

PERSONAL COMPUTER WORLD BUYERS CHARTER

MAIL ORDER PROTECTION SCHEME (MOPS)

When you order goods as a *private* individual reader from a UK supplier's advertisement in *Personal Computer World* and pay by post in advance of delivery to that Mail Order Advertiser who subsequently ceases to trade and goes into Liquidation or Bankruptcy prior to delivery of such goods, you may, under the 'Buyers Charter', qualify for compensation, providing:

1. You have not received the goods or had your money returned.
2. You have followed the *Personal Computer World* guidelines when placing your order (see over).
3. Have taken all reasonable steps to effect delivery or refund.
4. You have retained irrefutable proof of purchase, for verification purposes:
 - a) A copy of the original advertisement from which the goods were ordered.
 - b) Comprehensive proof of payment.

GUIDELINES

Claims must be submitted so as to arrive 'NOT EARLIER THAN TWENTY EIGHT DAYS AND NOT LATER THAN THREE MONTHS' from the official on-sale date of the magazine. Claims must be submitted to the Customer Services Manager IN WRITING, summarising the situation and lodged strictly within the time schedule stated. *Claims received outside this period will not qualify for consideration for compensation under the 'Buyers Charter'.*

Once a supplier who has advertised in this magazine has become subject to either Liquidation or Bankruptcy proceedings and upon completion of all winding-up procedures, *Personal Computer World* guarantees to expeditiously process those *private* individual readers' claims made and submitted, in accordance with those procedures outlined, up to the following limits.

- a) £2,000 in respect of any claim submitted by one Private Individual Reader.
- b) £100,000 in respect of all advertisers so affected in any one year.

These sums define the Publisher's maximum liability under the scheme, and any additional payments above and beyond these thresholds will be entirely at the Publisher's discretion. As soon as legal confirmation that a state of liquidation or bankruptcy exists, the processing of claims will immediately commence. If, however, assets are available and the receiver/liquidator appointed confirms that an eventual payment will be made by way of a dividend, all claims under the 'Buyers Charter' will be subject to re-processing and will take into account any shortfall which may then exist. Payments under the scheme will also take into consideration the obligations and liabilities of other interested parties such as credit card and/or insurance organisations etc.

EXCEPTIONS

This guarantee only applies to advance postal payments made by *private individuals in direct response for goods itemised/illustrated in display advertisements*. It does not cover goods ordered from advertising Inserts or Cards, classified advertisements or MicroMart, or Catalogues obtained from, or supplied by, any advertiser regardless. *Similarly, protection does not exist in relation to purchases made as a result of reviews and/or editorial comment.*

The 'Buyers Charter' is designed to safeguard the *PRIVATE individual reader*. It does not provide protection to any companies, societies, organisations, unincorporated bodies or any other commercially orientated outlet of any description. Neither is cover provided for orders placed from, or to, any overseas suppliers or for goods purchased for resale.

CAVEAT EMPTOR

Readers are reminded that the Mail Order Protection Scheme was solely implemented to provide protection to the private individual when goods are ordered 'Off the Page' and paid for by post. *It was not designed for, nor will it offer any protection, in the event whereby goods are purchased via the Internet.*

CREDIT CARD PROTECTION

Always pay by credit card when ordering goods valued in excess of £100, thereby ensuring maximum protection in the event that an advertiser ceases to trade prior to such goods actually being received.

DISCLAIMERS

Readers are reminded that the opinions expressed, and the results published in connection with reviews and/or laboratory test reports carried out on computing systems and/or related items, are confined to, and are representative of, only those goods as supplied and should not be construed as a recommendation to purchase. Whilst every precaution is taken to ensure that reliability and good business practices prevail, the Publisher cannot be held responsible for the overall trading activities of any supplier referred to, or advertising within, this publication.

HELPING HAND



Each month Anthony George, our Customer Services Manager, will give advice on what to watch out for when buying computer equipment off-the-page.

As a reader of *Personal Computer World*, you are no doubt aware of this advice to consumers: pay by credit card and you get extra legal protection. But what exactly does this mean? Are you getting free insurance? Or are you getting a guarantee on the goods which you purchase with your card? In actual fact, although some credit card companies do offer these facilities, the legal protection you get when you use this method of payment is neither insurance nor a guarantee. What you are getting is the right to claim compensation. Broadly speaking, under the Consumer Credit Act 1974, when you buy goods or services costing between £100 and £30,000 with a credit card, the card company is equally responsible if the supplier is in breach of contract or misrepresents the goods or services on offer. So if a supplier fails to deliver the goods you've ordered, supplies faulty goods or wrongly describes goods or services, you can claim compensation from either party.

