

Hints for the consumer

Got problems returning those unwanted gift items?

By MAUREEN EDWARD
Herald Special
"I would like to have my money back since this sweater doesn't fit me."
"I'm sorry, but the sign says no refunds or exchanges on sale items."
Unfortunately, this series of events not only takes place quite often (especially after Christmas), but it can lead to an embarrassing situation for both the consumer and the clerk.

Contrary to what most people think, there is no law which requires a business to refund your money or exchange an item which you have purchased from that store, unless the merchandise is defective or if the salesperson has sold the goods to you by making a false, misleading or deceptive claim concerning the product.
Fortunately for the consumer, most reputable businesses provide some type of refund

and exchange policy to maintain good customer relations.
SHOP CAREFULLY
The problems of returning merchandise and being disappointed with inferior products can often be avoided. Here are some suggestions:
1) Don't "impulse-buy". A bargain isn't a bargain if the item won't be used.
2) Decide whether you really need the commodity. Would something else at a lower cost serve the same purpose?

3) Collect the data. This is especially important for durable goods, such as a car or a major appliance. Determine the initial price, the operating and maintenance costs if applicable, on both the item you intend to buy and on comparable brands. Information on the quality of a product can be obtained from the manufacturer, journals, reviews and periodicals, such as Canadian Consumer or Consumer Reports.

4) Shop at a store with a good reputation. Ask friends about the service they have received from certain businesses.
5) Carefully inspect any item that you intend to purchase.
6) Don't fall for phony sales pitches.

BEFORE YOU BUY
It's wise to find out about a store's policy for returning merchandise before you purchase the goods. Does the store provide refunds, exchanges or credit notes? What

do you need as proof or purchase: cash register receipt, a cancelled cheque or a charge account receipt? Is there a specified time in which merchandise must be returned?
TIPS ON ASKING FOR A REFUND OR EXCHANGE
1) Make sure you have a good reason for returning the item.
2) Bring your sales slip or other required proof of purchase and return the goods within the store's specified

period of time for returning the goods.
3) Don't lose your temper. If you don't get any satisfaction from the sales clerk, then ask to see the manager.
4) Sometimes it's necessary to negotiate. The store may not want to refund your money, but perhaps the manager may offer to exchange the item or repair the goods.
5) If you still receive no satisfaction, then send a registered letter to the person in

charge of the business with your name, address and telephone number included. Name the product, the date it was purchased and the price that you paid. Describe the problem you have with the merchandise and the attempts that you have made to solve it. Send photocopies of any receipts and outline what you want the store to do about your problem.
Further information on refunds and exchanges can be obtained from: The Consumer Information Centre, Ministry of Consumer and Commercial Relations, 555 Yonge St., Toronto, Ont. M7A 2H8
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A LION'S SHARE OF BACON AND EGGS

Over 30 young hockey players brought their hearty appetites to a special breakfast held by the Georgetown Lions Club to raise money for a new time-keeping clock in the Gordon Alcott Memorial Arena. Among other beneficiaries to which the Club plans to make contributions in the future, the

time clock proposal will receive \$4,000 from the Lions. Lions' Zen Bodnaruk (left) and Harley Laroche helped serve breakfast between 7 a.m. and 10 a.m. to the crowd, including the Webb family above: Scott (left), Murray, and their parents, Bill and Lois. (Herald photo)

Stay alert! Spotchecks here to stay

Halton Regional Police's first spot check program was an unqualified success, and the force intends to continue the program intermittently throughout the year, Deputy Chief Bob Middaugh said.
"The program met the objective we set out with, which was to make people aware the police are out there checking for impaired drivers, for unsafe vehicles, for traffic violations," the deputy chief told The Herald Monday. "We feel it was most successful."

The program will be continued on an intermittent basis throughout the year, and again full-time during the holiday season in December. The officers who have been working on the spot checks will be involved with various special programs during the year, the deputy chief said, but for the time being, they will be operating radar through the region.

"Our main thrust in 1981 is to reduce highway fatali-

ties," Deputy-Chief Middaugh said. "Fatalities were way up last year, and our studies show that every accident involves either speed or alcohol."
Police stopped 2,240 drivers during December and laid 193 charges. They also issued cautions to 937 drivers under the Highway Traffic Act, which covers equipment problems as well as driving offences.

Police laid 137 charges under the Highway Traffic Act, and 29 charges for impaired driving and related offences. Five charges were laid under the Narcotics Control Act and 18 under the Liquor Licence Act. Three drivers were charged with driving while their licence was suspended. One charge was laid for an unsafe vehicle.

