

8/21/75

Mr. James F. Hough, Director
Armstrong County Bureau of
Consumer Affairs
342 Market Street
Kitanning, Pa. 16201

Dear Mr. Hough,

The reasons for my not ignoring your silliness of the form letter of yesterday and the utterly irrational complaint your office actually accepted will become clear.

The complaint, which can hardly be a fair representation of the phone conversation reported, ignored the earlier correspondence. We do try to be responsive to people and that character/ complainant represents one of the more unreasonable. For payment of our costs I'll send you copies of the records.

On March 30 Fox sent me a handlettered order for the book with his check #187. Consistent with our practise, the date on which the order was filled is written on it. In this case I personally mailed him the book April 1.

Dated July 14 we have a handwritten note from him, from a different address in a different city with a radically different zip (16226 as compared with Pottsville,, 17901) . He said, "You have had my check for some time...please send book or return money."

July 17 my wife wrote him at the Ford City address telling him we had sent a second book June 16. She noted also what you should know, that we use a printed mailer with the guarantee of return postage printed on it. He returned it writing July 22 as the date of "The Post Office at Ford City, Pa., has no record of the book Whitewash IV being received as of that date." Do you for one minute suppose than any post office could have records of this nature?

My wife wrote him July 23 pointing out that the books had not been returned to us and what I told him, "That we cannot assume responsibility for the postal service."

Our list of books clearly distinguishes between insured and uninsured mail. We do not mislead people on this. We add only 25¢ as a mailing charge, not enough to pay the cost of postage and the wrapper. We charge nothing for the time and work, as the printed prices on the books and literature make clear.

Maybe Mr. Fox didn't get his book. But I did mail two books to him, I have records proving this as I read to him, and with the post office having returned neither book it is no less reasonable to believe that he is the trickster.

Your complaint makes no single reference to any of the foregoing records. But by its content it is a silliness. I am all for consumer protection. This, however, has become abusive. The amount of time this unreasonable man has taken is burdensome. You now add to it. Do you really intend to argue or make a legal claim that I have any responsibility after I place the package in the mail when the purchaser didn't ask for insurance on it and as he knew I had records establishing both mailings?

Sincerely,

Harold Weisberg