

First Application Relieves Itchy Skin Rash

Also Helps Promote Healing
Medicated Zemo quickly relieves itching, irritated skin. Then Zemo helps nature heal and clear red, scaly skin rashes externally caused. For fast relief, get Zemo Ointment or Liquid.

Cost Of Living Makes Complaining Sensible

With everything so expensive these days, it makes sense to complain when a product or service isn't satisfactory. Many people,

however, don't know who to complain to or how to get action on their complaints. Unfortunately, many people simply think that there's nothing they can do.

The Better Business Bureau advises consumers that if they have legitimate complaints, there is probably something they can do about it.

For example, you washed a shirt according to the label instructions and it shrunk. You can complain. The maple trees you bought two months ago are now dead. You can complain. You're on a trip and you paid the turnpike gas station \$50 to fix your smoking car and two hours later it's smoking again. You can do something about it.

But where do you start? First, speak to the retailer who

sold you the product or performed the service. For a stronger case, be sure to take receipts or warranties with you.

If you get nowhere here, it's time to take pen in hand and write the retailer. Putting your complaint in writing gives you a better chance of getting action. List all pertinent information: what you bought, the model number, size, color, or whatever other information is applicable. State how you paid for it, including check number or charge account number, and date of purchase. Describe the problem clearly and concisely, giving all the facts.

A reputable business will answer your complaint within three weeks, at the most. If you have to wait longer than that, you should take further action.

The next step is to write to the manufacturer of the product, or go right to the

head of the corporation, depending on the situation. Again, explain the problem clearly and briefly.

Depending on what your problem is, you may be able to contact a government agency with appropriate jurisdiction. Also, find out if your state has a consumer protection agency; it is often part of the attorney general's office.

If you can get no response, or what you think is an inadequate response, from the dealer or manufacturer, it is time to call your nearest Better Business Bureau. You will fill out a complaint form and the Better Business Bureau will see what it can do to clear up the problem. And in more than 90 cities in the U.S., BBB arbitration programs are available as a final step in resolving complaints. This is a fast (and free) service; call your nearest BBB to see if arbitration is available in your area.

BICENTENNIAL

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Ruth Kipp in a recent telephone conversation. "It's everybody's country." Mrs. Kipp said her group has been encouraging everyone to participate. "We want their ideas as well as their participation."

The Bicentennial began July 4 of this year and will run through July 4, 1976. Local and area garden clubs have already been participating in the Liberty Tree Projects which is designed to plant trees along designated routes throughout the county.

The Commission has planned a number of projects including Scene '76 which consist of weekend festivals; Historic Guide and Marker Project which consist of some 56 historic and scenic sites in the county; and a 300-page

revised History of Forsyth County.

The historic book will contain some 20 pages of photos by well-known photographer, Frank Jones. Jones, who died recently, was a photographer for the Journal and Sentinel newspapers.

The book includes the history of blacks in Forsyth County. Blacks will be mentioned throughout the book, Mrs. Kipp said. But, specific reference will also be made of blacks by way of a bibliography. There will also be a specific section about blacks in the book. "Blacks made a significant contribution to the life and progress of Forsyth County," Mrs. Kipp said.

Several prominent blacks served on the Bicentennial Historic Publications Committee which was responsible for putting the book together.

The Commission also prints a quarterly publication called the Gazette. "It is intended to keep people informed and to serve as an historic record," Mrs. Kipp said. "And it is free for the asking."

The three themes of the Bicentennial are "Heritage, Horizons, and Festivals." "We are trying to emphasize Horizons," Mrs. Kipp said. "It is the concept of doing things of a lasting value," she explained.

In addition, she said, "We feel the Bicentennial is for everyone and we are here to serve the public...wherever you are. We want to do things that are of significance to all the people."

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