The spot checks ran from the first week of December to Jan. 1 at 4 a.m. The checks were made at random throughout the region on a daily basis.



IT'S CORY'S YEAR

Barely 18 hours old when this photo was taken at 1 p.m. Friday, Cory Constant proved to be a willing and photogenic subject for her pose as the first baby born in Halton Hills in 1981. Cory arrived, much to the delight of her mother, Jennifer, (above), father Terry and seven-year old brother Aaron, at 6:21 p.m. January 1, weighing in at seven pounds, 10 ounces. Meanwhile, a Rockwood couple, Mary and Wayne Nightengale, gave birth to a seven-pound, 15 ounce girl at 7:15 a.m. New Year's day at Guelph General Hospital. (Herald photo by Chris Aagaard)

Donation helps recovery for Campbell family

The cause of the fire which destroyed the Glen Williams home of Terry and Barbara Campbell and their family is still under investigation, but the Campbells are looking ahead to the day when they can move into their own home once again.

Deputy Fire Chief Bob Hyde said the cause of the fire is still under investigation, and no details are being released.

Mrs. Campbell, contacted at her brother-in-law's home, where the family is staying temporarily, said they are

"making out alright". The future will remain unsettled until the insurance is worked out, as far as getting another house is concerned, she said, although they have considered moving into an apartment in the meantime.

The Family Neighborhood Service brought four boxes of canned goods and people have brought clothing for the children, Mrs. Campbell said.

The family also received \$73 from local residents who Mrs. Campbell drives to the International Bingo in Milton each week.

"I guess we'll get it back together again, but it'll take a while," Mrs. Campbell said.

Ma Bell raises phone rates

Phone service in Georgetown will cost businessmen and homeowners more money each month, starting Jan. 1.

The Canadian Radio-Television and Telecommunications Commission has approved an increase which will have homeowners paying \$8.10 a month, up from \$7.50. Rates for business phones will increase to \$23.80 from \$21.

The increase is a result of the Georgetown exchange moving to a higher rate category because of a five per cent increase in the weighting factor for all exchanges with local calling outside their own exchanges, Marlene Kerr, local Bell Canada manager, said.

Bell's monthly charges for phone service are determined by multiplying the number of telephones which can be reached without long distance calls by the weighting factor, reflecting the distance between exchanges in the local calling areas, Mrs. Kerr said.

"The application of the weighting factor reflects use enhanced service and also the extra equipment needed to handle the increase of calls between exchanges which change from long distance to local.

Georgetown residents can call Acton, Brampton, Campbellville, Milton, Shelburne and Victoria locally.

Interim library for downtown residents

Helping out the 'bookbuffs'

By JOHN ROE
Herald Special
Older Park area residents are to get special "convenience"-type library services in downtown Georgetown while the new Halton Hills Library-Theatre Arts complex is being built.

Esme Ball, who runs the local "Library on Wheels" program for shut-ins, is planning to open an interim "satellite" branch in the backroom of Penniesworth, initially on a once every three weeks basis.

The Penniesworth shop, at 88 Main St. South, is just around the corner from the old Library.

"While we don't want to restrict it to the elderly, the main purpose is to provide a service to those who are finding it exceedingly difficult to use the Library in its present temporary quarters in Guelphview Plaza," Dr. Ball explained.

Lynn Barnard, co-owner with Greta Hopkins of Penniesworth, who came up with the idea and who has offered the use of the room to the library free of charge, said: "It will be up to Esme and the Library to determine how often they want to provide the service. It's a warm room. There will be chairs, access to a washroom, and coffee will also be available."

Dr. Ball said Ms. Barnard's offer was both generous and timely.

"We hope this will be a happy place," she said. "A place where people with heart conditions won't have to contend with stairs—as in both the old library and even more so in its present location."

Other library staff agreed with Dr. Ball that even the half-dozen steps in the old library sometimes proved too much for people with handicaps. "That's why I insisted on us having a chair at the top of the stairs," said Dr. Ball.

With two flights of stairs to negotiate in the library's present temporary quarters, library staff have arranged to have the large-print section at street level for ease of access.

Dr. Ball added that with the move to the Guelphview Plaza, the numbers of those requesting "shut-in" service has increased.

"I find myself walking down the street with bags of books these days," she said. "I'm hoping therefore that people in the older part of town who have been affected by the closure of the old library will use this service until the new one is ready."

The starting date of the new downtown service is expected to be announced this week. Details of when the service is available will also be posted in the window at Penniesworth.