How to claim

Your initial claim should obviously be made to the supplier. But if it refuses to pay up or has gone bust, you can claim from your credit card organisation. In special circumstances it may well transpire that you are entitled to compensation over and above the amount of the transaction: for example, if you are claiming compensation for a ruined holiday, plus a sum to compensate for loss of enjoyment — even if this exceeds the amount you originally paid. This rule applies even if you pay only the deposit by credit card — as long as the full price of the goods or services is between £100 and £30,000. Remember, though, that only principal cardholders are entitled to this protection. So if you get an additional card for your partner, for example, the goods or services he or she buys won't normally be covered by the compensation rule. It is possible to get round this by insisting that all cardholders are principal cardholders when your credit cards are issued.

Anthony George is here to help you if you have an enquiry or complaint about a supplier advertising in this magazine, or if you have encountered problems as a result of goods purchased. Write to him with details of the complaint, together with your full contact details, and he will endeavour to assist you.

Anthony George
Customer Relations Department
VNU Business Publications
VNU House, 32 - 34 Broadwick Street
London W1A 2HG

DESKTOP PCs

Due to the fast-moving nature of the PC industry, we can only recommend particular PCs in the month we have seen them. Prices change almost weekly, as component prices from third-party suppliers fluctuate according to availability. So, for this month's best PC buy, for instance, look at the group test on page 144.

It always pays to take a little care when buying a PC or in fact any hardware or software. For PCW's guide to buying direct, see page 291. And don't forget to use the PCW Order Form [page 292].

Everyone's ideal PC will have a different mix of components, with gamers needing a very good 3D graphics card, probably a 3D sound card and excellent speakers, and business users will need a good monitor and plenty of RAM.

ENTRY-LEVEL PCs

Budget-conscious buyers might consider choosing a non-Intel processor like an AMD. But be aware that if you choose a Socket 7 chip, you'll only be able to upgrade to an AMD processor in future. Most Celerons are only being sold in Socket 370 format rather than in Slot 1 format, so if you get a Socket 370 processor, you won't be able to upgrade it to a PIII at a later date. Check what processor format you will get when you order.

We would recommend the following specification:

- AMD K6-2 350 or Intel Celeron 366 processor
- 32Mb RAM
- 4Gb hard drive
- Graphics card with 8Mb video RAM
- 15in monitor
- CD-ROM drive

Expect to pay between £499 and £599 (ex VAT) for this configuration, but you may have to pay extra for a sound card and speakers or a modem.

MID-RANGE PCs

In the mid-range, around £1000 (ex VAT) will get you a good all-round PC. The introduction of higher-speed PIIs has meant the slower PIIs have dropped in price, bringing them into this mid-range category. However, the stunning result of the K6-III, and its low price, make it worth serious consideration. Look for a minimum of:

- Intel PIII or AMD K6-III 450MHz processor
- 64Mb RAM
- 8Gb hard disk
- Good 3D graphics card with 16Mb video RAM
- 17in monitor
- CD-ROM drive
- Sound card, speakers, 56K modem

For an in-depth look at K6-III, see the PC group test in our July '99 issue.

HIGH-END PCs

If you're after a state-of-the-art machine, be prepared to spend around £1300 (ex VAT). What you require at this price will be specific to your needs, depending on how you intend to use the machine. However, as a basic specification we would want:

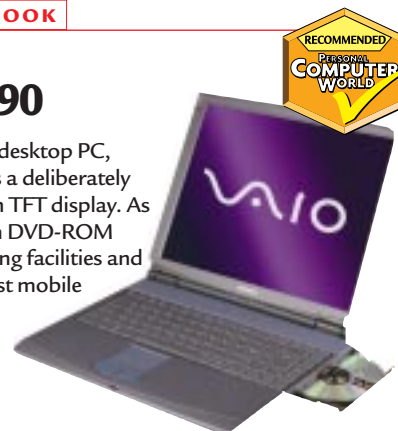
- PIII 550
- 128Mb 100MHz RAM
- 16Gb hard drive
- Good 3D graphics card with 32Mb video RAM
- 19in monitor
- DVD drive
- Sound card, speakers, 56K modem
- Bundled office suite

