

## Index

- AB Electrolux (AB Electrolux) 8.14
  - cold food storage, market share 7.115, 7.120
  - dishwashers, market share 7.96
  - financial results, accounts 2.76, 8.6
  - subsidiary-*see* Emaco
  - tumble driers, market share 7.71
  - washing machines, market share 7.44
- Admiral
  - cold food storage, market share 7.115
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1
      - in favour of 5.135
      - member of 5.234
- Advertising
  - by dealers 2.115-2.117, 2.117, 3.112-3.114, 3.114,
    - 4.112-4.114, 5.112-5.114, 9.121-9.127, 10.63-10.65, 14.113, 14.148, 14.176, 14.214, 14.240, App 10.4
    - expenditure 8.64
  - by suppliers 8.63, 8.63-8.65, 13.41, 13.215, 13.234, 13.318, 13.346, 13.426, 13.483, 13.524, 13.561, 13.588
  - complaints 10.69
  - funding by suppliers 2.115, 2.118-2.120, 3.112, 3.115-3.117, 4.112, 4.115-4.117, 5.112, 5.115-5.117, 8.63-8.65, 10.63-10.67, 10.103-10.104, 13.40, 13.104-13.106, 13.187, 13.190, 13.227, 13.389, 13.482, 13.569, 14.71, App 9.1
    - value to retailers 2.121, 3.118, 4.118, 5.119
    - views of, Dixons 10.70
  - point-of-sale material 2.120, 3.117, 4.117, 5.118, 13.427
  - of prices 8.63, 9.108, 10.28-10.29, 10.36, 10.59, App 9.1
  - of RRP's 2.117-2.119, 10.32-10.33, 10.35, 10.62, App 9.1, App 10.10
    - views of, JLP 9.127
  - solus advertising, views of ScottishPower 9.121
  - views of, CA 15.7
    - Emaco 13.88, 13.120, 13.153, 13.160
    - Freemans 14.297
    - Hoover 13.198
    - James H Donald 14.171
    - Miele 13.572
    - Philco GB 13.325
    - Powerstore 14.98
    - Whirlpool 13.428
- AEG
  - advertising expenditure 8.63
  - brands, models 8.61
  - cold food storage, market share 7.115, 9.78
  - complex monopoly situations
    - first complex monopoly (prices), washing machines, views-*see* Emaco
    - (*see also* Complex monopoly situations and MMC)
  - discounts, to retailers 10.106
    - (*see also* Prices, discounts)
  - dishwashers, market share 7.91, 9.78
  - AEG-*contd*
    - distribution policies
      - selection criteria for supply 12.22-12.24
      - (*see also* Distribution and Emaco)
    - manufacturers-*see* Electrolux, Emaco and Creda
    - parent-*see* Emaco
    - tumble driers, market share 7.64, 9.78
    - washing machines, market share 7.37, 9.78
      - prices 11.34
      - retailer sales 11.34
- Aldi Stores Limited 12.92
  - retail outlets 14.244
  - supply 14.244
  - views 14.244
- Allders Department Stores Ltd (Allders)
  - advertising 9.123
  - cold food storage, market share 7.129, 7.132
  - company, history 9.47
  - dishwashers, market share 7.129, 7.132
  - margin support 10.128
  - market 14.180-14.182
  - product selection 9.76
  - retail outlets 9.47, 9.95, 14.179
  - tumble driers, market share 7.129, 7.132
  - washing machines, market share 7.129, 7.132
  - views 14.179-14.193
- AMDEA-*see* Association of Manufacturers of Domestic Electrical Appliances
- AMS-*see* Antonio Merloni SpA
- Anti-competitive practices-*see* Public interest
- Antonio Merloni Spa (AMS) 8.46, 13.470
  - cold food storage, manufacturer 7.121
  - dishwashers, manufacture 7.97
  - subsidiary-*see* Servis UK Limited
  - supplier to Servis 8.35
  - tumble driers, manufacture 7.73
  - washing machines, manufacture 7.40
- Apollo 2000 Ltd 9.35
  - views 14.176
- Appliance Care Ltd 8.29, 13.328
  - (*see also* BSDA)
- Ariston 7.16
  - brands, models 8.61
  - cold food storage, market share 7.115
  - discounts, to retailers 10.106
    - (*see also* Prices, discounts)
  - dishwashers, market share 7.91, 9.78
  - distribution policies
    - selection criteria for supply 12.30
    - (*see also* Distribution, suppliers' policies, MDA)
  - manufacturers-*see* Merloni and Crosslee
  - parent-*see* MDA
  - RRP determination 10.17
  - sales by retailers 9.66
  - supply 13.255
  - tumble driers, market share 7.64
  - views of MDA 13.254-13.257, 13.268
  - washing machines, market share 7.37, 9.78
- Asko Appliances Ltd (Asko)
  - cold food storage, market share 7.115

- company, organization 13.602
- Asko Appliances Ltd-*contd*
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1
        - in favour of 5.135
        - member of 5.234
      - (dishwashers) 4.196-4.198, 4.229, App 4.1
        - in favour of 4.236
        - member of 4.235
      - (tumble driers) 3.194-3.196, 3.227, App 3.1
        - in favour of 3.234
        - member of 3.233
      - (washing machines) 2.199-2.201, 2.232, App 2.1
        - in favour of 2.239
        - member of 2.238
    - (see also Complex monopoly situations and MMC)
    - dishwashers, market share 7.91
    - distribution policies 12.58
    - tumble driers, market share 7.64
    - views 13.602-13.606
    - washing machines, market share 7.37
  - Association of Manufacturers of Domestic Electrical Appliances (AMDEA) 8.59
    - membership 15.15
    - views 15.15-15.17
    - views of Asko 13.606
