

Pick of the week

Your telly

You definitely won't want to miss these TV treats



DON'T MISS

Hitmen, Sky One

The dream duo Sue Perkins and Mel Giedroyc are back together and we couldn't be happier – but this time they aren't helping bakers with their soggy bottoms, they are contract killers! They play best friends Fran (Sue) and Jamie (Mel) who have stumbled into the world of killers for hire. The pair go on numerous adventures in their clapped-out van, and while it sounds violent, it's more about the test to their friendships and their moral dilemmas over their targets. The inept killers clash as the bodies rack up. Naive Jamie simply wants to enjoy hanging out with her best friend, whilst sensitive and more level-headed Fran questions if this is the life she wants.

Born To Be Different, Channel 4

Since 2003, Channel 4 have been following the lives of six families who are raising a disabled child and the bittersweet challenges they have faced over the years. In this 10th visit, we catch up with the now grown-up and much-loved kids, including Zoe, who was born with a condition called arthrogryposis. Over the years she has had many surgeries on her legs and arms which have improved her mobility but have dominated her childhood. Has it all been worth it?



Mister Winner, BBC One

Mister Winner stars comedian Spencer Jones in the title role as the ironically named lead character Leslie Winner. It follows the misadventures of a calamitous man as he tries to win over his disapproving father-in-law, played by Shaun Williamson, AKA Barry from EastEnders! Leslie is a well-meaning optimist who finds himself in chaos, thanks to a combination of silly decisions and bad luck. However, the pressure is on now for Leslie to finally pull himself together, as he prepares for his wedding to fiancé Jemma (Lucy Pearman). Also stars the wonderful Harriet Thorpe (Absolutely Fabulous) as Leslie's mother.

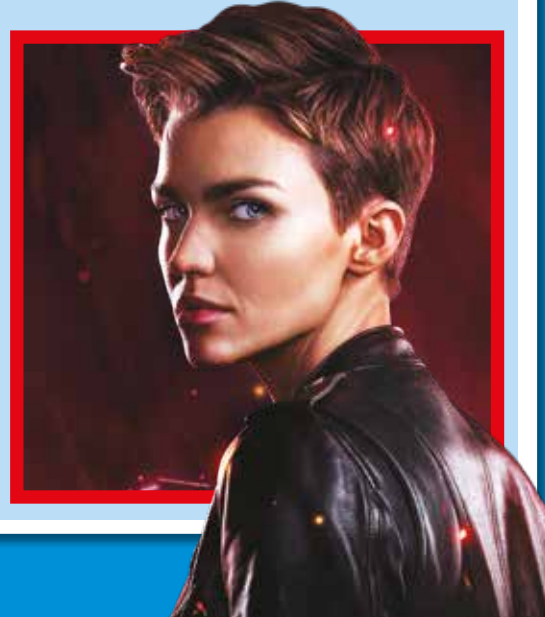


All Round To Mrs Brown's, BBC One

Mrs Brown is back as she invites the nation round to her house for a new series of the Saturday night entertainment show where only the bravest celebrities pop round to visit. Guests will be put on the spot on The Cathy Brown Show, where Agnes does her best to hold back, but with little success. Kicking off the new series, Agnes and Cathy welcome global icon Caitlyn Jenner, star of stage and screen John Barrowman and his larger than life parents, plus music and chat from frontman Danny O'Donoghue and The Script.

Batwoman, E4

Following its huge success in the US, we are finally getting the new female caped crusader on our screens! Ruby Rose (Orange is the New Black) plays Kate Kane who is the first openly gay female lead of a live action superhero show. Three years after Batman mysteriously disappeared, Gotham is in despair, overrun by criminal gangs. Kate returns home when the Alice in Wonderland gang target her father Jacob (Dougray Scott) and his security firm. In order to help her family and her city, she'll have to become the one thing her father loathes – a dark knight vigilante. With the help of some loyal sidekicks, she battles evil – while continuing the legacy of her missing cousin Bruce Wayne. Go Batwoman!



Talking shop

Mystery shopping consultant and consumer author of *Are You Being Served*, Lady Janey is here to answer your customer based questions.



Q I'm not very good at complaining when I'm not happy with the service or the quality of the product. How do I do so, and get my money back, without being rude to the staff? *Meredith, Glasgow*

A Be calm, clear and keep your complaint simple. Explain exactly what has happened, when and where. State what you would like the company to do to resolve the issue. Under the Consumer Rights Act 2015, products should be of satisfactory quality, as described, fit for purpose and last a reasonable amount of time. If this isn't the case, then you have grounds to claim your money back. A complaint is just feedback in disguise.



Not needed

Q I want to return an item within the refund period, but I've lost my receipt. What are my rights? *Quinn, Hull*

A You do not need a receipt in order to obtain a refund, as proof of purchase of some kind will suffice. However, regardless of whether you are in the refund window, you are only legally entitled to a full refund if the product is faulty under the Consumer Rights Act 2015 and rejected within 30 days. A refund for any other reason is down to the retailer's discretion and it's wise to check terms and conditions before making a purchase.

Q When I buy from Trainline, it directs me to a cash back site. Are these kind of things too good to be true? *Heather, Braintree*

A First of all, Trainline charge a booking fee for the purchase of rail tickets. Other platforms do not, so it's worth checking them out first. Quidco and TopCashback are the two biggest players in the cashback market with both claiming that their members save around £300 on average per year. If you were going to make the purchase anyway and they are on a cashback site, then you may as well take advantage of the offer to save money.

Q I went to return a pair of trainers just two days after purchasing, but was told I had to exchange as they don't offer refunds. Is this allowed? I couldn't understand it! *Yazz, Bristol*

A Terms and conditions for refunds and exchanges should be clearly displayed. They are often printed on the back of receipts or there are signs at the payment desks. Under the Consumer Rights Act 2015, you have no legal right of return unless the item is faulty. Many retailers do allow returns and exchanges, but it's at their discretion.

Q Are companies allowed to enforce a minimum card payment or charge you if you spent less than £5? *Melissa, Exeter*

Is it allowed?

A Yes, under the new directive, some small shops or pubs still have a £5 or even a £10 minimum spend before they will accept a card due to banking charges incurred. This is not illegal. However, they are not allowed to charge you if you spend less than this. You will just have to pay by cash or purchase something to the value of the minimum spend.

For more help, visit: ladyjaney.co.uk

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