

BBB Settles Claims

Most complaints by consumers against businesses are resolved soon after they are made, either by agreement between the two parties or through informal advice from someone else. For disputes that can not be settled this way, the Bett Business Bureau offers a arbitration as an alternative to a trip to court.

Arbitration is an old idea that was applied by Bett Business Bureaus to consumer-business disagreements in the early 1970 and over 100 local Bureaus throughout the country currently offer the service. In arbitration, the disputants argue their case before an impartial arbitrator -- a third party volunteer from the community -- after agreeing in advance to abide by the arbitrator's decision.

In some respects, going to arbitration is like going to court, and indeed in all states most arbitration awards can be enforced in the courts. But there are important differences. Both parties must agree in advance to arbitration -- one of them cannot require the other to take part.

There is no filing fee for the consumer; arbitration is a free service. Proceedings before an arbitrator are less formal and speedier than court action, and neither side is required to have legal representation.

A Bureau will arrange arbitration only when the dispute can't be resolved through mediation, when criminal charges aren't involved in the dispute, and when the law doesn't prohibit arbitration.

Arbitration may be suggested by a BBB after it has tried unsuccessfully to arrange a settlement by the parties, or the parties may request it. To start arbitration, the BBB draws up and the parties sign an arbitration agreement in which the issues in dispute are listed and the parties commit themselves to be bound by an arbitrator's decision.

Consumer Tips

The next step is to choose an arbitrator from a pool of community volunteers assembled by the BBB. In most states, a single arbitrator handles the case if both parties can agree to one. If they can't agree, each party chooses one arbitrator and the two arbitrators choose a third, who becomes chairman of the three-member panel. All arbitrators must be impartial.

If the dispute involves a product, a repair job or the like, the arbitrator or either party may want an inspection, and this is done prior to a hearing. The arbitrator may want a testing laboratory to analyze an article in dispute, or an independent expert to make an examination. If so, the BBB arranges for such services. Bureaus also provide facilities and services for hearings and record keeping. If either party wants to be represented in arbitration by a lawyer or someone else, he or she pays for this.

The hearing, at which each party's claims are presented orally to the arbitrator, may be skipped if each party agrees that written agreements and evidence will be sufficient. Without such an agreement the arbitrator conducts a hearing.

LIMIT 2 WITH '7" OR MORE FOOD ORDER
COLA, ROOT BEER, ORANGE, GINGER ALE OR STRAWBERRY ASSORTED
CHEK DRINKS
2 LITER BTL. **59¢**

LIMIT 2 WITH '7" OR MORE FOOD ORDER
ASSORTED, WHITE DECORATED OR DESIGNER
10% OFF LABEL
VIVA PAPER TOWELS
2 LARGE ROLLS **1.00**

17 OZ. CANS WHOLE KERNEL OR CREAM STYLE CORN
12 OZ. CANS NIBLETS CORN
16 OZ. CANS SWEET PEAS OR KITCHEN SLICED CUT GREEN
BEANS
3 CANS **88¢**

THRIFTY MAID CATSUP
32 OZ. BTL. **1.09**

LUCKY LEAF CHERRY PIE FILLING
22 OZ. CAN **1.09**



OPEN SUNDAY
* 1000 WAUGHTOWN ST. 12-7
* THRUWAY SHOP. CTR. 12-9
* PINE BROOK PLAZA 12-7
* PARKVIEW MALL 12-9

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FROM THE HARVEST FRESH PRODUCE PATCH

HARVEST FRESH RUSSET BAKING POTATOES
LB. POLY BAG **10.99¢**

ORANGE JUICE HALF GAL. \$1.19
APPLES 10 FOR \$1.19

HARVEST FRESH JUICY FLORIDA TEMPLE ORANGES
15 FOR \$1

MUSHROOMS 14 OZ. PKG. \$1.39
CUCUMBERS 8 FOR 99¢

FLORIDA GRAPEFRUIT
HARVEST FRESH PINK OR WHITE
5 LB. BAG **89¢**

FROSTY SAVINGS FROM OUR FROZEN FOOD DEPARTMENT

KOUNTRY FRESH ICE CREAM
PRESTIGE ALL FLAVORS HALF GAL. **1.79**

ALL NATURAL
GREEN GIANT BRUSSEL SPROUTS, BROCCOLI SPEARS OR WITH CHEESE; BROCCOLI BOIL IN BAGS... 10 OZ. PKG. 69¢
GREEN GIANT WITH CHEESE; CAULIFLOWER BOIL IN BAGS... 10 OZ. PKG. 69¢