HIGH-END NOTEBOOK

Sony Vaio PCG F190

Designed to replace your desktop PC, Sony's Vaio F190 features a deliberately large keyboard and 14.1in TFT display. As standard it boasts built-in DVD-ROM and floppy drive, DV editing facilities and the muscle of Intel's fastest mobile chip, the 366MHz PII. Measuring 324 x 40 x 265mm and weighing 3.1kg, it excels as a power portable

► PCW May '99, p84



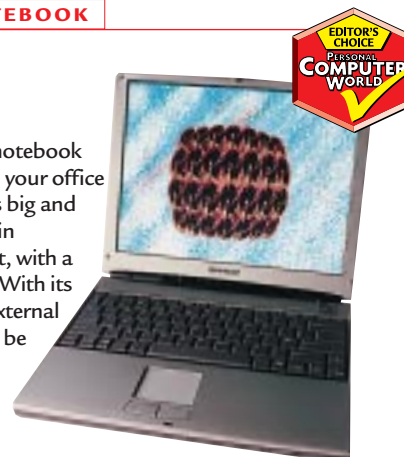
Price £3,006.83 **Contact** Sony 0990 424424
Also Recommended Dell Inspiron 7000 A366LT (PCW April '99)
Price £2737.75 **Contact** 0870 1524850 • Compaq Armada 7800, (PCW March '99) **Price** £3,878.68 **Contact** 0181 332 3000

MID-RANGE NOTEBOOK

Sharp PC-A150

Light and portable, this notebook has enough power to run your office apps, and a screen that is big and good enough to be used in presentations. It is robust, with a magnesium alloy casing. With its excellent keyboard and external floppy drive it could even be used as a desktop replacement.

► PCW March '99, p183



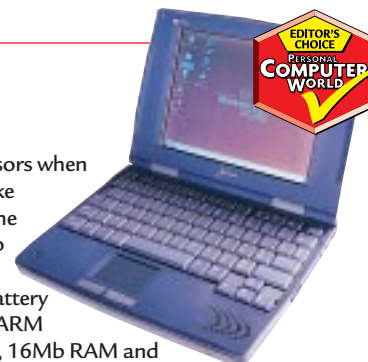
Price £2109.13 **Contact** Sharp 0800 262958
Also Recommended AJP 1100M **Price** £1,350.08 **Contact** AJP 0181 208 9744 • Sony Vaio 505 **Price** £2301.83 **Contact** Sony 0870 2402408 (both PCW March '99)

PDA

Hewlett-Packard Jornada 820e

Fed up with ever-faster processors when all you need is a machine to take notes and check your email? The Jornada could be the answer to your prayers. You can work for a full day without fear of the battery dying and with an Intel StrongARM processor running at 190MHz, 16Mb RAM and an integrated 56K modem, it has everything you need when on the move. And its 8.2in STN screen with a resolution of 640x480 is large enough to see exactly what you're doing.

► PCW July '99, p174



Price £799 **Contact** HP 0990 474747 **Also Recommended** 3Com Palm V **Price** £349.99 **Contact** 3Com 0800 7311064 • Franklin RexPro 5 **Price** £169.99 **Contact** Franklin 0800 3285618 (both PCW July '99)

COLOUR INKJET

Hewlett-Packard DeskJet 895CXi

For all-round excellence you can't do better than the HP 895CXi. The quality of its output for both text and graphics is impressive given the swift speed at which they are produced. Even its 'econofast' mode could be used for vital documents, saving both time and ink. It takes a huge range of papers and replacing ink cartridges is a breeze.

PCW February '99, p151



Price £292.58 **Contact** HP 0990 474747 **Also Recommended** Epson Stylus Color 740 **Price** £272.60 **Contact** 0800 220546 • Epson Stylus Color 850 **Price** £318.43 **Contact** 0800 220546 (both PCW February '99)

COLOUR PHOTO PRINTER

Lexmark Photo JetPrinter 5770

For dedicated digital photographers, this printer is ideal, with a 1200x1200dpi maximum resolution and a slot each for direct access to CompactFlash and SmartMedia cards. There's no separate black cartridge bundled, although any standard black Lexmark cartridge will fit.

