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# Bureau in business for consumer

By Lori Merryman

Address envelopes at home and earn \$200 to \$300 a week. Send \$15 for a starter kit.

Does the above ad look familiar? It resembles many gimmicks promising great results for a little work and money.

As consumers, UNL students are surrounded by promises made by mail-order companies, salesmen and businesses.

"Check them out," Lois Tefft, manager of the Cornhusker Better Business Bureau, suggests.

She advised checking any business or transaction with the BBB before making legally binding decisions.

"We wish students would use our services more," Tefft said, "I feel we could save them lots of headaches and money."

The Better Business Bureau is supported by the business community to aid the consumer, Tefft said. It is a non-profit corporation financed by membership dues paid by responsible business and professional firms in the community, she added.

THE BBB can provide information about a company before a consumer does business with it. This can be especially beneficial with mail transactions.

Tefft said the BBB can provide information through its inquiry reporting system. BBB maintains files on the performance and reliability of businesses across the country.

"Because of this, we urge consumers to call us first with the name of a company which they have not dealt with before," Tefft said.

For a consumer having problems with a firm, Tefft said, "we act as a median between the business firm and the consumer when solving complaints."

Often, hasty decisions are a result of fast talking or pressure salespeople," she said.

"As a consumer, don't be afraid to ask questions,"

Tefft said, "and don't be swayed by high pressure sales tactics."

IF A SALESPERSON is applying pressure, stop, step back and take another look, she suggested.

When approached by anyone, Tefft said, the proper procedure is to ask for the company's name and check it out.

If a dishonest company knows a consumer is doing this, they usually will not pursue the customer further, Tefft said.

"It is important to understand that in almost any door-to-door sale there is a contract involved. This is a legal and binding document," Tefft said.

"Make sure you are willing to abide by the contract agreements before signing it,"

Tefft said mail-order companies pose the most problems. When dealing with mail-order firms, it is important that the advertisement indicates the name and address of the company, not just a post office box number, she said.

Tefft said to allow four to six weeks for a delivery. If the merchandise has not arrived, or the consumer has not heard from the company within six weeks, write the company, she suggested. If the consumer receives no response a written complaint should be submitted to the BBB, she said.

It is important to keep the cancelled check, mail-order receipt or other proof that payment was made.

"We are successful in dealing with these companies 90 percent of the time," Tefft said.

She explained that when a consumer has a complaint about a business, the BBB first tries to deal with the situation through arbitration. An attorney hears both sides of the story and tries to work out an out-of-court solution, Tefft said.

The BBB, if it has to, will pursue a case in court, she said.



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Mon. - Fri. 9 - 9:00  
Sat. 9 - 5:30  
Suig 12 - 5:00

SECOND FLOOR OF THE CENTRUM

## calendar

- 8-10 a.m.—CBA Executive Committee Breakfast, Georgian Suite B.
- 9:30-10 a.m.—Academic Service Fremont Bergan, The Rostrum.
- 12:30-1:30 p.m.—Free University "Job Skills" Room 232.
- 3:30-5 p.m.—Delta Upsilon Bible Study Group, Room 402.
- 3:40-4:30 p.m.—Nebraska Union Night Managers, Pewter Room.
- 4-6 p.m.—UPC Executive Board, Heritage Room.
- 4-5 p.m.—Baptist Student Union, Room 122.
- 4:15-5 p.m.—Daily Nebraskan, Room 216.
- 5:30-6 p.m.—Towne Club Pledges, Room 232.
- 6 p.m.—Towne Club, Harvest Room A-B.
- 6-9 p.m.—Multi Cultural Affairs Tutoring, Room 225 N-R.
- 6:30-8 p.m.—Lambda Chi Alpha, Regency Suite A.
- 7-8 p.m.—Free University "Work/Play," Regency Suite B.
- 7 p.m.—Delta Sigma Pi Exec, The Rostrum.
- 7-10 p.m.—Table Tennis Club, The Cellar.
- 7-9 p.m.—Housing Student Assistant First Aid Training, Room 232.
- 7-9 p.m.—Free University "Mysteries of Time & You," Room 402.
- 7-8 p.m.—Phi Delta Theta Pledges, Harvest Room C.
- 7:30-10:30 p.m.—I.F.C. Chapter Advisors, Georgian Suite A.
- 7:30-9:30 p.m.—Free University "Grammer," Georgian Suite B.
- 7:30 p.m.—Delta Sigma Pi, The Rostrum.

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