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Tony Levene

ARTICLE CONCERNING MRS ROSALIND FRANKLIN AND DIGGORY PRESS

Profile

Tony Levene writes for Guardian Money and specialises in consumer affairs.

Capital letters

Consumer champion Tony Levene fights for your rights

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No rhyme ... nor reason

As well as my day job, I write and perform poetry. I have been asked many times for printed copies of my verse. I found Diggory Press in Cornwall - a "print-on-demand publisher" - in early June. I paid £279 through Paypal for its "silver service" which promised to produce books from a computer disk to a high standard, including full colour covers.

Since then, I have had nothing despite repeated emails. I complained to Paypal but fell foul of its 45-day limit on complaints. Please help.

DS, Kent

Diggory Press promises much on its impressive website - and features satisfied authors including Conservative MP Bill Wiggin who wrote a glowing testimonial about a book he wrote.

But you paid three months ago to have a volume of poetry printed and now the process has ground to a halt.

You were told you would get the books by early August at the latest - instead, you have no volumes to sell while Diggory has your money and does not respond to your emails.

Yours is not an isolated case. Capital Letters knows of at least 15 disappointed authors, many now using the legal process to demand refunds from £300 to more than £5,000.

Diggory is run by director Rosalind Miriam Franklin, 38 and her husband Nigel, 44. She also runs Kingdom Come Publishing whose "statement of faith" states it "has received a mandate to go forth to the Nations, offering new authors a chance to impact the world with the gifts God has entrusted to them".

Capital Letters sent several emails to Franklin. Other than an acknowledgement, there was no response.

There is no phone. The site says: "We are extremely busy. We do not deal with authors by telephone - ever - without exception."

As for Paypal, its 45-day limit is simply not fit for any purchase which was always going to take a long time to deliver by its very nature.