PEPPERIDGE FARMS CAKES
GERMAN CHOCOLATE, COCONUT, GOLDEN LAYER, OR FUDGE
17 OZ. SIZE **1.29**

FROM THE W-D DAIRY
CHOC-O-RIFIC CHOCOLATE DRINK GALLON JUG **99¢**
COTTAGE CHEESE REGULAR OR STA-FIT SUPERBRAND 2 LB. CUP **1.29**
YOGURT SUPERBRAND ALL FLAVORS SWISS OR NATURAL STYLE 8 OZ. CUPS 4 **1.00**

PREMIUM BUSCH BEER
6 PAK 12 OZ. CANS **2.07**

VINO ROSE, VINO BRANCHO, OR RUBEO LANCERS WINES
1/4 LITER BOTTLE **4.55**

PINKY PIG FRESH PORK
14/17 LB. AVG. **98¢**
SLICED AND PACKAGED FREE IN FAMILY PACKS

TURKEY HAM 1 LB. **1.79**
MEAT 8 OZ. PKG. **1.19**
PORK LOIN 1/2 LB. **1.08**
PORK CHOPS 1 LB. **1.78**
PORK ROAST 1 LB. **1.28**

JAMESTOWN PORK SAUSAGE
2 LB. PKG. **1.37**
FRESH HOT OR MILD

W-D BRAND U.S. CHOICE SOUTHERN PRIDE
CUBE STEAK 1 LB. **2.88**
BACON 2 LB. PKG. **1.97**
FRANKS 12 OZ. PKG. **99¢**
BOLOGNA 12 OZ. PKG. **99¢**
BOLOGNA LAY'S SLICED 1 LB. PKG. **1.29**

W-D BRAND U.S. CHOICE BONELESS BOTTOM ROUND STEAK 1 LB. **2.88**
FRANKS 1 LB. PKG. **1.29**
BOLOGNA OSCAR MAYER ALL VARIETIES SLICED 8 OZ. PKG. **99¢**
CHEESE OSCAR MAYER LIVER 8 OZ. PKG. **99¢**
SAUSAGE COTTAGE BRAND SMOKED 2 LB. PKG. **2.39**
WRANGLERS 1 LB. PKG. **1.69**

SMOKED HAMS
15/18 LB. AVG. **88¢**
BUTT PORTION LB...98¢

30 CT. DAYTIME OR 24 CT. EXTRA ABSORBENT DISPOSABLE DIAPERS
PAMPERS EA. **2.99**
BEEF STEW 23 OZ. CAN **99¢**
LIPTON TEA BAGS 100 CT. PKG. **1.99**
THRIFTY MAID LONG GRAIN RICE 3 LB. BAG **88¢**
BUNCAN HINES ALL FLAVORS LAYER CAKE MIXES 18 1/2 OZ. BOX **75¢**
THRIFTY MAID SELF RISING CORN MEAL OR CORN MEAL MIX 8 LB. BAG **89¢**
TREET 12 OZ. CAN **99¢**

PINKY PIG BRAND FRESH PORK WHOLE OR RIB HALF PORK LOINS
14/17 LB. AVG. **98¢**

BACKBONES 1 LB. **1.28**
PORK CHOPS 1 LB. **1.28**
ROUND STEAK 1 LB. **2.88**
RUMP ROAST 1 LB. **2.88**
EYE-O-ROUND 1 LB. **2.88**

W-D BRAND ALL VARIETIES SLICED BOLOGNA
1 LB. PKG. **1.29**

W-D BRAND ALL VARIETIES FRANKS
1 LB. PKG. **1.29**

W-D BRAND U.S. CHOICE BONELESS BOTTOM ROUND ROAST
1 LB. **2.48**

SUNNYLAND PIECES & BACON ENDS
4 LB. BOX **1.59**

HORMEL HAM PATTIES
12 OZ. CAN **1.29**

PINKY PIG BRAND FRESH PORK ASSORTED CHOPS
1 LB. FULL 1/4 LOIN **1.18**

1000 Waughtown Street
Monday-Saturday 8:00-9:00
Sunday 12:00 to 7:00

Thruway Shopping Center
Monday-Saturday 8:00 to 10:00
Sunday 12:00 to 9:00

Pine Brook Plaza Shopping Center
Monday-Saturday 8:00 to 9:00
Sunday 12:00 to 7:00

Parkview Mall
Monday-Saturday 9:00 to 10:00
Sunday 12:00 to 9:00

3 Oaks Plaza 811 Merita St. Mt. Airy
Monday-Saturday 8 A.M. to 10 P.M.
Sunday 10 A.M.-7 P.M.

Village Square Shopping Center Rural Hall, N.C.
Monday-Saturday 8 to 9
Sunday 1-7

Walkertown Shopping Center
Monday-Saturday 8:00 to 10:00
Sunday 1:00 to 7:00