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## Money Back Guaranteed: How to be Your Own Consumer Champion

By Anna Tims

Guardian Books. Paperback. Book Condition: new. BRAND NEW, Money Back Guaranteed: How to be Your Own Consumer Champion, Anna Tims, When was the last time you thought you deserved a refund? Or wanted to complain about the service you were getting? Did you write a strongly worded letter? Did you fire off an angry email? Or did you phone and spend a frustrating afternoon being passed around a call centre? And did you actually get the result you wanted? Every day, hundreds of legitimate complaints get lost in a mess of corporate bureaucracy, outsourced departments and labyrinthine procedures. As consumers, we may try our hardest to let companies know when we're unhappy, but all too often it is impossible to make our voices heard. So we get frustrated and angry, but resign ourselves to substandard service. Not any more. When times are tough every penny counts and "Money Back Guaranteed" is your ticket to regaining control. Whether it's insurance providers, internet services, travel agents or utility companies, the book shows you what can go wrong when, how to arm yourself against disaster and, should you fall victim, how best to get things fixed. Because if you know who to complain...



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