

He said that the mattress would be made up according to my weight and according to the number of persons that would be sleeping on it.

I told him that I had recently been involved in an automobile accident, suffering from pains of the back, neck, legs, and knees. He stated that I could see that his mattress was the very thing that I needed.

He said that this mattress with all these features would cost me only \$98, plus tax. I decided that I would try to take the mattress because I was in constant pain and I did want relief, and the cost was not very high.

He told me that a special box spring would have to accompany the mattress in order to get the full benefit out of the mattress. He also stated that both pieces were guaranteed for life and would cost only \$199. After agreeing to purchase both pieces, I was then asked for a \$12 deposit which would enable him to put my order in with the company.

I gave him a check for \$12, payment on the \$199. He told me that the regular payments would start 1 month later. We sort of hashed about the payments per month, in which I let him know I could pay no more than \$10 a month. He said he would work something out to fit my budget. That I would be receiving the mattress and box spring within a couple of weeks. This was when the trouble began.

The mattress did not meet the features he said I would be getting from it. I complained to the company that the mattress was very hard and was very much dissatisfied. Their reply to me was that I would have to sleep on it a while in order to get used to it. After a couple of days, I could stand it no longer, my back was aching, not to mention being stiff and sore. Again I called the company and asked them to come and get it. They said they would send a man, a mattress adjuster, to look at it. He came, took my measurements, and asked a lot of questions, then told me that the mattress I had did not measure to my specific measurement. It took another 2 weeks before the second mattress set was delivered, in which time the first set was picked up.

Later I received a letter from a finance company that my contract with the custom-built mattress company had been turned over to them. I did not know, and was not told by the company, that this was going to be done. The finance company stated that my payments would be \$11 per month for 24 months, plus delivery charges of \$7 and \$6 for taxes. The total cost after I figured it out would be \$277, which is a whole lot different from the \$199 I was told by the company (custom-built mattress) in the beginning.

I am looking in the mail every day, wondering whether I will be receiving new payments or being refinanced again.

Mr. WILLIAMS. Thank you, Mrs. West.

We will next hear from Mr. Leo Coward.

STATEMENT OF LEO COWARD

Mr. COWARD. Honorable Senator, I sold cookingware for the Century Metalcraft Co., a corporation, 2265 Westwood Boulevard, Los Angeles, Calif., for 2 years. During this time there were five contracts that were not approved by the company.