- Atag
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1
        - in favour of 5.235
        - member of 5.234
      - (dishwashers) 4.196-4.198, 4.229, App 4.1
        - in favour of 4.236
        - member of 4.235
      - (washing machines) 2.199-2.201, 2.232, App 2.1
        - in favour of 2.239
        - member of 2.238
    - second complex monopoly (withholding of supply)
      - (cold food storage) 5.236-5.239, 5.256, App 5.2
        - in favour of 5.259
        - member of 5.258
      - (dishwashers) 4.237-4.240, 4.257, App 4.2
        - in favour of 4.260
        - member of 4.259
      - (washing machines) 2.240-2.243, 2.260, App 2.2
        - in favour of 2.263
        - member of 2.262
    - (see also Complex monopoly situations and MMC)
    - dishwashers, market share 7.91
    - distribution policies 12.58
- Atlant
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1
  - Atlant, complex monopoly situations, first complex monopoly (cold food storage)-*contd*
    - in favour of 5.235
    - member of 5.234
- B&Q plc (B&Q)
  - distributors 12.34
    - (see also Distribution)
  - fitted kitchens 14.34
  - parent-see Kingfisher plc
  - prices-see Prices
  - retail outlets 14.308
  - sales 14.308
  - views 14.308
- Balay
  - dishwashers, market share 7.91
- Barriers to entry 1.6-1.7, 7.44, 7.47, 7.73, 7.97-7.98, 7.121, 7.123
- Bauknecht Hausgeräte GmbH (Bauknecht)
  - brand 13.404
    - models 8.61
  - cold food storage, manufacturer-see Whirlpool
  - market share 7.115
  - discounts, to retailers 10.106
    - (see also Prices, discounts)
  - dishwashers, market share 7.91
    - supplier-see Whirlpool
  - parent-see Whirlpool Corporation
  - tumble driers, market share 7.64
    - supplier-see Whirlpool
  - washing machines, market share 7.37
    - supplier-see Whirlpool
- Baumatic
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1
        - in favour of 5.135
        - member of 5.234
      - (dishwashers) 4.196-4.198, 4.229, App 4.1
        - in favour of 4.236
        - member of 4.235
- Beko (UK) Ltd (Beko)
  - advertising-see Advertising
  - cold food storage, brands 13.549
    - market share 7.106
    - models 8.61
  - distribution policies-see Distribution
  - manufacturer 8.38
  - market share 5.27, 7.116
  - sales value 7.122, 8.38
  - supply 5.16, 13.553
    - negotiation 13.556-13.561
    - to Iceland 8.38
    - to mail order companies 13.563
    - to warehouses 13.564
    - to wholesalers 13.562
  - company, history 8.38
  - organization 13.549
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1

- 5.1
  - in favour of 5.235
  - member of 5.234
- Beko (UK) Ltd, complex monopoly situations
  - second complex monopoly (withholding of supply)
    - (cold food storage) 5.236-5.239, 5.256, App 5.2
      - in favour of 5.259
      - member of 5.258
    - views 13.549-13.569
- Bennetts (Retail) Ltd (Bennetts) 9.35
  - extended warranties 14.166
  - financial results, turnover 14.166
  - margin support-*see* Gross margins, views
  - observations App 10.10 (A19, B18, C18, D23)
  - parent-*see* Berrys Group Limited
  - retail outlets 14.160
  - supply 14.162
  - views 14.160-14.166
- Berisford plc 14.307
  - subsidiary-*see* Magnet Limited
- Berrys Group Limited 14.160
  - subsidiary-*see* Bennetts (Retail) Ltd
- Birmingham Combined Independents 2.46, 8.57
- Blackburn & Swallow Limited, views 14.178
- Blomberg AG
  - brand, manufacturer-*see* Groupe Brandt
  - cold food storage, market share 7.115
  - dishwashers, market share 7.91
  - parent-*see* Groupe Brandt
  - supply to Comet 8.41, 9.21
  - tumble driers, market share 7.64
  - washing machines, market share 7.37
  - (*see also* Comet, Cold food storage, Dishwashers and Washing machines)
- Booker Belmont Wholesale Limited (Booker), company
  - history 2.40, 3.38, 4.38, 5.39
- Bosch and Siemens Domestic Appliances Ltd (BSDA)
  - advertising expenditure 8.63
  - after-sales service 8.29
  - brands, models 8.61
  - cold food storage, brands, market share 5.28, 7.115, 7.120, 9.78
    - manufacture 5.17
    - market share 5.27, 9.79
    - supply 5.16
  - company, history 8.28
  - organization 13.328-13.330
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-197, 5.228, App 5.1
        - in favour of 5.235
        - member of 5.234
      - (dishwashers) 4.196-4.198, 4.229, App 4.1
        - in favour of 4.236
        - member of 4.235
      - (tumble driers) 3.194-3.196, 3.227, App 3.1
        - in favour of 3.234
        - member of 3.233
      - (washing machines) 2.199-2.201, 2.206, 2.232, App 2.1
        - in favour of 2.239
    - member of 2.238
    - second complex monopoly (withholding of supply)
      - (cold food storage), findings of MMC 5.258-5.259
- Bosch and Siemens Domestic Appliances Ltd, complex monopoly situations, second complex monopoly (withholding of supply)-*contd*
