



CONSUMER CORNER

Complain Effectively!

Each year people lose considerable sums of money by failing to complain effectively about defective goods and services. Knowing how to complain may one day make a big difference in your budget. Here are a few tips offered by the Outdoor Power Equipment Institute to help you obtain results.



1. If you have a complaint, bring the item back to the dealer who sold it to you. Explain the problem and request that the dealer arrange for the repair. Be polite but firm.
2. If the dealer will not accommodate your request, write to the manufacturer's customer complaint department. Provide a detailed description of the product (model number, serial number, etc.), and enclose a photocopy of the check you wrote to pay for it and the register receipt if you still have it. Explain what transpired between you and the dealer.
3. If you speak to someone on the phone at the manufacturer's, keep a record of the person's name so you can refer back to the conversation at a later time, if necessary.
4. If the problem is not resolved at this level, write to the Consumer Complaint Department of the Attorney General's Office in your city or state capital. You may also wish to contact your city or state Department of Consumer Affairs.

You deserve what you pay for. Reputable stores value your continued patronage, and reputable manufacturers stand behind—and want you to be satisfied with—their products.

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NEWS For Senior Citizens

With more than ten percent of the population over 55, a growing number of people have a potentially serious problem.



Senior citizens can protect their health by seeing their doctors.

Many older people have poor eating habits. Often they are on various drugs. Mature Americans are frequently inactive and debilitated. All these things can lead to constipation and that can put a strain on already delicate heart and blood vessels.

People who have these problems should see their doctors. Many medical experts suggest gentle, predictable and easy-to-take laxatives such as Senokot Tablets or Granules. Taken at bedtime, this natural vegetable laxative can usually induce comfort in the morning.

When a person feels better, he or she can often do more, and that can help prevent the problem from recurring.

CHEMISTRY IN OUR LIVES

How You Will Benefit

Research Provides New Hope

The war on cancer is being waged with chemistry—and we could be winning, as illustrated at the recent American Chemical Society-Chemical Society of Japan Congress in Hawaii.

There, Dr. Tasneem A. Khwaja of the University of Southern California at Los Angeles told how misletoe is providing scientists with an alkaline extract effective against leukemia in mice.



Chemists are creating new, safer ways to attack cancer.

A platinum anticancer agent safer and more effective in preliminary animal tests than related drugs recently cleared for clinical use, was discussed by Dr. Yoshinori Kidani of Nagoya City University in Japan. Dr. Kidani and his associates report much lower kidney toxicity in mice using the new experimental drug than all platinum drugs tested so far.

A series of new drugs is wiping out malaria, herpes virus and penicillin-resistant gonorrhea in animal and bacterial tests, said Dr. Daniel L. Klayman of Walter Reed Army Institute of Research. A whole spectrum of kindred drugs, not just a single agent, display potent activity against dangerous strains of penicillin-resistant gonorrhea. And forms of malaria resistant to quinine-derived drugs are succumbing to thiosemicarbazons developed by Dr. Klayman and his colleagues.



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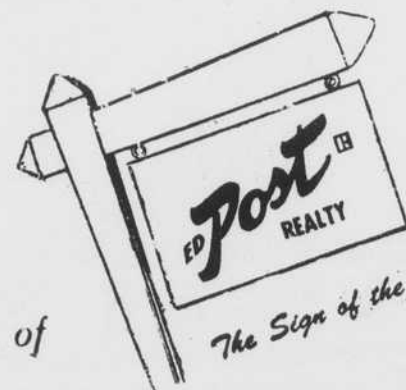
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