PCW April '99, p86



Price £349 **Contact** Lexmark 01628 481500 **Also Recommended** Epson Stylus Photo 700 **Price** £273 **Contact** Epson 01442 261144 (PCW September '98)

BUDGET LASER PRINTER

Samsung ML-5100A

Managing a steady 6.5ppm in our tests, this small printer included USB connection as well as conventional parallel. With 4Mb RAM as standard it can be upgraded to 32Mb at a later date.

PCW July '99, p98



Price £292.58 **Contact** Samsung 0800 521652 **Also Recommended** Kyocera FS-600 **Price** £299 **Contact** Kyocera 0118 9230660 (PCW February '99)

BUSINESS LASER PRINTER

Lexmark Optra K1220

It is not often that you find a printer which is both good value and produces exceptional-quality output, yet the Optra K1220 is just such a laser printer. With a rated speed of 12ppm, it produces text in good time, but most of all its outstanding quality, both for text and graphics, puts it second to none amongst laser printers.

PCW February '99, p201



Price £722.63 **Contact** Lexmark 01628 481500 **Also Recommended** QMS DeskLaser 1600P **Price** £816 **Contact** QMS 01784 445555 • HP LaserJet 4000TN **Price** £1,316 **Contact** HP 0990 474747 (both PCW February '99)

MULTIFUNCTION DEVICE

Hewlett-Packard LaserJet 3100

Good laser print quality from this quiet machine. It's intelligent enough to detect a document dropped into its feeder and it will launch an idiot-proof menu for scanning, copying and emailing. Fast, accurate OCR, and 2Mb memory for incoming faxes when the paper supply is exhausted, make the 3100 an ideal multifunction device.

PCW June '98, p83



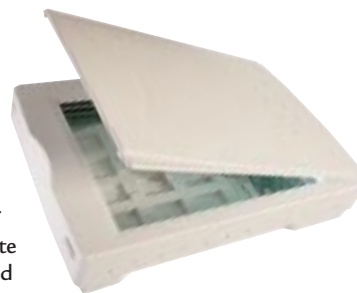
Price £629 **Contact** HP 0990 474747 **Also Recommended** Canon MultiPASS MPC20 **Price** £370.13 **Contact** Canon 0181 773 3173 (PCW January '98)

FLATBED SCANNER

Umax Astra 610P

Once again, the Umax Astra 610P parallel-port scanner has won our budget flatbed scanner group test, boasting an unbeatable combination of performance and value. Note that our three recommended scanners require enhanced parallel ports found only on modern PCs, so users wanting top performance, or those with older systems, should stick to SCSI.

PCW September '98, p229



Price £69.33 **Contact** Umax 01344 871329 **Also Recommended** Agfa SnapScan 310P **Price** £116.50 **Contact** Agfa 0181 231 4200 • Microtek Phantom 330CX **Price** £75.95 **Contact** Microtek 01908 317797 (PCW Sept '98)

DIGITAL CAMERA

Canon Powershot Pro70

This good-looking camera takes amazingly good, natural-looking pictures and has enough features to keep any SLR user happy. Its dual Compact Flash slots make for extended periods without having to download, while its 1536x1024 pixel resolution will give you superb prints.

► PCW May '99, p199



Price £999 **Contact** Canon 0121 666 6262 **Also Recommended** Ricoh RDC-4200 **Price** £499 **Contact** Johnson's Photopia 01782 753355 • Olympus C-900 Zoom **Price** £649.99 **Contact** Olympus 0171 253 0513 (both PCW May '99)

MONITOR

CTX PR710T

Not only does the PR710T look gorgeous, its performance is stunning. It sports a genuine Sony Trinitron tube, which is always a good sign. Power regulation, resolution, colour alignment and colour purity are all of the highest order, leading to a display that you can see is special straight away.

► PCW April '99, p182



Price £363.08 **Contact** CTX 01923 810800 **Also Recommended** ADI MicroScan GT56 **Price** £351.33 **Contact** ADI 0181 236 0801 (PCW April '99)

MODEM

Pace 56 Solo

The 56K memory modem not only performed well in our speed tests, but also has some of the best features we have seen on a modem. It can work as a standalone answering machine and will also store faxes when your PC is switched off. The memory is upgradeable to 6Mb and it can even phone you back at a remote location.