  - (dishwashers), findings of MMC 4.259-4.260
  - (tumble driers), findings of MMC 3.256-3.257
    - (washing machines), findings of MMC 2.262-2.263
  - (*see also* Complex monopoly situations and MMC)
  - discounts, to retailers 10.106
    - (*see also* Prices, discounts)
  - dishwashers, brands, market share 4.27-4.28, 7.91, 9.78
    - manufacture 4.16
    - supply 4.15
      - market share 4.26, 7.92, 7.96, 9.79
  - distribution policies 12.33-12.35
    - (*see also* Distribution, suppliers' policies)
  - financial results, sales 8.30
  - mail order companies, negotiations 10.75
  - margin support to retailers 10.133
    - (*see also* Gross margins)
  - market share, sales value 8.30
  - parent-*see* Bosch-Siemens Hausgeräte GmbH
  - price determination-*see* Prices
  - reference goods, brands supplied-*see* Bosche, Neff, Siemens
    - manufacture 8.10, 8.29
  - RRPs-*see* Prices, RRP
  - subsidiaries-*see* Appliance Care Ltd and Safel UK Ltd
    - supply 13.329
      - negotiations 13.340-13.342
        - to CIH 13.337
        - to mail order companies 13.358
        - to warehouse clubs 13.359-13.360
  - tumble driers, brands, market share 7.64
    - manufacture 3.16
    - supply 3.15
      - market share 3.26, 7.67, 7.71
  - washing machines, brands, market share 2.28, 7.37
    - manufacture 2.18
    - supply 2.17
      - market share 7.39, 7.44
  - views 2.164, 2.206, 2.251, 3.201, 3.240, 4.202, 4.242, 4.248, 5.202, 5.241, 5.247, 13.328-13.374
    - (*see also* Creda)
- Bosch-Siemens Hausgeräte GmbH (Bosch-Siemens) 8.28, 13.328
  - parents-*see* Robert Bosch GmbH and Siemens AG
  - subsidiaries-*see* BSDA, Gaggenau and Neff GmbH
- Brands
  - brand loyalty 7.16-7.18, 7.81, 7.98, 7.106, 7.123, 8.3
  - cold food storage-*see* Cold food storage, brands
  - dishwashers-*see* Dishwashers, brands
  - international comparisons 10.145

- views of Whirlpool 10.145
- market entry, views of MMC 2.72, 3.70, 4.69, 5.70
- tumble driers-*see* Tumble driers, brands
- washing machines-*see* Washing machines, brands
- views of, Allders 14.181
  - Beko 13.551-13.552
- Brands, views of-*contd*
  - BSDA 13.335
  - CDA 13.213
  - Comet 14.37-14.38, 14.43
  - Crosslee 13.511
  - Emaco 13.85, 13.91
  - Gaggenau 13.377
  - GDA 13.10, 13.24-13.27
  - Grattan 14.301
  - HoF 14.197
  - JLP 14.207
  - Littlewoods 14.279
  - MDA 13.247, 13.254-13.257
  - PriceCostco 14.331
  - ScottishPower 14.57
  - SEEBOARD 14.111
  - Servis 13.471
  - suppliers 2.172
  - Thorn 14.333
  - Whirlpool 13.408-13.409, 13.420, 13.441
- Bridisco Ltd, wholesaler 8.49
- British Code of Advertising and Sales Promotion* 9.108
- British Gas Energy Centres Limited, views 14.245
- British Retail Consortium (BRC) 9.149
  - Code of practice* 15.9
  - views 15.18-15.21
- British Standards 7.7
- Broadbent Televisions 2.151
  - observations 2.151(c), App 10.10 (A8)
- BSDA-*see* Bosch and Siemens Domestic Appliances Ltd
- The Business Book for the Electrical Retail Market in Great Britain* (Chalvington Press 1996) 9.105
- Candy Domestic Appliances Ltd (formerly Kelco Ltd) (CDA)
  - advertising expenditure 8.63
  - brands, models 8.61
    - supplied-*see* Candy, Electra, Hoover, Iceline, Kelvinator, Nova Scotia, Zerowatt
  - cold food storage, own brand, market share 5.28-5.29, 7.115, 9.78
    - manufacture 5.17
    - (*see also* Candy, Kelvinator and Vestfrost)
  - supply 5.16
    - market share 5.27, 7.116, 9.79
    - to Candy 8.22
    - to Iceline 8.22
    - to Kelvinator 8.22
    - to Nova Scotia 8.22
- company, history 8.21
  - organization 13.211-13.212
- complex monopoly situation
  - first complex monopoly (prices)
    - (cold food storage) 5.195-5.197, 5.228, App 5.1
    - in favour of 5.235
    - member of 5.234
  - (dishwashers) 4.196-4.198, 4.229, App 4.1
    - in favour of 4.236
    - member of 4.235
  - (tumble driers) 3.194-3.196, 3.227, App 3.1
    - in favour of 3.234
    - member of 3.233
- Candy Domestic Appliances Ltd, complex monopoly situation, first complex monopoly (prices)-*contd*
  - (washing machines) 2.199-2.201, 2.205, 2.232, App 2.1
    - in favour of 2.239
    - member of 2.238
  - (*see also* Complex monopoly situations and MMC)
- discounts, to retailers 10.106
  - (*see also* Prices, discounts)
- dishwashers, own brand, market share 7.91, 9.78
  - manufacture 4.16
  - supply 4.15
    - market share 4.26, 7.92, 7.96, 9.78
    - suppliers-*see* Candy and Crosslee
- distribution policies 12.40-12.41
  - selection criteria for supply 12.40
  - (*see also* Distribution)
- financial results, sales 8.23
- Kelco Limited 8.21
  - manufacture 8.22
  - market share 5.27, 7.116, 8.23, 9.79
- parent-*see* Candy SpA
- prices-*see* Prices
- retailers supplied (*see also* Comet, Currys, Iceland, RECs)
  - supply, negotiations 13.218-13.220
    - to CIH 13.221-13.222
    - to mail order companies 13.237
