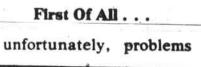
Consumers Tackle Own Problems

Self-help programs they are everywhere. They cover just about any subject from how to gain (and use) power, to be assertive, loving or lose weight. The list goes on and on. Well, another area with which we are all familiar is complaining. The art of consumer complaining, says the Better Business Bureau, warrants the addition of still another self-help program. An Americana dagane an interest and ability in

solving consumer complaints, the following tips may save you time and money.

all documents associated with the products you purchase. This includes sales receipts, repair records and contracts, as well as: warranties or guarantees, - model numbers and serial codes, - cancelled checks or proof of payment. - copies of promotional material, - and any phone call information (time, date, person spoken with and facts given or received).

Do not leave such records just lying around where they can easily get lost. Instead, put them in a special place for safekeeping. Having them when you need them may be the difference between success and failure in the complaint.





Type it, preferably, on plain stationery. And, make -it as brief as you can - try one page? Enclose copies of all supporting information and documents. (Copying machines are available at many local libraries.)