



**Sheila
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What good's a guaranteed singing canary in crepe?

In New York City if you buy an item in a department store and decide to return it, you must bring it back with the price tag and sales receipt within seven days. Even the most liberal shops only allow a 10-day return.

It doesn't matter if you have a note from your mother, a medical excuse from your doctor or a pardon from the warden explaining that you were incarcerated right after the purchase and your sentence was longer than 10 days.

Customers quickly learn that employees in the refund department take a hard line and strictly enforce the rules printed on each receipt and proclaimed on posters near the checkout registers.

If, after the return deadline, the merchandise you bought proves to be defective, you should leave your mother, doctor and warden at home and bring your lawyer. It is supposed to be obvious that anything that does not wear or function properly after seven

to 10 days from date of purchase is simply your fault.

THIS YEAR IN New York, most stores flashed signs that Jan. 2 was the deadline for holiday gift returns.

There were a lot of people waiting on a lot of lines from the day after Christmas until the day after New Year's. Observing vast lines of people at one shopping center, I looked for a movie theater, curious to see which show was so popular. It was pointed out to me that these would-be moviegoers were all carrying packages. Their destination was the refund counter at a toy store.

My shopping motto in the Big Apple was: "When in doubt, don't." When we moved to Michigan, I found the generally generous reimbursement policies to be refreshing.

I'LL ALWAYS REMEMBER the time I bought a large lightweight suitcase at Kmart. I used it once

and put it away.

The second time I used it, a year later, the handle broke off. I looked for the receipt. But all I could find was a cardboard tag that had been attached to the zipper. It read, "This zipper is guaranteed for life."

I told the employee in the refund department: "When the handle breaks off and you can no longer use the suitcase, what good does it do if the zipper is guaranteed for life?"

One of the miracles of living in Michigan occurred when this clairvoyant clerk, after minor consultation, refunded my money.

During this time, a friend was managing that particular Kmart store. Several months later when he and his wife were visiting at a dinner party, I casually complimented his store's generous refund practice. He acknowledged the policy and then he told a story.

A store he had managed ran a special on canaries that were guaranteed to sing. A little old lady re-

turned the week after the sale with a shoe box in hand and asked to see the manager.

When he appeared, she opened the box and displayed a stiffened bird on its back with its feet straight up in the air. "It doesn't sing anymore," she said.

"If you think that's unusual," he continued, "I'll tell you one I've been using for refund clerk orientation."

"A customer came into my store a few months ago and wanted to return a suitcase a year after she bought it. She said the handle had broken off and she wanted to know what good her lifetime zipper guarantee was if the suitcase couldn't be used."

The writer, a resident of Orchard Lake, was born and raised in New York City. She is a speech pathologist and has had a private practice. She is the mother of three daughters and is married to a patent attorney. 1980 by Sheila Rosen Seitzman.

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Because it has been our tradition never to carry over merchandise from season to season and because of our rapid growth this past year, Kosins is now offering 1/2 off the very finest in men's clothing from the world's leading designers. This is one sale that will amaze even the most discriminating gentleman. Hurry for best selection.

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Famous Names like Lanvin, Adolfo, Givenchy, Oleg Cassini, Hardy Aimes, Georgio St. Angelo, Moda & Others.

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Famous names like Bill Blass, YSL, Oleg Cassini, Damon, Geoffrey Beene, Geno, Linea Italiano, St. Piel.

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All Different Styles & Fabrics

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Regular \$75⁰⁰... Now **\$37.50**
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Choice of the House - 1/2 OFF

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Regular \$45⁰⁰... Now **\$22.50**
Regular \$50⁰⁰... Now **\$25.00**
Regular \$55⁰⁰... Now **\$27.50**
Regular \$65⁰⁰... Now **\$32.50**
Regular \$75⁰⁰... Now **\$37.50**
746 Units

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