    - to retailers 8.22, 9.21, 13.212
    - to warehouse clubs 13.225
    - to wholesalers 13.221-13.224
    - (*see also* CDA, distribution policy)
- tumble driers, own brand, market share 7.64
  - manufacture 3.16
  - (*see also* Hoover and Crosslee)
- supplier, market share 7.67
- supply 3.15
  - own brand 3.15
  - market share 3.26
- washing machines, own brand, market share 2.29-2.30, 7.37, 9.78
  - manufacture 2.18
  - prices 11.34
  - retailer sales 11.34
  - supply 2.17
    - market share 2.28, 7.39, 9.79
  - views 2.205, 3.202, 4.206, 5.201, 13.211-13.240
- Candy SpA (Candy) 8.18, 13.211
  - subsidiaries-*see* CDA and Hoover
- Cargo Warehouse Club plc (Cargo Club)
  - company history 2.39, 3.37, 4.37, 5.38, 9.133
  - distributors 12.31, 12.55
  - (*see also* Distribution)
  - membership 2.39, 3.37, 4.37, 5.38, 9.133
  - observations App 12.2 (A9,B8,C9,D11)
  - parent-*see* N&P

- sales 14.312
- supply
  - withholding of supply
    - by GDA 2.352, 3.349, 4.349, 5.348
    - by suppliers 2.177, 3.172, 4.174, 5.176, 13.64, 14.311, App 12.2
    - (see also Distribution, withholding of supply, Complex monopoly situations and Public interest)
- Cargo Warehouse Club plc, supply-*contd*
  - views of, GDA 13.62-13.65
    - Hoover 13.193
    - Hotpoint 13.64
    - MDA 13.266
    - Philco GB 13.315
    - Servis 13.477
  - views-see Nurdin & Peacock
- CDA-see Candy Domestic Appliances Ltd (formerly Kelco Ltd)
- Chip Shop (Business to Business) Ltd (Business to Business)-see Makro
- CI North Limited 2.46, 8.57
- CI(CNS) Limited 2.46, 8.57
- CIH-see Combined Independents (Holdings) Ltd
- CIR(NI) Limited-see Combined Independent Retailers (NI) Ltd
- CITER (Wales and West) Limited 2.46, 8.57
- CIU-see Combined Independents of Ulster
- Clydesdale chain 2.50
- Coefficients of variation (covars)-see Prices, analysis
- Co-operative Retail Society (CRS)
  - retail outlets 9.51
- Co-operative Wholesale Society Ltd (CWS)
  - company, organization 14.232
  - market 14.233-14.235
  - retail outlets 9.50, 14.232
  - views 14.232-14.240
- Co-operatives
  - cold food storage, market share 7.129, 7.132
  - dishwashers, market share 7.129, 7.132
  - tumble driers, market share 7.129, 7.132
  - washing machines, market share 7.129, 7.132
  - (see also CIH, CWS and CRS)
- The Code of Practice for Traders on Price Indications Order (SI 2078 1988) 2.317, 3.312, 4.314, 5.313
  - views of, Emaco 13.134
- Cold food storage
  - brands 5.19-5.22
    - best sellers 9.90
    - brand loyalty 5.68
    - exclusive brands 5.65
    - market share 5.27-5.28
    - models 8.61-8.62
    - (see also Admiral, AEG, Ariston, Asko, Beko, Blomberg, Bosch, Candy, Creda, De Dietrich Electra, Electrolux, Eurotech, Frigidaire, Goldstar, Homark, Hoover, Hotpoint, Hygena, Iceline, Ignis, Indesit, Kelvinator, Lec, Liebherr, Miele, Neff, NEI, Norfrost, Nova Scotia, Ocean, Onyx, Osprey, Proline, Scandinova, Servis, Skandilux, Smeg, Snowcap, Thorn, Tricity Bendix, Whirlpool and Zanussi and Suppliers)
  - competitive markets 5.58-5.59
  - complex monopoly situations-see Complex monopoly and MMC
  - components-see AB Electrolux
  - consumer demand-see cold food storage, sales
  - dealers 5.30
    - (see also Dealers)
  - definition 5.9, 7.101-7.102, 7.119
  - household penetration 5.12, 7.103, 7.108
    - consumer behaviour 5.12, 5.60-5.61, 5.67-5.68, 7.13-7.18
- Cold food storage, household penetration, consumer behaviour-*contd*
  - views of, Comet 5.60
    - Dixons 5.60
    - Whirlpool 4.111, 5.61
  - criteria for choice 5.66, 5.125-5.126, 7.12, 7.17, 7.104, 7.111
    - views of, Northern 14.120
    - Whirlpool 10.147, 13.410
  - (see also Cold food storage, sales, Credit, Delivery and installation, Extended warranties and Prices)
  - (see also Cold food storage, sales)
  - international comparisons 5.83-5.88
    - views of Dixons 5.86
  - life expectancy 7.119
  - mail order catalogue comparisons 10.92, App 10.9
  - manufacturers 5.17
    - UK manufacturers-see GDA, Emaco, Lec and Norfrost
  - markets 1.3-1.4
    - definition 5.13-5.15, 7.109-7.110
    - European 5.70
    - market share 5.23-5.30, 7.34, 7.106, 7.114-7.118, 7.120
    - overview 5.89
    - research reports-see Quadrant Consultants Ltd
    - transparency 5.69
    - views of
      - Frigidaire 13.495
      - Lec 13.384
      - (see also Markets and Competition)
  - monopoly situation-see Monopoly situation
  - payment methods-see Payment methods
  - potential suppliers 7.121-7.122
  - prices-see Gross margins and Prices
  - public interest findings-see Public interest, Retailers and Suppliers
  - rental 5.52, 7.108
  - retailers-see Retailers
  - sales 5.12, 7.112-7.113, 7.129-7.137, 10.74, 10.76, 11.89, App 11.1
    - own brands 9.85-9.86
  - suppliers 5.16
    - market share 5.29-5.30
    - supply chain 5.24