► PCW August '99, p191



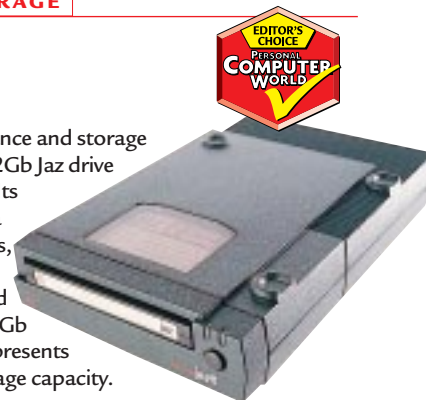
Price £199 **Contact** Pace Communication UK Tel 0990 561001 **Also Recommended** 3Com Professional Message Modem **Price** £199 **Contact** 3Com UK 0800 225 252 • Diamond Multimedia Supra Express 56e Memory **Price** £99 **Contact** Diamond Multimedia UK 0118 944 4444 (both PCW August '99)

REMOVABLE STORAGE

Iomega Jaz

If you need top performance and storage capacity, then Iomega's 2Gb Jaz drive is the only one to go for. Its speed makes it ideal for a wide range of applications, while the Jaz media feels more solid than most and is fully compatible with 1Gb cartridges. In short, it represents good value for large storage capacity.

► PCW June '99, p168



Price £299 **Contact** Iomega 0800 973194 **Also Recommended** Panasonic LF-1500 **Price** £351 **Contact** Panasonic 0800 444220 (PCW June '99)

SOUND CARD

Creative Labs SoundBlaster Live!

SoundBlaster cards have long been the best choice for non-professional users. The SoundBlaster Live! ups the ante, providing near-professional quality sound at a bargain price. And it comes with an impressive bundle of dedicated digital I/O daughtercard, speakers, subwoofer and games.

► PCW December '98, p92



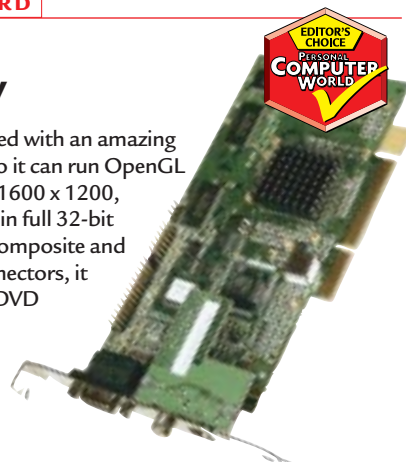
Price £149 **Contact** Creative Labs 01189 344744 **Also Recommended** Terratec EWS64 S **Price** £149.23 **Contact** Terratec 01600 772111 (PCW July '98)

GRAPHICS CARD

ATI Rage Fury

The Rage Fury is fitted with an amazing 32Mb of SDRAM, so it can run OpenGL accelerated apps at 1600 x 1200, fully Z-buffered and in full 32-bit colour. Fitted with composite and S-Video TV-out connectors, it also has integrated DVD hardware decoding.

► PCW May '99, p82



Price £159 **Contact** ATI 01628 533115 **Also Recommended** Asus V3800 **Price** £191.52 **Contact** Asus 0181 307 2800 (PCW July '99) • Matrox Millennium C400 **Price** 32Mb Max version £186.82 **Contact** Matrox 01753 665500 (PCW August '99)

ACCOUNTING

Intuit Quickbooks 6

Touted as the easiest accounting package for small businesses, QuickBooks has a long history and a large user base. Version 6 is the first 32-bit incarnation. It even monitors company performance and sounds the alarm should you fall behind.

PCW March '99, p92



Price £199 (Pro version) **Contact** Intuit 0800 585058 **Also Recommended** MYOB **Price** £229.13 **Contact** Bestware 01752 201901 • TAS Books **Price** £116.33 **Contact** Megatech 01372 727274 (both PCW, June '98)

PERSONAL FINANCE

Microsoft Money Financial Suite 99

Microsoft Money Financial Suite 99 is our choice for personal finance. It offers online banking and updating facilities, as well as Sage compatibility, all at a bargain price.

PCW February '99, p80



Price £49.99 **Contact** Microsoft 0345 002000 **Also Recommended** Quicken 98 **Price** £39.99 **Contact** Intuit 0181 990 5500 (PCW, June '98)

DATABASE

Microsoft Access 97

This industry-standard database application is also the best. With its wizards, infamous Office Assistants and standard Windows interface, Access 97 is relatively easy for the novice. And its powerful relational features and VBA integration make it suitable for developers, too.

