

LETTERS

Letter of the Month

As a regular reader of HRT, at last I put pen to paper to air my views on the readers' ads column. Month by month we get an assortment of colours, blues, reds, greens, etc., and though the red and the green may be OK, the blue, and especially the grey, I find most difficult to read.

There must be lots of your readers who find the grey and the blue difficult to read — I've come across several, some who even ignore the advert columns those months, so I hope you'll

do something about this.

I remember learning "it's not the letter we read, it's the colour behind it that makes it stand out," so now we know why the black print and the grey colour "mix" together — so have pity on our eyes and give us some good clear reading.

— Charles Whitaker, Scarborough, N. Yorks.

We'll have a word with the art department and see if we can get them to use fewer dots.

Postal Pain

Ever ordered anything from one of the advertisers by post? What a palaver! In the last few months I have tried a few of them — the results leave a lot to be desired. First off, I like to check the goods are available, so I always ring up and check first.

This saves time wasted in a reply to say they are not available, but it seems some of these companies will tell you the items are available when they don't have them, presumably to get your money sent on the off-chance they can get the goods.

Take one company — (who we shall not name) — "Yes, we have what you require, and the service manual". So I sent off a cheque for £32 post haste.

Three weeks and numerous phone calls later they tell me they don't have the items.

After complaining, my cheque was returned — uncashed.

Why do they do this? It only causes irritation and bad feelings. I certainly will think twice before I give them my custom again.

A phone call and cheque to another company for an item they assure me is in stock produces no results after two weeks.

This just isn't good enough. Whatever happened to the return post system we used to get?

Come on suppliers, buck up. Give us better service by mail.

— David Bull G6PJE, Wisbech, Cambridge.

Not Goodie Enough

I write as an ardent reader of Ham Radio Today and CB Magazine since

the first issue of both. Isn't it time that we got a fair deal from the adverts we are forced to read month by month in both magazines?

My experience as a disabled OAP goes like this: I sent a cheque and waited for months. Then I got the wrong item, for which I had to pay 49p return postage, as well as 60p return to the nearest post office. No refund of postage, etc.

Secondly, I buy a scanner for £240, and ask for a battery pack and mobile supply lead months ago. After repeated phone calls and letters I have had no answer. Why?

Both suppliers were well known names in different areas. Isn't it about time someone told these dealers that it is not good enough just to have "goodies" sold over the counter at rallies, money grabbed and "farewell"? I'm being polite. It's obvious that as in antiques, if you ask for ham radio gear, they think, here is another 'sucker'. I've had enough rip-offs. Thanks for the mags.

— Ray Williams, Grantham, Lincs.

Doesn't Add Up

I recently sent for a scanner for which cost and packing was £10. When the unit arrived it came in its

We regret that Ham Radio Today cannot reply to queries individually. Every month we publish a section of the most interesting. We will endeavour to answer straightforward queries about the back issues index if readers enclose an SAE and much patience. It helps if letters and back issue enquiries arrive on separate sheets of paper, although the same envelope can be used.

own packing box and covered in one sheet of brown paper and some sticky tape, postage rate unreadable.

I should like to know how they arrive at this charge. Assuming the postage to be about £3, then the sheet of paper appears to be charged at £6 (allowing £1 for wrapping time).

I sent an order for a kit and two tuning capacitors at the same time for which p&p was £1. The order arrived in two cardboard boxes, and the stamps attached amounted to 96p, which leaves 4p for the two boxes, sticky tape and time.

There seems to be something wrong somewhere.

By the way, thanks for a good magazine (not blarney).

— W Roberts, Retford, Notts.

Parted For Eternity

I hope that through your magazine you will allow me to express my views, since I can see no other form of complaint to make at the treatment I have received.

I bought an aerial tuner. After approximately two months it went wrong and failed to work. I sent it back for repair and had confirmation that it had arrived safely. I allowed the normal three to four weeks and then made enquiries.

At this point I was presented with the excuse that they had engineers on holiday and would I ring back later. One week later another enquiry resulted in more excuses and so it continued. Then I was told that they had backlogs and couldn't tell me when work would be carried out. Similar enquiries resulted in more and more excuses until six months later I learned that they had sent the tuner to a main dealer since they couldn't repair it. Finally the main dealer tells me that they are awaiting parts from Japan.

Eights months after I sent the tuner for repair I still have not received it and there is no immediate hope.

I hope you will print my letter not only to enable some form of complaint to be made, but to highlight the plight of trying to get some form of action when there is no complaints department to address when persistent and unacceptable excuses are given.

— Mark Matthews, Southall, Middx.