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December 13, 1994

Dear Harold:

Enclosed please find a review of a book about Allen Dulles. Odd that it does not mention his service on the Warren Commission.

Thank you for Senator Russell dissents. I have read it quickly- and need to read it again.

We lost our open records case in Appeals court. Article to follow.

However, I include another of my big cases, \$37.10. It got me more press than anything I have ever done!

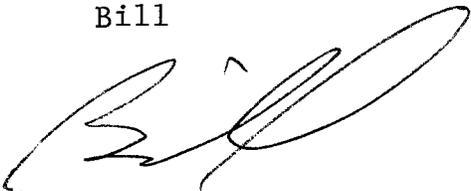
The Joseph Spears article that I sent you is from the Corbin paper.

We are trying to wrap up all for our trip to Chicago. Next week. Off to the frozen North!

I note that Martha Church is on the board of National Geographic. I also note that she is going to be replaced as head of Hood, according to a recent article in the WSJ.

Say HI to Lil, I just wanted to get you this review ASAP.

Bill

A handwritten signature in black ink, appearing to read "Bill", with a large, stylized flourish extending from the end of the name.

# Spell out printing problems before paying

**Dear Lemme** — In October I paid for and picked up brochures and business cards I had ordered from Great Impressions Printing Co. in Lyndon. Although the brochure format was as I specified (after numerous proofing meetings), there were misspelled words in the brochure. Since I had misspelled the word "losing" I agreed to pay for another printing of the brochure. I supplied my own stock for both printings.

I needed the newly corrected brochures for a marketing presentation the following week. I paid for and picked up the reprinted brochures and used them at my presentation. After the presentation, I phoned Great Impressions and spoke with a production manager and asked why he changed the format by using hyphenated words. He stated the computer reprinted it that way and he felt it was a minor issue. I stated it was not as I had ordered and that it was not acceptable to me. I felt I was due a refund for \$37.10. I was refused.

**J. Johnson**  
Louisville 40206

## LEMME DOIT

**Dear Reader** — Unfortunately for our reader, Great Impressions won't reimburse the \$37.10 for a "printing that has been accepted, paid for and used."

William L. Neichter, attorney for the firm, said that, when you picked up the brochures in question, you proofread the job.

"At that time, if there was any mistake whatsoever, she should have complained to Great Impressions, who would have redone the job at no charge," Neichter said.

During the holiday season, many shoppers buy personalized merchandise for friends and relatives. Mugs, calendars, party invitations, Christmas stockings, cards, keychains, hats, trophies, T-shirts and jewelry are but a few of the popular items bearing special greetings, names, messages or initials.

Be sure the finished product meets your total satisfaction. Before paying for it, make sure everything is spelled correctly and reads just

the way you ordered it.

**Dear Lemme** — Last February I took a belt and a pair of Isotoner gloves to Nu Yale Cleaners in Bashford Manor Mall to be cleaned. When I picked up my order, the gloves were missing.

The clerk told me to check back in a week. I did, but the gloves were still missing. I checked back the following week. This went on for six months. I filled out a claim form to be processed by the cleaner's insurance company.

I returned to Nu-Yale with my receipt. The gloves cost \$31.80. I later received a call from a clerk who said she was unable to do anything.

**Phyllis Stock**  
Louisville 40205

**Dear Reader** — A reimbursement check has been sent.

A customer-service manager indicated a check hadn't been processed sooner because, until the receipt for \$31.80 was provided, "all the necessary information needed

to process the claim was not given."

## Lemme did it

Last week Lemme received 39 complaints, several of which were from readers awaiting Christmas mail-orders. We certainly hope to get those resolved before Dec. 25.

We're pleased to report that Jo Ann Kline of Corydon, Ind., soon will be able to cook up a storm since her problem with R.B.M. in Farmingdale, N. Y., has been resolved.

On Sept. 9 she ordered three skillers but received only one. She asked Lemme for help in obtaining the other two. The company has assured us they have been sent.

"Lemme Doit" runs Monday and Wednesday in Features. It attempts to solve readers' problems, investigate complaints and cut red tape.

Write "Lemme Doit." The Courier-Journal, 525 W. Broadway, P.O. Box 740031, Louisville, Ky. 40201-7431. Include your name, address and telephone number (only your name and ZIP code would appear in print). All letters will be answered, but not all answers will appear in the newspaper.