

August 30, 1985

## Receives \$128 refund for troublesome bicycle

Toronto Star

*"A women's three-speed bicycle I bought at a Towers department store last Jan. 31 has been in constantly for repairs.*

*The pedals fell off and the store replaced them. The back tire needs air too often. The bike rattles (oil doesn't help) and nuts keep coming off, especially from the fenders.*

*My request for a refund (\$128.39) or a replacement has been turned down by the store.*

*Flo E. Boucher, Wellesley St. E."*

Our reader will get her money back.

The manager of customer relations for Towers Department Stores told us on Aug. 26 that the store initially refused a refund/ exchange because each time Boucher brought the bicycle in, it was repaired free of charge and left the store in saleable condition.

"Soon after, the customer would bring it back to us stating that something else was wrong," she said.

"We do not believe that this bicycle is defective. However if the customer is dissatisfied with our product we will be happy to give her a refund."

All Boucher has to do is return the bicycle on her next visit to the store and a refund voucher for \$128.39 will be issued.

Difference of opinion settled with compromise

Return to [Towers Department Stores](#)