

Letters to the Editor

Problems with the Bookstore

I would like to complain about the copyright the University has on its name. I have been a loyal student of UPEI for four years, and am very proud to be attending UPEI, yet when I want to show off this pride by having t-shirts printed using the name of the university, I'm told I have to pay for that privilege. Allow me to explain.

The Home Economics Society wishes to have T-shirts printed with UPEI HOME ECONOMICS SOCIETY on them, but if we do not place our order through the Bookstore we must get permission to use the UPEI name and pay a surcharge of 7%. So, you say why not just go through the bookstore? Well, last year we did use the bookstore and at every turn we were met with a hassle and a mix-up in our order. The following is a copy of the letter we sent that detailed the problems we had. Copies of the letter were sent to Dennis Clough, President Eliot, and Russ Stewart last year and none of them dignified us with a response.

Home Economics Society
University of Prince Edward Island
550 University Avenue
Charlottetown, P.E.I.
CIA 4P3

March 16, 1994

Dear Mr. Clough,

The Home Economics Society wishes to express their displeasure and disappointment in the quality of service they have received from the U.P.E.I. Bookstore and the manager, Mr. Russ Stewart, regarding jacket and T-shirt orders that were placed in the fall of 1993. We feel that as consumers we were treated in a condescending manner. The manager conducted himself in an unprofessional manner in that orders were not recorded and documentation of customers' wishes was not made.

Our order was placed in the middle of October and Mr. Stewart told us we could expect delivery of the jackets within 4-6 weeks. We were quoted a maximum price of \$ 85.00 per jacket. Mr. Stewart did not ask for a deposit, did not give us a written receipt for our order, or price quote. About the fifth week we were informed that there would be a delay in the delivery of our jackets due to difficulty in the production of the specified design which we wanted on the front of our jackets. Mr. Stewart had lost all of the written information given to him by the society which included names, sizes, and a picture of our design. We had to re-copy the entire order including names, sizes, and a picture of our design for Mr. Stewart.

During the next few weeks we approached Mr. Stewart several times regarding the delay in delivery of our jackets and each

time we were given conflicting and vague information. We then proceeded to ask for the assistance of our staff advisor, Professor Sheri McBride. Professor McBride called the company that supplied the Bookstore with the jackets. They said that they had been waiting for the return of the jackets after embroidery for reconstruction for 6 weeks! They also said that they had contacted Mr. Stewart several times requesting the jackets. Professor McBride then called Mr. Stewart who then stated the company doing the embroidery, (Images East), was very busy and the company then sent the jackets to the Island, (Elite Sportswear) and sent them later than they had stated. We feel, as consumers, that we should not have to put up with this unprofessional conduct, confusion and misleading information. It is the responsibility of the company that the order was placed with to ensure the reliability and competency of the groups they deal with.

Our problems continued regarding the unprofessional conduct by the Bookstore when we attempted to pay for the jackets. Mr. Stewart verbally said to Professor McBride that he would deduct \$10 off the price of each jacket because of the delay. We finally received our jackets the second week in December which was two months after we had placed our order. We did not immediately receive a bill for the jackets and in January we had to directly request a bill from Mr. Stewart. The bill received was incorrect, as was the subsequent bill. We once again asked Professor McBride to look into this situation. After Professor McBride met with Mr. Stewart on March 2, we finally received a correct bill. This was the first formal written documentation we received regarding this order.

In November of 1993 we placed an order for T-shirts for the Home Economics Society. We were told that we could expect the T-shirts to cost \$6.50 and they would be delivered four weeks from date of order. Upon receiving the T-shirts in January of 1994 it was discovered that the logo and printing requested was placed on the T-shirt incorrectly. When we ordered the T-shirts we told Mr. Stewart that we wanted the exact same logo as on our jackets. We also requested that UPEI be placed in the center of the ring as per his recommendation. The color of the logo was supposed to be gold and white similar to the logo on the jackets. When we received the bill for the T-shirts Mr. Stewart charged us more than the original quote. After a long discussion with Mr. Stewart he gave us the option of cancelling our order, which we did.

As students we feel that it is important to support the campus Bookstore but we should

not have to deal with the stress caused by the inconveniences created by the Bookstore. We also feel that five months is a long time to complete such a transaction as a jacket order. We feel that there is a major communication problem between the Bookstore and its customers. Throughout our dealings with Mr. Stewart no written documentation was provided for either order.

If the Bookstore and Mr. Stewart had a proper documentation system and if receipts had been supplied, we feel that many of our problems might have been eliminated. We highly recommend that in the future, the Bookstore develop and use an order form and a written contract. Since our initial problem with Mr. Stewart and the jacket order, we are recipients of condescending attitude from the majority of the staff. As students, who have to deal with the Bookstore to purchase texts and miscellaneous supplies, we should be able to feel comfortable upon entering the establishment and we should be treated with respect and friendliness.

Due to this unpleasant experience with the Bookstore and Mr. Stewart, we wish to inform you that we will no longer be dealing with the Bookstore in the future. We are interested in hearing your comments regarding this situation. We hope that serious consideration will be taken in dealing with this matter. Thank you for your time.

Yours truly,
The Home Economics
Society Executive
Sherry Mossman,
Co-President
Christa Murphy,
Vice-President
Jennifer Caseley,
Secretary

cc: Mr. Russ Stewart
President C.W.J. Eliot

To avoid the hassles of last year we decided to go with another manufacturer, haven't decided which one yet, but it will be the company that handles orders for bookstore). I talked to Murray Stevenson the phone yesterday and was told that we to give him a request in writing that include why we want to use the name, what it is going to be used on, which group it is for, etc... It is an outrage that a campus group must to use the name of the institution that we good money to attend.

I am interested in knowing if any of groups have had past problems with the Bookstore, or with receiving permission to use UPEI name. Should I be paying 7% every time I use the name in my article? Should the bookstore also pay a 7% fee to use the UPEI logo?

-- Jennifer Caseley

In Defence of Canadian Justice

Perhaps I am being a bit picky about this, but I had trouble believing some of the points made in Mr. Peric's editorial last issue. Apart from the fact that I refuse to be lumped together or classified as a "North American" (sounds too much like Northern American), I object to the statement implying that the accused has more rights than the victim. I admit to taking the unpopular side of the argument, but fear-mongering and out of proportion media coverage have given rise to an unwarranted rash of paranoia.

Our criminal system is so ludicrously different from our neighbour's that I won't go into the specifics. One of the biggest differences is the absence (or at least downplaying) of trial by media. Whether you want to admit it or not, Paul Teale, John James Rooney, and even OJ Simpson are innocent until proven guilty. No matter how many tabloids and newscasts disagree with this fact, they are still American or Canadian citizens and are enti-

tled to the same rights as anyone else. Failure to acknowledge this could lead to guesswork, suspicion, or even mob rule. Sure this sounds like it favours the accused, but that is all she is: accused.

The treatment of prisoners after incarceration is a sticky issue at best. No one wants to be in the situation of defending the punishment of prisoners, but what else can we do? Paraphrasing labour, as some would suggest, is nothing more than disguised slavery; the government cannot (yet) force people to work for them. The most popular suggestion is capital punishment, which is in effect playing God and selecting those who are worthy of life (among other things).

I do not admit to knowing the answers to the problems of our justice system, but I claim to know the problems and benefits. To paraphrase a popular saying, justice will never be perfect as long as it is under human control.