

ordered online with a Maestro debit card. A chargeback request can be made, but it is at the discretion of the cardholder's bank to refund the costs of these goods or services.

Credit rating, August 08, p4

When checking your credit rating, get credit reports from Equifax, Experian and Callcredit, as each agency might hold different information about you.