

# People not required to pay for stuff they didn't order

*Dear Attorney General Kline: I recently received two books in the mail which I did not order. About ten days later I received a bill for the books and a letter demanding payment. What should I do with this merchandise?*



**phill kline**

• attorney general

Dear Kansas Consumer: Scams involving unordered merchandise are becoming more and more common involving several types of products — magazines, CDs, DVDs or clothing — and a variety of situations. For example, in one instance you might answer an advertisement offering a free “trial” pair of pantyhose but instead you receive four pair along with a bill. Or you might receive a collectible pocket knife

you did not order and despite your objections, the company continues to demand payment and threatens to damage your credit rating if you do not pay. In short, when you receive merchandise you did not order, you do not have to pay for it. Federal laws prohibit mailing unordered merchandise to consumers and then demanding payment. If you keep unordered merchan-

dise without paying for it you have no legal obligation to notify the seller, however it is a good idea to write a letter to the company stating that you did not order the item and you have a legal right to keep it for free. Doing this may discourage the seller from sending you bills or it may help clear up an honest error. Send your letter by certified mail, keep the return receipt and a copy of the letter for your records. If the unordered merchandise is the result of an honest shipping error, then you should write the seller and offer to return the merchandise,

provided the seller pays for the postage and handling. It's a good idea to give the seller a reasonable period of time (maybe 30 days) to pick up the merchandise or arrange to have it returned at no expense to you. Tell the seller that you reserve the right to keep the merchandise or dispose of it after the specified time has passed. Keep in mind that some merchandise may be sent to you legally without your consent. You may receive samples that are clearly marked free and merchandise from charitable organizations asking for contributions. You may keep these shipments as free gifts. Remember, when you partici-

pate in sweepstakes or order goods advertised as “free,” “trial” or “unusually low priced,” be cautious. Be sure to read all the fine print to determine if you are actually joining a “club” with regular purchasing or notification obligations. Keep a copy of the advertisement or catalog that led you to place the order, which should make it easier to contact the company if the need arises. Again, it's always a good idea to try to resolve any disputes directly with the company. If this doesn't work, you can contact my Consumer Protection Division at 1-800-432-2310, your local U. S. Postal Inspector or Better Business Bureau. Additional information is also

available from my 24-hour Consumer Information line. Just call 785-296-2424 and listen to category 3, message 6. *Attorney General Phill Kline offers this public service to help you avoid becoming a victim of consumer fraud. Although some of the details have been changed, the cases appearing in this column are based on actual complaints or questions.* For information or to file a complaint, write Attorney General Phill Kline, Consumer Protection Division, 120 SW 10th Ave., Second Floor, Topeka, Kan. 66612, or call the toll-free Consumer Hotline, 1-800-432-2310.

## Who's haunting the Handy House?

Have you heard anything strange while touring the Goodland's historic Ennis-Handy House? Caretakers say a former owner haunts the old place. The 1907 Queen Anne Victorian House, at 202 W. 13th, is featured on Page 4 of the fall issue of *Kansas Traveler*, a quarterly publication with stories about Kansas attractions and tourist information. The article, by Karna Younger, daughter of Dr. David and Kay Younger of Goodland, says that phantom footsteps, doors that mysteriously open and close, flickering lights, a phone that flies across the kitchen and a self-flushing toilet are among the odd occurrences noted in the house. The article says members of the Sherman County Historical Society, the home's owner, say a former owner plays these tricks on unsuspecting tour groups. “We just call her Edythe,” said David Branda, president of the society. The home was built by Mary Seaman Ennis

shortly after her husband died. She warmed it with the funerals of her sister and then her infant niece. Next, the house was used as a funeral home. In the mid-1950s, it was bought by Calvin and Edythe Handy. He died in the '70s. As more and more of her friends died, Edythe was seen less in town, the article said, and kept her blinds drawn. One day when she did not pick up some books a friend left on her porch, police went in and found her on the floor next to the downstairs bathroom. The society bought the house in 2000 and has restored the interior, installed new rails and gingerbread trim and is painting the house. It was listed on the Register of Historic Kansas Places in May 2004 and is being nominated to the National Register. Tours are offered from 1-5 p.m. Wednesday-Sunday. Call 899-6773. *Kansas Traveler* is published in Wichita by Susan Howell. Its web site is at **KansasTraveler.com**.

## Planning ahead helps get care you want

“Advance Care Planning” is a process rather than a document. Planning in advance, free of crisis and pressure, is the best way to make sure that you receive the health care you want at the end of life. The decisions and thinking that you participate in and share with others while you are healthy will likely be better than decisions that others make for you if you are seriously ill. Hospice Services Inc. has provided quality end of life care in northwest and north central Kansas for more than 23 years and has been involved with the Kansas LIFE Project since its inception. The LIFE Project works to help Kansans with advanced chronic and terminal illnesses live with dignity, comfort, and peace at the end of life. There are more than 100 organizations, agencies and associations working together as LIFE Project Partners. The LIFE Project is focused on issues related to public policy excellence, health care professional expertise and citizen engagement and empowerment. The LIFE Project has targeted the areas of advance care planning and pain management. The LIFE Project's Campaign on Advance Care Planning is “Do It for Those You Love.” This campaign encourages Kansans to:



**hospice services inc.**

• end-of-life care

- Act — by completing and signing a Durable Power of Attorney for Health Care Decisions. Share a copy of this document with your family, health care agent, physician and, if you have one, attorney.
- Will advance care planning really help those I love? Yes! Just look at the results of a study by Oregon Health Sciences University published in Nursing Research, March/April 2001:
- Those who participate in advance care planning create a situation that leaves their families with much less stress.
- When advance care plans are both verbal and written, stress levels lower even further.
- Families that participate in advance care planning suffer less guilt and are less “haunted” by their decisions.
- Advance care planning can help you determine the care you receive and improve the difficult end-of-life experiences for your family.