    - (see also Beko, BSDA, CDA, CIH, Comet, Electra, Emaco, Frigidaire, GDA, Groupe Brandt, Iceland, Lec, MDA, MFI, Norfrost, Servis, TMS, Whirlpool and Suppliers)
  - terms of reference-see MMC
  - warehouse clubs-see Warehouse clubs
  - wholesalers-see Wholesalers
  - views of MDA 13.247-13.248

- Colorvision 9.35
- Colston Domestic Appliances Limited 8.24
- Combined Independent Retailers (NI) Ltd (CIR) 2.46, 8.57, 9.151
- Combined Independents (Holdings) Ltd (CIH)
  - business operation-*see* CIH, supply to retailers
  - central stock 2.45, 3.43, 4.43, 5.44, 8.54
  - company, history 2.43, 8.51-8.52
  - organization 13.615
  - complex monopoly situations
    - jurisdiction 2.193-2.197, 3.188-3.192, 4.190-
- Combined Independents (Holdings) Ltd, complex monopoly situations, jurisdiction-*contd*
  - 4.194, 5.189-5.193
  - conclusions of MMC 2.198, 3.193, 4.195, 5.194
  - first complex monopoly (prices)
    - (cold food storage) 5.195-5.197, 5.228, App 5.1
      - in favour of 5.235
      - member of 5.234
    - (dishwashers) 4.196-4.198, 4.229, App 4.1
      - in favour of 4.236
      - member of 4.235
    - (tumble driers) 3.194-3.196, 3.227, App 3.1
      - in favour of 3.234
      - member of 3.233
    - (washing machines) 2.199-2.201, 2.215, 2.232, 2.238, App 2.1
      - in favour of 2.239
      - member of 2.238
    - (*see also* Prices)
  - second complex monopoly (withholding of supply)
    - (cold food storage) 5.236-5.239, 5.256, App 5.2
      - in favour of 5.259
      - member of 5.258
    - (dishwashers) 4.237-4.240, 4.257, App 4.2
      - in favour of 4.260
      - member of 4.259
    - (tumble driers) 3.235-3.238, 3.254, App 3.2
      - in favour of 3.257
      - member of 3.256
    - (washing machines) 2.240-2.243, 2.260, App 2.2
      - in favour of 2.263
      - member of 2.262
    - undertakings 1.31
      - (*see also* Distribution, withholding of supply and Distribution, suppliers policies)
      - (*see also* Complex monopoly situations and MMC)
  - distributors 12.3, 12.20, 12.31, 12.35, 12.39, 12.41, 12.43, 12.47, 12.49, 12.52, 12.55, 12.57 (*see also* Distribution)
  - local groups-*see* Birmingham Combined Independents, CITER, CI(CNS), CI North, CIR(NI)
  - margin support 10.128
  - membership 2.43, 2.197, 2.371-2.372, 3.41, 3.192, 4.41, 4.194, 5.42, 5.193
  - benefits to members 13.616-13.617
  - criteria 13.618, 12.59
  - of Euronics 8.56
  - MMC recommendations 1.31
  - refusal of retailer applications 12.67 (*see also* Distribution, withholding of supply) rules 12.68
  - prices-*see* Prices, price determination
  - RRP guidelines 8.56
  - suppliers-*see* Philco
  - supply, MMC criteria 2.47, 3.45, 4.45, 5.46 negotiation 13.615
  - to retailers 2.44-2.45, 3.42-3.43, 4.42-4.43, 5.43-5.44, 8.53-8.54 (*see also* CIH, membership and Distribution)
- Combined Independents (Holdings) Ltd-*contd*
  - turnover 2.43, 8.52
  - cold food storage 5.42
  - dishwashers 4.41
  - tumble driers 3.41
  - washing machines 2.43
  - undertakings 1.31
  - withholding of supply 12.67-12.68
    - MMC, findings 1.24-1.25
    - recommendations 1.30-1.31
    - (*see also* CIH, membership, Complex monopoly situations, Distribution and MMC)
  - views 2.169, 2.179, 2.215, 3.210, 4.212, 5.211, 13.615-13.631
  - views of, BSDA 13.337, 13.340-13.342
    - CDA 13.221-13.222
    - Emaco 13.110-13.111
    - Hoover 13.192
    - MDA 13.259
    - Philco GB 13.314
    - Servis 13.476
    - Whirlpool 13.431
- Combined Independents of Ulster (CIU) 9.43, 9.151
- Comet Group plc
  - advertising 9.123-9.125
  - buying terms 10.116-10.119
  - cold food storage, brands retailed-*see* Tricity
  - Bendix
    - own brands-*see* Blomberg, Kelvinator, Proline and Scandinova
    - manufacturer-*see* Groupe Brandt and Vestfrost
    - market share, 5.51, 7.116, 7.130
      - brands 7.115
    - suppliers-*see* Blomberg, Candy, Emaco and Vestfrost
  - company, history 9.17, 9.19
  - organization 14.34
  - company history 9.17-9.18
  - company results 9.22
  - complex monopoly situations
    - first complex monopoly (prices) 2.224-2.225, 2.227-2.228
    - (*see also* Complex monopoly situations and Retailers)
  - customer service 9.98
  - delivery and installation 9.114
  - dishwashers, own brands-*see* Blomberg and Proline
    - brands retailed-*see* Tricity Bendix
    - market share 4.50, 7.130

- brands 4.26, 7.91
- suppliers-*see* Emaco, Groupe Brandt and MDA
- distribution, pressure on suppliers 12.105  
(*see also* Distribution)
- Electra licence 9.34
- exclusive retail agreements
  - with Creda 9.21
  - with VestFrost 9.21
- extended warranties 14.34, 14.47
- financial results 2.78, 9.22
  - costs 9.112
  - profits 2.78, 9.44
  - sales 9.112
  - turnover 14.44
- Comet Group plc-*contd*
  - NORWEB Retail take-over 7.131, 9.23
  - observations App 10.10 (A11,B12,C11,D14)
  - operations 9.20
  - parent-*see* Kingfisher plc
  - payment methods-*see* Payment methods
