

Delay blamed on production

I ordered a home computer from JS&A Sales in November. Delivery was to be in four to eight weeks. In December, I received a card saying it would be a few weeks more. I still have not received it. What is holding this up? I want the computer.

— Vernon James, San Jose

Mary Stanke with JS&A, says the latest word from the manufacturer is production "should" resume in two weeks. A production problem halted all shipments from the manufacturer, she says. The dates told to you were what the manufacturer told JS&A. But, Stanke says, no units arrived. She says JS&A will not cash checks or charge credit card accounts until a unit is sent.

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