PCW November '98, p220



Price £299 **Contact** Microsoft 0345 002000 **Also Recommended** FileMaker Pro 4 **Price** £169 **Contact** FileMaker 0845 603 9100 (PCW November '98)

DTP

Adobe InDesign

Seamless integration with Photoshop and Illustrator, as well as multi-line text formatting, make InDesign a serious contender to knock Quark Xpress off its professional DTP throne. Time-saving features and a competitive price make it an attractive proposition.

PCW August '99, p87



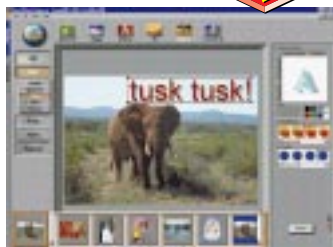
Price £468.83 (£399 ex VAT) **Contact** Adobe 0181 606 4000 **Also Recommended** Quark XPress 4.0 **Price** £816.62 **Contact** Quark 01483 451818 (PCW, June '99) • Adobe PageMaker 6.5 Plus **Price** £351.33 **Contact** Adobe 0181 606 4000 (PCW August '99)

IMAGE EDITING

Ulead PhotoExpress 2.0

Ulead has succeeded in removing the frustration factor often involved in getting to grips with digital pictures. PhotoExpress 2.0 is a pleasure to use, with a great, clearly structured interface and fast, in-depth tools. It has pre-set editing modes for the novice and custom adjustments for each editing function, so the power user will be kept happy, too.

PCW January '99, p202



Price £34.95 **Contact** BIT 01420 83811 **Also Recommended** Adobe PhotoDeluxe 3 **Price** £45.83 **Contact** Adobe 0181 606 4001 • Paint Shop Pro 5 **Price** £69.95 **Contact** Digital Workshop 01295 258335 (both PCW, January '99)

DRAWING

Corel CorelDraw 9

Still the Windows drawing package to own. Version 9 of this giant suite boasts better drawing and new interactive tools. Artists on a budget should check out Micrografx Windows Draw 6.

PCW June '99, Reviews, p80



Price £464.13 **Contact** Corel 0800 581028 **Also Recommended** Adobe Illustrator **Price** £351.32 **Contact** Adobe 0181 606 4000 • Freehand **Price** £327.82 **Contact** Macromedia 01344 458600 (both PCW, October '98)

INFORMATION MANAGERS

Starfish Sidekick 98



The best personal information manager boasts wide customisation abilities as its greatest strength. For heavyweight contact management, you need look no further than Goldmine 4 (see the details panel, below).



PCW August '99, p176

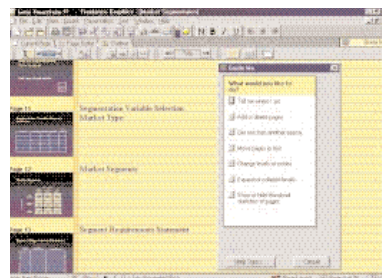
Price £39.99 **Contact** Starfish 0181 875 4455
Also Recommended Goldmine 4 **Price** £229 **Contact** AVG 0171 335 2222 (PCW August '99)

PRESENTATION GRAPHICS

Lotus Freelance 97



This is our choice for electronic presentations. For you, it may also come down to which office suite you own or are considering, but as part of Microsoft Office 97, PowerPoint won't let you down.



PCW March '98, p200

Price £49.35 **Contact** Lotus 01784 445808
Also Recommended MS PowerPoint 97 **Price** £325.47 **Contact** Microsoft 0345 002000 (PCW March '98)

REMOTE ACCESS

Traveling Software LapLink Tech

The high-end version of this extremely versatile product, LapLink Tech, has all the features of the standard version but also lets you print from the host machine onto a remote printer, or vice versa, and talk to whoever is using the host machine. It includes anti-virus and hard-disk cloning utilities.



PCW December '98, p233

Price £169.95 **Contact** Traveling Software 01344 383232
Also Recommended Symantec pcAnywhere **Price** £75.08 **Contact** Symantec 0171 616 5600 (PCW December '98)

WEB DESIGN

Macromedia Dreamweaver 2



An attractive and easy to use interface make this great for those looking for something with a little more power. Good table handling, and extensive formatting options on a single, centralised property inspector, make it a joy to use.