  - prices-*see* Prices
  - product, differentiation 9.87
  - selection 9.73, 9.81
  - profits, gross margins 9.81  
(*see also* Prices, RRP's and Gross margins)
  - retail outlets 14.34
  - sales, promotions, views 9.118
  - supplier-*see* CDA
  - supply 14.37
  - tumble driers, own brands-*see* Blomberg
    - brands retailed-*see* Tricity Bendix
    - market share 3.50, 7.130
    - suppliers-*see* Emaco
  - warehouse clubs, views 14.46
  - washing machines, own brands-*see* Blomberg and Proline
    - brands retailed-*see* Tricity Bendix
    - manufacturers-*see* Groupe Brandt
    - market share, 2.52, 7.130
      - brands 7.37
      - sales 11.34
      - suppliers-*see* Blomberg, Emaco
    - views 2.216-2.217, 3.211-3.212, 4.213-4.214, 5.212-5.213, 14.34-14.53
    - views of, Dixons 14.5  
JLP 14.205  
(*see also* Comet and Tricity Bendix)
- Competition
  - advantages to warehouse clubs, views of Dixons 12.97
  - forms of 2.55-2.58, 3.53-3.56, 4.53-4.56, 5.54-5.57
  - international comparisons 10.137, 10.142, 10.146
    - views of Crosslee 10.152
    - views of MMC 2.91, 3.88, 4.87, 5.88
  - markets 2.59-2.60, 3.57-3.58, 4.57-4.58, 5.58-5.59
    - views of Crosslee 10.152
    - views of MMC 2.91, 3.89, 4.88, 5.89  
(*see also* Markets)
  - prices-*see* Prices, price determination
  - views of, Allders 14.182  
AMDEA 15.15  
B&S 14.178
- Beko 13.550
- Bill O'Brien JP MP 15.32
- BSDA 13.335, 13.355, 13.361
- CA 15.7-15.8
- CDA 13.217
- CIH 13.616
- Comet 14.42
- Crosslee 13.514
- Dixons 14.4-14.7
- Emaco 13.84, 13.89, 13.128, 13.138, 13.177
- GDA 13.8-13.9, 13.58
- HoF 14.196
- Hoover 13.179
- JLP 14.204, 14.214, 14.221
- Littlewoods 14.270
- MDA 13.250-13.251, 13.258
- Competition, views of-*contd*
  - Miele 13.572
  - Miller Bros 14.158
  - MMC 2.194, 2.321, 3.189, 3.316, 4.191, 4.318, 5.190, 5.317
  - NIE 14.140
  - Northern 14.120, 14.126
  - NORWEB 14.69
  - RETRA 15.23
  - ScottishPower 14.67
  - Servis 13.473
  - Whirlpool 13.440
  - Y&G 14.177
- Competition Act 1980, selective distribution 12.106
- Competition Act (Canada) 10.158
- Complex monopoly situations 2.187-2.198, 3.182-3.193, 4.184-4.195, 5.183-5.194, 6.12
  - first complex monopoly (prices)
    - cold food storage 5.195-5.198
    - conclusions of MMC 5.234-5.235
    - in favour of 5.235
    - findings of MMC 5.227-5.233
    - parties provisionally identified 5.196-5.197, 8.45, App 6.1(10)
    - recommendations of MMC 5.388-5.413
    - views of, CIH 5.211
      - retailers 5.212-5.216
      - response of MMC 5.219-5.225
      - suppliers 5.199-5.210
      - response of MMC 5.218, 5.226
  - dishwashers 4.196-4.199
    - conclusions of MMC 4.235-4.236
    - in favour of 4.236
    - findings of MMC 4.228-4.234
    - parties provisionally identified 4.197-4.198, 8.45, App 6.1(10)
    - recommendations of MMC 4.389-4.413
    - views of, CIH 4.212
      - retailers 4.213-4.217
      - response of MMC 4.220-4.226
      - suppliers 4.200-4.211
      - response of MMC 4.219, 4.227
  - tumble driers 3.194-3.197
    - conclusions of MMC 3.233-3.234
    - in favour of 3.234
    - findings of MMC 3.226-3.232
    - parties provisionally identified 3.195-3.196,

- 8.45, App 6.1(10)
- recommendations of MMC 3.388-3.409
- views of, CIH 3.210
  - retailers 3.211-3.215
  - response of MMC 3.218-3.224
  - suppliers 3.198-3.209
  - response of MMC 3.217, 3.225
- washing machines 2.199-2.202
  - conclusions of MMC 2.238-2.239
  - in favour of 2.239
  - findings of MMC 1.14, 2.231-2.237
  - parties provisionally identified 2.200-2.201, 8.45, App 6.1(10)
  - recommendations of MMC 2.392-2.413
  - views of, CIH 2.215
    - retailers 2.216-2.220
    - response of MMC 2.223-2.229
    - suppliers 2.203-2.214
- Complex monopoly situations, first complex monopoly (prices), washing machines, views of suppliers-*contd*
  - response of MMC 2.222, 2.230
  - observations on suppliers' behaviour 10.5, 10.31-10.32, 10.35, 10.37, 10.134-10.135, App 10.10
  - public interest-*see* Public interest
  - views of, Allders 14.190
    - British Gas Energy Centres 14.245
    - BSDA 13.361, 13.362-13.363, 13.365-13.372, 13.374
    - CA 15.10-15.12
    - CDA 13.329-13.340
    - CIH 13.620-13.623
    - Comet 14.48
    - Crosslee 13.544-13.546
    - Dixons 14.21-14.24
    - Emaco 13.145-13.157
    - Empire 14.288-14.290
    - Freemans 14.298
    - Gas Flair 14.247
    - GDA 13.66-13.77, 13.79-13.80
    - GUS 14.265-14.267
    - HoF 14.200
    - Hoover 13.208, 13.210
    - JLP 14.222-14.228
    - Littlewoods 14.281
    - Makro 14.325
    - MDA 13.281-13.285, 13.288-13.298
    - Miele 13.598-13.600
    - N&P 14.315
    - NORWEB 14.81-14.83
    - small retailers 14.336-14.341
    - Smeg 13.611-13.613
    - Whirlpool 13.453-13.454, 13.457-13.464
- jurisdiction 2.190, 2.193, 3.185, 3.188, 4.187, 4.190, 5.186, 5.189
- second complex monopoly (withholding of supply)
