

Sendt 10 marts:

Hi Ken

I'm a little sad to have to write this mail to you, but have to do it, to tell you about our discontent, so you can make it better in the future!

It is about the 2. edition of our JFT which was published some time ago.

Fact is that the work with the bookbinding is beneath criticism, the book can't stand being used. I don't know if it's the quality of the glue you use or if it's bad craftsmanship, nevertheless the fastening of the book does not hold. The spine get loose, the pages fall apart, as you can see on the pictures attached (it's my own copy, and that happen after only a month). And asking around many members tell me that the same happen to theirs.

You (or Ushi) tells us "we need to observe publication standards as a publishing house, which is what we are", this is not an acceptable standard for a publishing house. If I had bought this book at a bookstore, I wouldn't hesitate to go to the store and ask for a new copy, but I know this is a little difficult in this case. But the least we can expect is that you make better work when the next portion is going to be printed. And thinking of "It works" which I hope you are about to print very soon, I hope you make that in hard cover, and make a professional job with that!

On behalf of the Danish NA fellowship
hugs from Mogens

Den 12 marts svarede Ken:

Hi Mogens and everyone!

Gee...sorry to hear about this. I have forwarded your email to Fatia. She will respond to you about this soon.

Hugs! have a good evening! Ken

Den 8 maj - da vi ikke hørte noget:

Hi Ken

How are life in California - in Denmark we finally enjoy that spring has come!

We have 3 items by you: "It Works: How and Why" - two service pamphlets: "Social media" and " Persons Receiving Medication-Assisted Treatment" - how is it going with the printing of these?

And then there are the problem with the "miserable" new JFT - what are you planning to do with that?

Have a nice day - hugs from Denmark - Mogens RN

Som han svarede på samme dag:

Hi Mogens and everyone!

Life is good. We just finished the conference. It was a long week. Is everyone enjoying the spring?

I am sorry for the long delay in your *IW, Social Media, and Persons Receiving....* Things were put on hold due to the preparation of the conference. However, *IW* is at the top of the list.

I will let you know more as soon as I know more about these pieces.

I have sent an email to Fatia about your JFT. I am surprised that she hasn't responded to you about this. I will send her another email.

We will be in touch soon. Hugs! have a good evening! ken

Da vi stadig den 14 juni intet har hørt sendte jeg denne til Fatia:

Hi

Back in March (10) I mailed you (by Ken) about the new edition of the Danish Just for today, about the standard which in no way is acceptable! It simply fall apart after being opened a few times.

This is 3 month ago, and still - no answer, no reaction and no action. You still sell this miserable product and you as usual don't answer our mails.

This is in no way ok. You have to stop selling them, call the copies back from Brussels and fix it somehow. I don't know if it's possible to put new and better glue on them or what can be done, but that's your problem and your responsibility!

In no way it's acceptable to keep selling books that you have been told is worthless, so I expect you take action now!

On behalf of the LTC-Denmark and the Danish NA Fellowship
Mogens (chair LTC-Denmark)

Samtidig har SoV's litteratur ansvarlig sendt denne til WSO Europa:

Hi guys.

We have some serious problems with the new edition of Bare For I Dag. It falls apart after a few readings probably because of the glue!

And that's not okay for a book created for daily readings.

As the chair for the literature committee in our area I receive many complaints from our members, all telling the book falls apart. And I have a lot of copies left and feel quite bad continuing selling them...

The chair of the translating committee has written WSO about the problem, more than once, but still haven't got any reply.

I hope you can help us with a valid answer and stop selling the mentioned edition.

A hardcover edition would be nice and also the best solution for us all.

Thank you for your service.

Hugs, Erik BK

Den 14 juni kom så dette svar fra Fatia!

Dear Mogen:

I sincerely apologize for this long silence, but since we received your dissatisfaction of the JFT books we have taken some production measures to improve these books that have been implemented recently.

Please let us know the numbers of defective books that we will replace with new production. Your input and understanding are very much appreciated.

Thank you for your patience, Fatia

Og Poul (WSO-Europa) svarer den 16:

Dear Erik,

All our apologies for this problem, I emailed to our production manager and she sent a reply to your translating committee yesterday.

It seems that our production team now use a better glue for the binding and that problem is resolved. But please let us know the number of defective books and we will replace them as soon as possible.

Den 21 juni skrev jeg så til Fatia:

Hi Fatia

Thank you for the long awaited answer - maybe you'll surprise me and answer in weeks next time ;o)

Sounds good that you have some improvement in the production, but does that mean you can repair all this defect book? Or is it only better production in the future?

You may correct me if I'm wrong - but I assume that you only have made one edition of this JFT - meaning that all the books that are at stock at WSO, in Brussels and the one we have in Denmark, were printed and produced last summer, and that you haven't made second printing? Or?

If that's so - the simple answer to your question on how many defective there is - will be "all of them". I had 4 books in my hand the other day, they were in my home group and have just been lying there to sell, as soon as I open them, they fall apart. And of course the book lying in boxes WSO-Europe looks fine as long as they lay there but as soon as you do the same they will fall apart too. **So they can't be sold!**

So sad to say - all the stock is bad. *And the first you got to do, is stop selling them from the online page in WSO-Europe, announce on the page that they are not for sale before new prints come! And call them back if you can repair them.*

Then there is they question with the ones that already have found their way to Denmark. How do we do the replacement? Do you imagine that we should gather all the books together and send it back to Brussels? That will be some job, and cost a lot of cash to do! Of course I can find out how many the areas have in stock and how many they have sold, and we can gather them together, it will just take some time to organize.

And when will there be new prints ready?

Hope we can solve this in cooperation.

In loving service - Mogens