The new two-storey library will be a marked contrast to the former and temporary

buildings with its wheelchair access entrance ramps, elevator, specially-equipped washrooms, and a pull-in "drop off" zone for vehicles immediately in front of the entrance.

Coincidentally, 1981 is International Year of the Disabled which makes the new Library-Theatre Arts complex Halton Hills' most significant contribution to the recognition of the needs of the handicapped.

The temporary relocation to Guelphview Plaza has not been entirely negative.

"Some people in the west end are discovering us for the first time and joining up," said Anne Irvine, who is responsible for program and publicity at the library. "Many people

have said they would like to see us remain in this area, but when we move back to Church Street, I'm confident you'll see membership jump dramatically. That was Milton's experience when it opened its new library five years ago. The numbers were so great they almost had to turn people away!"

Meanwhile, as construction continues on the new library, chief librarian Betsy Cornwell and her staff are brainstorming different ways in which they can help the town's fund-raising campaign. The "Good Stuff" cookbook, a coil-bound collection of 152 favorite

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Local plaza's poolhall wins extended hours

Despite a police warning the Georgetown's loitering problem may worsen as a result, council has approved extended operating hours for the "James People Play" poolhall in the Halton Hills Shopping Plaza.

A Halton regional police report warning that Milton streets have more loiterers since poolhall and arcade hours were extended there, council Monday night agreed to let Howard and Lucia Oram keep their Guelph Street games room open until midnight through the week and until 10 p.m. Sundays. It was the Orams third attempt to obtain council's approval.

"It strictly boils down to operations," said Coun. Russ Miller, whose resolution amended a town bylaw forcing the business to close its doors

by 11 p.m. weeknights. "The midnight closing hour makes entertainment and it makes business. We should allow the Orams enough hours to make it profitable."

Opposed by Coun. Marilyn Serjeantson, Coun. Miller argued that late-night loitering in town is a police problem and not a direct concern of any business.

Mr. and Mrs. Oram asked council in October to let them keep the games room open until 1 a.m. weeknights, but since modified their request. The following month, their lawyer tried again to gain council's approval, calling the 11 p.m. closing bylaw discriminatory in view of sanctioned, later closing hours for local bowling alleys and restaurants which also cater to young people.

NEW YEAR'S STABBING

A New Year's Eve knife-wielding incident on Heather Court in Georgetown has resulted in charges being laid against a 41-year old woman.

Heather Court resident Alida Fries was charged last week with assaulting police and wounding following the incident last Wednesday night.

Earl Sherry, 40, also of Heather Court, was treated at Georgetown and District Memorial Hospital and later released. Police say he was apparently stabbed in the chest with a kitchen knife.



McNally Construction of Georgetown, builders of the Silver Creek apartment complex which alleviated a chronic shortage of rental accommodations in Georgetown, donated \$10,000 to the library-cultural centre under construction on Market Street. Joining company owner William McNally for last Tuesday's presentation, made in two \$5,000 cheques, were left to right, John McNally, Halton Hills Mayor Pete Pomeroy, David McNally and library-cultural centre fund-raising committee chairman Rex Heslop. (Herald photo)

McNally's \$10,000 cheque boosts cultural centre

McNally Construction Ltd. of Georgetown may have lost the contract to build the town's library-cultural centre last June but that hasn't stopped it from making a generous \$10,000 donation to the project, now underway on Market Street.

"It gives us pleasure to be able to support your efforts in the building of our new library and cultural centre for the people of Georgetown and the surrounding area,"

"My family has been in Georgetown for some time and the town has been good to us," Mr. McNally said. "We hope many more who have found Georgetown a good place to live and pursue their different occupations will feel the same and give you support."

Builders of the Silver Creek Towers apartments on Park Avenue, the firm said it was grateful to Mayor Pomeroy and his administration for "bringing our apartment complex to completion after nine years of frustration."

"The second lowest bidder in the \$1.25 million library-cultural centre project, McNally was edged out of the contract by Q-Sons Construction Ltd. of Willowdale.

He later added that while business and individuals regularly make yearly donations to other charitable organizations and causes, the company wished to make a special donation to "an important addition to the town."

"We've made money in town," Mr. McNally said, "and we wanted to put something back into it."

THE YEAR IN PHOTOS PART TWO



Lack of snow forced the cancellation of many favorite wintertime activities at last February's Winterfest, sponsored by the Georgetown Jaycees. Nevertheless, some of the events require only for window dressing, and, as these people show, log-sawing can be a good time regardless of the conditions. Scheduled for February again this year, Winterfest promises all sorts of activities and organizers are encouraging residents throughout Halton Hills to take part.

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