  - cold food storage 5.236-5.240
    - conclusions of MMC 5.258-5.259
    - in favour of 1.15, 5.259
    - findings of MMC 5.256-5.257
    - parties provisionally identified 5.237-5.238, 8.45, App 6.1(11)
    - recommendations of MMC 5.413-5.424
    - views of retailers 5.248-5.249
      - response of MMC 5.253-5.254
    - views of suppliers 5.241-5.247
      - response of MMC 5.251-5.253
  - dishwashers 4.237-4.241
    - conclusions of MMC 4.259-4.260
    - in favour of 1.15, 4.260
    - findings of MMC 4.257-4.258
    - parties provisionally identified 4.238-4.239, 8.45, App 6.1(11)
    - recommendations of MMC 4.414-4.425
    - views of retailers 4.249-4.250
      - response of MMC 4.254-4.255
    - views of suppliers 4.242-4.248
      - response of MMC 4.252-4.254
  - tumble driers 3.235-3.239
    - conclusions of MMC 3.256-3.257
    - in favour of 1.15, 3.257
    - findings of MMC 3.254-3.255
- Complex monopoly situations, second complex monopoly (withholding of supply), tumble driers-*contd*
  - parties provisionally identified 3.236-3.237, 8.45, App 6.1(11)
  - recommendations of MMC 3.413-3.424
  - views of retailers 3.246-3.247
    - response of MMC 3.251-3.252
  - views of suppliers 3.240-3.245
    - response of MMC 3.249-3.251
  - washing machines 2.240-2.244
    - conclusions of MMC 2.262-2.263
    - in favour of 1.15, 2.262-2.263
    - findings of MMC 2.260-2.261
    - parties provisionally identified 2.241-2.242, 8.45, App 6.1(11)
    - recommendations of MMC 2.417-2.428
    - views of retailers 2.252-2.253
      - response of MMC 2.257-2.258
    - views of suppliers 2.245-2.251
      - response of MMC 2.255-2.257
  - observations on suppliers' behaviour 12.64, App 12.2
  - public interest-*see* Public interest
  - views of, Allders 14.191
    - British Gas Energy Centres 14.245
    - BSDA 13.361, 13.364, 13.373-13.374
    - CA 15.13-15.14
    - CIH 13.624-13.625
    - Comet 14.49-14.50
    - Crosslee 13.542, 13.547
    - Dixons 14.25-14.29
    - Emaco 13.158-13.162
    - Freemans 14.299
    - Gas Flair 14.246
    - GDA 13.66, 13.78, 13.81-13.82
    - GUS 14.268
    - HoF 14.202
    - Hoover 13.209-13.210
    - JLP 14.229-14.230
    - Littlewoods 14.282
    - MDA 13.286, 13.299-13.306
    - Miele 13.601
    - NORWEB 14.84
    - Philco GB 13.326-13.327

- RETRA 15.30
- small retailers 14.342
- Smeg 13.611, 13.614
- Whirlpool 13.453, 13.455-14.456, 13.465-13.467
- (*see also* Distribution, MMC, Prices, Scale monopoly situations, Fair Trading Act and Restrictive Trade Practices Act)
- Consumer behaviour-*see* Cold food storage,
- Dishwashers, Tumble driers, Washing machines
- Consumer Credit Act 1974 9.108
- Consumers, non-price offers 2.127
- Consumers' Association (CA)
- market testing 9.83
- Which?* magazine
- report on, freezers (Feb 1997) 7.12
- resale prices in the domestic electrical goods markets (May 1995) 15.2
- standards of service in electrical goods stores (June 1996) 9.99
- Consumers' Association-*contd*
- views 15.1-15.14
- The Cooker Factory 2.151
- observations 2.151 (*b*), (*g*), 3.148 (*d*), (*h*), 4.148 (*c*), (*g*), 5.149 (*a*), (*c*), (*e*), (*i*), App 10.10 (A4,
- A9, A20, B6, B10, B19, C5, C9, C19, D2, D6, D9, D12, D24), App 12.2 (A8, B7, C8, D10)
- Coverplan Insurance Services plc 9.11
- (*see also* DSG)
- Creda Limited (Creda)
- advertising expenditure 8.63
- brands, models 8.61
- sub-brands 8.8, 8.13
- cold food storage, manufacturers-*see* Hotpoint and Ocean
- market share 7.115, 9.78
- company, history 8.7
- organization 8.10, 13.3
- discounts, to retailers 10.106
- (*see also* Prices, discounts)
- dishwashers, manufacturers-*see* Bosch, Creda, Hotpoint, Smeg and Thomson
- market share 7.91, 9.78
- distribution, policy 12.14, 13.20-13.21
- to Makro 12.19
- (*see also* Distribution and GDA)
- financial results 8.11
- operating margins 2.75, 3.73, 4.72, 5.73
- manufacture 8.10
- parent company-*see* GDA
- price determination-*see* Prices
- reference goods, manufacturer-*see* GDA
- supply, negotiations 13.35, 13.37, 13.39
- to Comet 9.21
- to retailers 13.35
- to warehouse clubs 13.64
- to wholesalers 13.32
- views of GDA 13.22
- tumble driers, manufacturer-*see* Creda
- market share 7.64, 7.66, 9.78
- supplies to RECs 8.13
- washing machines, manufacturer-*see* Hotpoint
- market share 7.37, 9.78
- supplies to RECs 8.13
- (*see also* Hotpoint)
- Credit-*see* Payment methods
- Criteria-*see* Distribution, selection criteria
- Crosslee plc (Crosslee)
- own brand 13.509
- brands supplied-*see* Emaco, Merloni, Whirlpool, Candy, Servis and Thor
- company, history 8.37
- organization 13.509
- company accounts, profit 8.37
- complex monopoly situations
- first complex monopoly (prices)
- (dishwashers) 4.196-4.198, 4.229, App 4.1
- in favour of 4.236
- member of 4.235
- (tumble driers) 3.194-3.196, 3.227, App 3.1
- in favour of 3.234