PCW April '99, p103

Price £229 **Contact** Computers Unlimited 0181 358 5857
Also Recommended Adobe PageMill 3.0 **Price** £92.83 **Contact** Adobe 0181 606 4000 (PCW March '99)

PROGRAMMING TOOL

Inprise Delphi 4



Delphi is not a cross-platform product, but does let you build browser-independent web applications. It reaches all the way from RAD business applications to fast graphics using DirectX. It beats Visual C++ on ease of use, and Visual Basic on performance.



PCW April '99, p198

Price from £92 to £1845 **Contact** Inprise 0118 932 0022
Also Recommended Symantec Visual Cafe **Price** £217 or £580 **Contact** Symantec 0181 317 7777 (PCW April '99)

ANTI-VIRUS

McAfee VirusScan Platinum

McAfee VirusScan Platinum's background scanning checks mail attachments, internet downloads and even ActiveX and Java applets for comprehensive protection.



PCW July '99, p86

Price £59.95 **Contact** Network Associates 01753 827500
Also Recommended Dr Solomon's HomeGuard **Price** £29 **Contact** Dr Solomon's 01296 318700 (PCW April '99)

Faxback Service

**Missed a feature or a review?
Try our 24-hour faxback service.**

Updated every month, our easy-to-use Faxback service gives you instant access to a complete range of product reviews, features and workshops via your fax machine. To use the service, simply follow the instructions below. Calls are charged at 50p per minute at all times, with an average duration of four minutes.

Our service is available 24 hours a day, 365 days a year.
(The faxback service is not available outside the UK).

- 1** From the choices below, **select the article(s) you wish to receive**. Note the number of pages in the article.
- 2** Using the handset on your fax machine, **dial 09065 600632**. If you do not have a handset, press the fax machine's On Hook or Telephone button, then enter **09065 600632** on the keypad.
- 3** There will be a vocal introduction to the Faxback service which will ask you to enter the code of the article(s) you require. The voice will then ask you to **press the Start / Send** button on your fax machine.
- 4** The article(s) you have requested will then come through your fax machine.

IMPORTANT INFORMATION

For the faxback service to work correctly, you must be referring to the current issue of *Personal Computer World* and have your machine set to use tone dialling (you may need to switch your machine from 'pulse' to 'tone').

If you have any problems with the *Personal Computer World* faxback service, please call 0171 412 3795. This helpline is open from 9:00am to 5:30pm Monday to Friday and calls are charged at the standard rate.

Faxback Table

PCs AND NOTEBOOKS	ISSUE	PAGES	CODE
Xeon server round-up	December-98	4	2006
Notebooks (budget, high-end & ultra slim)	March-99	9	2008
Pentium III PCs	April-99	5	2009
400MHz Celeron PCs group test	May-99	11	2010
PII vs PIII PCs	June-99	13	2011
K6-III PCs	July-99	12	2012
HARDWARE GROUP TESTS	ISSUE	PAGES	CODE
Sound cards	July-98	11	2104
Budget flatbed scanners	September-98	9	2107
Communications hardware	December-98	11	2110
Digital video	January-99	13	2111
Laser printers	February-99	12	2112
Colour inkjets	February-99	8	2113
USB & 1394	March-99	7	2114
Monitors (17in, 19in and flatpanels)	April-99	11	2115
Digital cameras	May-99	9	2116
Motherboards	May-99	14	2117
Removable storage	June-99	6	2118
3D graphics cards	June-99	6	2119
PDAs and handhelds	July-99	11	2120

PCW Faxback number: 09065 600632

Faxback Table (cont'd)