Talking about and writing down your wishes so that your family members have a clear guide to follow near the end of life will reduce the stress for those you love. Planning in advance, free of crisis and pressure, is the best way to make sure you receive the health care you

want at the end of life. Kansans have told The LIFE Project, in focus groups across the state, that we think it is important to plan for the kind of care we want at the end of life or if we should ever become unable to speak for ourselves. But few of us take the time to do this thinking, sharing and planning. And even those who do plan often fail to talk about their wishes with those they love. It is important that both this talking and planning happen. Americans are living longer and dying differently than in the past. For the first time in human history there are many choices about when, where and how a person will die. These choices are the result of dramatic changes in medical science and technology. It is difficult to face the reality that someone you love is dying and unable to speak for himself or herself. Much of the stress is unavoidable. Families who have talked about their wishes for care most often have less stress and guilt through such a crisis than those who have not. *Written by Sandy Kuhlman, executive director of Hospice Services Inc., Box 116, Phillipsburg, Kan. 67661. Contact her or Julia Schemper at 800-315-5122. Hospices serves northwest and north central Kansas and has been providing end-of-life care for more than 23 years.*

## Festival cookbook caters to garlic lovers

The Gilroy Garlic Festival has another cookbook out, “The Garlic Lovers’ Cookbook Volume II,” for those who have to have garlic with everything. Who knows, it may work on vampires as well as germs. The following information as well as recipes come from that book. **Garlic butter** Logs of garlic butter can be prepared and kept in the freezer to have on hand for broiled meats and vegetables. To make, add mashed garlic cloves or its equivalent to sticks of butter. It is suggested to use six cloves per stick of butter and adjust to your taste. A few herbs and salt may be also added if desired. Form butter mix into logs, wrap in plastic and freeze. Slice off as needed. **Baked garlic heads** Peel away as much of the outer skin of a garlic bulb as you can while leaving the cloves unpeeled and the head intact. Place bulbs in a covered casserole or on a heavy piece of aluminum foil. Drizzle bulb with olive oil, dot with butter and salt and pepper to taste. Bake covered at 350 degrees for about 45 minutes until cloves are soft and can be squeezed out of their skins. **Texas Surprise** 50 to 60 cloves fresh garlic, peeled 12 ounces sharp Cheddar cheese 1/3 cup fresh parsley leaves, stems removed 1 to 3 jalapeno peppers (optional) 6 cloves fresh garlic 6 ounces hot pork sausage 6 ounces mild pork sausage 1 1/4 cups buttermilk baking mix



**pat schiefen**

• postscript

Blanch 50 to 60 garlic cloves in boiling water 3 to 4 minutes. Drain and set aside to cool. Shred the cheese in a food processor. Remove and set aside. Allow cheese and sausage to warm to room temperature. Chop parsley and peppers in a dry food processor bowl. Crush 6 garlic cloves and add to the processor with the sausage and buttermilk mix. Process until well mixed. Shape into 50 or 60 small balls. Insert one whole blanched garlic clove into each ball. Balls may be frozen for baking at a later time. To bake, place bulbs on ungreased baking sheet. Bake at 325 degrees for 20 to 25 minutes or until golden brown. Serve hot as an appetizer or with a bowl of plain yogurt for dipping. Makes 50 to 60 appetizers.

**Garlic chip cookies** 10 cloves fresh garlic 1 cup boiling water 1/2 cup maple syrup 1 cup butter, softened 3/4 cup brown sugar 3/4 cup sugar 2 eggs 1 teaspoon vanilla 1/2 teaspoon salt 2 1/4 cups chocolate chips 1/2 cup chopped nuts 2 1/2 cups flour 1 teaspoon baking soda Drop garlic cloves into boiling water for about five minutes or until tender. Peel and chop garlic and soak in maple syrup for 20 minutes. While garlic is soaking, cream butter, sugars, eggs and vanilla together until light and fluffy. Combine flour, salt and baking soda. Add to the butter mixture. Stir in chocolate chips and nuts. Drain garlic and add to cookie batter. Blend well. Drop by tablespoonful onto an ungreased cookie sheet about 2 inches apart. Bake at 375 degrees for 8 to 10 minutes or until lightly browned. Remove from the oven and cool on racks. Makes 5 dozen cookies.

ARE PEOPLE HUNTING FOR YOU?

DON'T MAKE THEM SEND OUT THE DOGS!

MAKE SURE YOU CAN BE FOUND IN OUR ANNUAL HUNTING GUIDE!

CALL MONA & YVONNE FOR MORE DETAILS!

899-2338

The Goodland Star-News

## Shop Burlington for all your needs

Health Essentials

Natural Foods, Vitamins, Massage Therapy, Acupuncture & More

Natural Living Cottage & Wellness Center

314 14th Street, Burlington, Co. 719-346-4681

Advertising pays give Mona a call today.

785-899-2338