



Here's the way to complain

The Michigan Consumers Council wants you to know how to complain.

For this reason it has prepared a new brochure called, "How to Complain." Consumers may feel helpless when faced with a product which won't work or a service which wasn't delivered, said Linda Joy, executive director of the state agency. Often they don't realize they have influence in the marketplace. Nor do they know how to use their influence.

She added: "Many complaints can be solved simply by explaining the situation to the store owner or manager, and mentioning how you would like the problem solved. Most businesses are eager to correct a problem if they are aware of it."

The brochure suggested that you write down exactly what happened, what created the problem, who you talked to, when the difficulty arose and where. "Be specific, be concise," the brochure advises. Decide on what is a fair solution to

the problem, a refund, exchange or credit. Gather together and photocopy all relevant documents such as contracts, warranties, receipts or cancelled checks.

The council also recommends paying a personal visit to the store owner or manager if the store is nearby. This is better than a phone call, members say. If you're nervous about going, take a friend, who will then be a witness to the discussion.

Got down names of people talked to and a summary of the conversation immediately after the meeting. If you can't visit the store, write a letter and keep a copy for yourself. Send copies of relevant documents, never originals. Give the phone number where you can be reached during the day.

If you receive no response, consider contacting your local consumer protection agency. If your area doesn't have one, write the Michigan Consumer Council, 414 Hollister Building, 106 W. Allegan, Lansing 48933.



KUT & DRY HAIR SALON

Formerly
Men's Quarterly



Left to Right: David Teeter, Kathy Lezora, Mary Hady, Karen Durnian.

Custom Hair
Designing
Salons for
Men
and Women
All
Ages

Walk-ins
or by
Appointment

Mon.-Fri. 10-7
Sat. 10-5

STYLING • PERMS
COLOR

Kut & Dry Hair Salon
33191 Grand River
Downtown Farmington Ctr. **477-6091**

Winter's warning

A few rays of the sun try to sneak past heavy autumn clouds reminding us of snow and the cold, gray days ahead. (Staff photo by Art Emanuel)

MOONLIGHT MADNESS!

5 P.M. - 11 P.M.

SALE

on Brand New Outerwear

20% OFF
ON ALL

Winter JACKETS
Winter CAR COATS
LEATHER COATS
RAINCOATS
Lined and Unlined

**SPECIAL PRICE on
HAGGAR & FARAH
3 PC SEPARATES**

3 pc. Suit	Reg. \$100	\$79 ⁸⁸
3 pc. Suit	Reg. \$96	\$76 ⁸⁸
3 pc. Suit	Reg. \$103	\$81 ⁸⁸

TOWNE TOGGERY

DOWNTOWN FARMINGTON CENTER
GRAND RIVER AND FARMINGTON RD.

MOONLIGHT MADNESS

BARGAINS

★Friday, October 20 ONLY!★

COUGH & COLD Specials!

20% OFF

• NuQuil • Ornex
• Coricidin • Robitussin
• Triaminic

Gift Gallery
20% OFF

Tea Sets, Spice Sets
Stoneware
Planters
Crystal
Mirrors
Metal Sculptures
& Many More

CERAMIC MUGS
REG. \$1.98 **\$1.00**

SALE 50% OFF
SUNGLASSES
Cool Ray
Sunglasses

Men's & Ladies
AMITY LEATHER WALLET
1/3 OFF

Godmar REXALL Drugs
23366 Farmington Rd.
Farmington
474-3123
— 15% Senior Citizens' Discount
CO-PAY \$129 & \$229
BEER - WINE - PACKAGE LIQUOR

MOONLIGHT MADNESS SALE!

**FRIDAY NIGHT OCTOBER 20, 6-10
DOWNTOWN FARMINGTON STORE ONLY**

Sweetest Day Special

A Rose for M'lady. . .
Scented Silk Rose in it's
own glass vase

Regularly \$5 **\$3** 6 to 10 p.m. only

Just Arrived
Snug Sack
Winter never felt so warm!
Available in S-M-L
\$30

6 to 10 p.m. only
HOBE' FASHION JEWELRY
Neck Chains & Earrings
SAVE 50%
Regularly \$8 to \$25

Bon Ton Shoppe

FARMINGTON CENTER
Grand River at Farmington Road

NEWBURGH PLAZA
Six Mile at Newburgh Livonia

WESTLAND CENTER
Warren at Wayne

BRIGHTON MALL
Grand River & I-96

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