SOFTWARE GROUP TESTS	ISSUE	PAGES	CODE
Presentation tools	March-98	9	2202
Accounting and personal finance	June-98	11	2205
Information / contact managers	August-98	10	2207
Utilities	September-98	8	2208
Speech recognition	October-98	5	2209
Drawing (illustrative and technical)	October-98	11	2210
Databases	November-98	10	2211
Communications	December-98	10	2212
Image editing (budget)	January-99	11	2213
Image editing (high end)	February-99	8	2214
Web authoring tools	March-99	12	2215
Java and visual programming tools	April-99	8	2216
Desktop publishing	June-99	8	2217
Operating Systems	July-99	13	2218
HANDS ON WORKSHOPS	ISSUE	PAGES	CODE
Client/server databases part 1	April-98	3	2305
Client/server databases part 2	May-98	3	2306
Client/server databases part 3	June-98	4	2307
Client/server databases part 4	July-98	4	2308
Client/server databases part 5	August-98	4	2309
Instant messaging	November-98	3	2311
Linux part 1	January-99	3	2313
Linux part 2	February-99	3	2314
Linux part 3	March-99	3	2315
Web site construction part 1	March-99	3	2316
Web site construction part 2	May-99	3	2320
Web site construction part 3	June-99	3	2322
JavaScript	April-99	3	2317
Remote access	April-99	3	2318
Year 2000 solutions part 1 - hardware	April-99	1	2319
Year 2000 solutions part 2 - Windows	May-99	1	2321
Multiple Boot	July-99	2	2322
SMALL BUSINESS WORKSHOPS	ISSUE	PAGES	CODE
Choosing the right comms	August-98	5	2401
Building a small network	September-98	5	2402
E-commerce for small business	October-98	5	2403
Building your own web server	November-98	6	2404
Marketing your web site	December-98	4	2405
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IT training for your small business	April-99	4	2409
Backup solutions for your small business	May-99	4	2410
Encryption for e-commerce	June-99	3	2411
GENERAL FEATURES	ISSUE	PAGES	CODE
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PCW Service & Reliability Survey	October-98	12	2513

PCW Faxback number: 09065 600632

order form

**PERSONAL
COMPUTER
WORLD**

Use this form when you order by phone, fax or post.

SUPPLIER'S DETAILS

COMPANY

SALESPERSON'S NAME

ADDRESS

.....

..... POSTCODE

DATE OF TELEPHONE ORDER / / TIME

ORDER REFERENCE NUMBER (IF QUOTED)

DESPATCH REFERENCE NUMBER

CUSTOMER DETAILS

NAME

COMPANY

ADDRESS

.....

..... POSTCODE

DATE OF TELEPHONE ORDER / /

ORDERED BY: ☐ TELEPHONE ☐ FAX ☐ POST

ADVERT APPEARED IN PCW:

ISSUE DATE PAGE

QUANTITY	DETAILS OF ORDER	UNIT COST £	TOTAL £

METHOD OF PAYMENT

☐ PERSONAL CHEQUE ☐ PURCHASE ORDER ☐ CREDIT CARD

☐ C.O.D ☐ DEBIT CARD ☐ OTHER (SPECIFY)

CARD COMPANY

ISSUE NUMBER (debit cards only)

START DATE / / EXPIRY DATE / /

CARD NUMBER / /

SUB-TOTAL

DISCOUNT

CARRIAGE

SURCHARGES

VAT

TOTAL

SIGNED

DATE/...../.....

DAYTIME TELEPHONE NUMBER

DELIVERY ADDRESS

..... POSTCODE

AGREED DELIVERY DATE / /

Purchasing Guidelines

There are several steps you can take to help ensure that the buying process is smooth and trouble free. We'd like to suggest these main guidelines:

● KEEP RECORDS

When you phone a supplier, make a note of the name of the person you speak to, and when. Note down any claims they make for the product in which you are interested, or any specifications they mention. If you are unsure that what they are offering is right for the task, then ask.

● GET A FULL SPEC OF THE MACHINE

Before you place an order for a machine, insist on being faxed or emailed a full specification, detailing all components and peripherals. Check what is included: for example,

when buying a printer, are all cables and cartridges bundled in? If you've used a review in a magazine to guide your decision, make sure that what is quoted matches what you have read. Sometimes, machine specifications can change from what is sent for review.

● BE CLEAR ABOUT SUPPORT AND WARRANTIES

Make sure that you get a warranty which suits your needs, and which is fully detailed in the quotation. If you need swift repairs, consider paying extra for an eight-hour repair service. Also make sure you understand what service you can expect to receive, including who pays for couriers if your machine has to be returned for repair.

● USE CREDIT CARD PROTECTION

When you place your order, use a credit card. The Consumer Credit Act ensures that credit card purchases between £100 and £30,000 are covered. Check the address to which the goods will be sent. Often, if you buy with a credit card you can only receive the goods at the address on the card. If you are buying over the internet, make sure you are using a secure server, sometimes denoted by the prefix 'https'.

● SET DELIVERY DATE AND CHECK WHAT'S DELIVERED

This gives you some comeback if the goods are not delivered on time. When the goods arrive, check the packaging before you sign for them, to guard against damage in transit.