

Golf club companies leave consumers holding the bag

Dear Attorney General Stovall:
My friend and I are avid golfers. We both received calls from telemarketers offering custom-made clubs for a trial period. We could return the clubs if we were not completely satisfied and receive a full refund. Both of us accepted the offer. I received my clubs right away, but was not impressed with them and sent them back before the trial period was up. To



Carla J. Stovall
• From the Attorney General

this day, I have not received a refund, despite numerous calls to the company. To make matters worse, my friend never received his set, but the company charged his credit card! Today, I called

their customer service line and listened to a recorded message that makes me wonder if the company is still in business.

Attorney General Stovall, is there

anything you can do to get our money back?

Dear Kansas Consumers:
We have received several similar complaints.

It appears that there are at least two companies that are offering similar services – with similar problems. So far, we have been able to obtain refunds for some consumers, including you and your friend.

However, we believe that these com-

panies may be short-lived and we are not confident the refunds will continue. Therefore, we warn Kansas consumers who receive telemarketing calls offering custom-made golf clubs to be wary of ordering.

If you are interested, ask them to send you the information in the mail. If they refuse to send you any information in the mail, or if they otherwise utilize high-pressured sales tactics, I suggest that you do not do business with them.

The Kansas Consumer Protection Act (KCPA) requires that telemarketers identify themselves and the business on whose behalf they are soliciting.

The protection act also requires telemarketers to promptly discontinue the call if they receive a negative response.

With this particular company, or with any other company you are unsure about, feel free to contact my Consumer Protection division to ask about the company's complaint history.

One of the best ways to protect yourself from businesses that do not deliver the product purchased is to charge purchases to a credit card and dispute the charges if something goes amiss.

You must dispute the charges within the period allowed by your credit card. Contact your credit card company for specific policies.

Editor's note: Attorney General Carla J. Stovall offers this public service to help consumers avoid becoming victims of consumer fraud. Although some of the details have been changed, the cases appearing in this column are based on actual complaints.

For information or to file a complaint, write Attorney General Carla J. Stovall, Consumer Protection Division, 120 SW 10th, 2nd Floor, Topeka, Kansas 66612, or call the toll-free Consumer Hotline, 1-800-432-2310. Leave your name, number and subject of your inquiry with the receptionist and an agent will return your call promptly.

Thomas County recognized as 'StormReady'

The Goodland National Weather Service will recognize Thomas County as an official *StormReady* county on Feb. 1.

Thomas County will be the first county in the Tri-State Area to achieve this status, official weather service sources said.

StormReady prepares communities with an action plan that responds to the threat of all types of severe weather – from tornadoes to blizzards.

"*Storm Ready* encourages communities to take a new proactive approach to improving local hazardous weather

operations and public awareness," said retired Brig. Gen. Jack Kelly, director of NOAA's National Weather Service.

The program is voluntary, and provides counties or communities with clear-cut advice from a partnership with the local Weather Service Office, state and local emergency managers, and the media.

First started by the National Weather Service Forecast Office in Tulsa, Okla., the program is a grassroots effort to educate residents about storm safety.

Kelly said the National Weather

Service's goal is to make 20 communities *StormReady* each year for the next five years. To see a list of the new *StormReady* Counties/Communities across the United States, please visit the following address on the Internet: <http://www.nws.noaa.gov/stormready/list.htm>

The entire county – from the mayors, emergency management, to business leaders and civic groups can now take the lead on becoming *StormReady*.

John Lygeros, Thomas County Emergency Manager, completed the *StormReady* application in the fall of

2000.

A site visit was then conducted in November, and the National Weather Service completed the review process in December.

The *StormReady* certification is the result of a vision, leadership, and hard work across Thomas County. "If it wasn't for the great job the law enforcement, the local amateur radio group, and various individuals I call out in the country, I probably wouldn't have even considered this program," said Lygeros.

"And without them, this recognition would not be possible," he added.

Because Thomas County will be *StormReady*, many more buildings across the county will be equipped with a NOAA Weather Radio.

NOAA Weather Radio broadcasts National Weather Service warnings, watches, forecasts and other hazard information 24 hours a day, seven days a week.

In addition, this program should strengthen the partnership between various affiliations to help the citizens of Thomas County guard against the ravages of severe weather. As a result, the county will be *StormReady* certified for two full years, and can re-apply for the same credit in 2003.

A special ceremony will take place in Colby on Feb. 1, Lygeros said, to officially recognize the county's accomplishments and certification.

News of Record

Real Estate Transfers

Thelco Inc. to Asset Administrators, Inc., trustee: All interest in W 1/2-21-6-31 and S 1/2-11-6-31
Thelco Inc. to Asset Administrators,

Inc., trustee: All interest in Tract in 20-6-31 and Tract in SE 1/4-2-7-31

Thelco Inc. to Asset Administrators, Inc., trustee: All interest in SW 1/4-7-6-31

Thelco Inc. to Asset Administrators, Inc., trustee: All interest in 19-6-31

William J. Luecke and Mary Lou to Thelco Inc. to Asset Administrators, Inc., trustee: All interest in 30-6-31

From The Nursery

Taylor Jeanette Koers

Todd and Kelley Koers, Colby, announce the birth of Taylor Jeanette on Jan. 5, 2001, at Citizens Medical Center, Colby.

She weighed 8 lbs., .08 oz. Grandparents are Jim and Jan Watson, Topeka, and Wally and Ginny Koers, Salina.

James Elof Michael Coon

Allen and Betty Coon, Goodland, announce the birth of James Elof Michael on Jan. 6, 2001, at Citizens Medical Center, Colby. He weighed 8 lbs., 11 ozs. Grandparents are Otis and Virginia Coon, Rago; and Eugene and Larain Gravelle, Maple Lake, Minn.

Brothers Samuel, Peter and Mark, and sisters Kelly, Ann, Ruth, Hannah and Joy welcome the baby home.

William O. Engelhardt and J. Thurman Cox, co-administrators to Marvin D. Albers and Bette D.: NE 1/4-36-9-32 less tract; Tract in SE 1/4-36-9-32; NW 1/4-31-9-31: Tract in NW 1/4-31-9-31

Marvin D. Albers and Betty D. to Ronald J. Bixenman and Nancy J.: SW 1/4-20-10-31

Hayden Patrick Giebler

Stephen and Kelda Giebler, Topeka, announce the birth of their son Hayden Patrick on Jan. 3, 2001 in Topeka. He weighed 9 lbs., 10 oz, and was 21 inches long.

Grandparents are Pat and Terri Giebler of Colby, and Bonnie Adams of Norton, and Sid Doak of McCook, Neb.

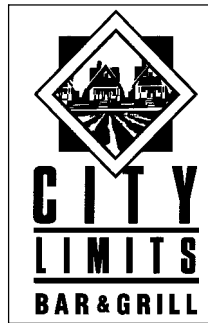
Hunter James House

James and Jessica House, Brewster, announce the birth of Hunter James on Jan. 5, 2001, at Citizens Medical Center, Colby. He weighed 8 lbs., 13.8 oz.

Grandparents are Al and Vonita Holub of Brewster, and Lawrence and Alta Mae House of Goodland. Sisters Amber, Ashley and Alicia Barrie welcome the baby home.

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