- member 3.233
- (washing machines) 2.199-2.201, 2.232, App 2.1
- in favour of 2.239
- Crosslee plc, complex monopoly situations, first complex monopoly (prices), washing machines-*contd*
- member of 2.238
- (*see also* Complex monopoly situations and MMC)
- discounts, to retailers 10.106
- (*see also* Prices, discounts)
- dishwashers, manufacture 3.16
- supply 8.37
- distribution policies 12.39
- (*see also* Distribution)
- market share 8.37
- price determination 3.311
- (*see also* Prices)
- retailers-*see* Currys and Mail order companies
- sales value 8.37
- supply 13.515-13.518
- negotiation 13.520-13.528
- to warehouse clubs 13.519
- to wholesalers 13.519
- tumble driers
- brands, own brand-*see* White Knight
- market share 3.27-3.28, 7.66
- exports 8.37
- manufacture 7.72, 8.37
- Ariston brand 8.25
- Indesit brand 8.25
- market share 7.68
- White Knight brand 7.57
- market share 7.64
- supply 3.15, 8.37
- market share 7.67, 9.79
- to Candy 8.37
- to Emaco 8.37
- to MDA 8.37
- to Servis 8.35
- to Thor 8.37
- to Whirlpool 8.32, 8.37
- (*see also* Ariston, Candy, Indesit, Servis, Tricity Bendix, White Knight, Whirlpool and Zanussi)
- washing machines, supply 8.37

- views 3.200, 10.152, 13.509-13.548
- views of, JLP 14.206
- (*see also* White Knight)
- Crown Domestic Appliances Limited-*see* Asko Appliances
- Currys Group plc
  - brands retailed-*see* Zanussi
  - company, history 9.9
  - market share-*see* DSG Retail markets 9.13
  - own brand-*see* Nova Scotia
  - price determination-*see* Prices
  - retail outlets 9.12, 9.96
  - sales of Crosslee goods 8.37
  - supplier-*see* Emaco and CDA
  - (*see also* Dixons Group and DSG Retail)
- Custom Kitchen 2.151
  - observations 2.151(i), 3.148(i), 4.148(i), 5.149(i), App 10.10 (A16,B15,C15,D20)
- CWS-*see* Co-operative Wholesale Society Ltd
- De Dietrich Limited
  - brands manufactured-*see* Ocean
- De Dietrich Limited-*contd*
  - change of name 8.42
  - cold food storage, market share 7.115
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1
        - in favour of 5.235
        - member of 5.234
      - (dishwashers) 4.196-4.198, 4.229, App 4.1
        - in favour of 4.236
        - member of 4.235
      - (washing machines) 2.199-2.201, 2.232, App 2.1
        - in favour of 2.239
        - member of 2.238
    - (*see also* Complex monopoly situations and MMC)
  - dishwashers, market share 7.91
  - subsidiary of Groupe Brandt 8.41
  - washing machines 7.28
- Dealers 2.31
  - definition 2.5, 3.5, 4.5, 5.5
  - observations App 10.10, App 12.2
  - prices-*see* Prices
  - views of, B&S 14.178
    - CDA 13.218
    - GDA 13.23
    - Hoover 13.183
    - MDA 13.262
  - (*see also* Retailers, CIH and Warehouse clubs)
- Delivery and installation-*see* CIH, Retailers and Warehouse clubs
- Department stores
  - cold food storage, market share, sales 5.51, 7.129, 11.88
  - dishwashers, market share, sales 4.50, 7.129, 11.70
  - observations App 10.10 (A23)
  - product selection 9.76
    - tumble driers, market share, sales 3.50, 7.129, 11.52
  - washing machines, market share, sales 2.52, 7.129, 11.34
    - sales 11.34
    - (*see also* Allders, House of Fraser and JLP)
- DesignKirk (Court Kitchens) 2.151
  - observations 2.151(a), 3.148(b), 4.148(a), App 10.10(A1,B2,C1,D3)
- Discounts-*see* Prices
- Dishwashers
  - brands 4.18-4.21
    - best sellers 9.90
    - brand loyalty 4.67
    - exclusive brands 4.64
    - market share 4.26-4.27
    - models 8.61-8.62
  - (*see also* AEG, Ariston, Asko, Atag, Balay, Bauknecht, Blomberg, Bosch, Candy, Creda, De Dietrich, Electra, Electrolux, Gaggenau, Homark, Hoover, Hotpoint, Hygena, Ignis, Indesit, Miele, Neff, Philco, Proline, Servis, Siemens, Stoves, Technic, Thorn, Tricity Bendix, Whirlpool, Zanussi and Suppliers)
  - competitive markets 4.57-4.58

## Dishwashers-*contd*

- complex monopoly situations-*see* Complex monopoly and MMC
  - consumer demand-*see* Dishwashers, sales
  - dealers 4.29
    - (*see also* Dealers)
  - definition 4.9, 7.77, 7.95
  - household penetration 4.11, 7.78
    - consumer behaviour 4.11, 4.59-4.60, 4.66-4.67, 7.13-7.18, 7.80
    - views of, Comet 4.59
      - Dixons 4.59
      - Whirlpool 4.60, 4.111, 7.80
  - criteria for choice 4.65, 4.124-4.125, 7.12, 7.17, 7.79, 7.81
    - views of, Northern 14.120
      - Philco GB 13.310
      - Whirlpool 10.147, 13.410
    - (*see also* Credit, Delivery and installation, Extended warranties and Prices)
    - (*see also* Dishwashers, sales)
  - imports 7.98
  - international comparisons 4.82-4.87
  - life expectancy 7.95
  - mail order catalogue comparisons 10.91, App 10.8
  - manufacturers 4.16
    - UK manufacturers-*see* GDA and Hoover
  - markets 1.3-1.4
    - definition 4.12-4.14, 7.82, 7.85-7.87
    - European 4.69
    - market share 4.22-4.28, 7.34, 7.90-7.93
    - overview 4.88
    - research reports-*see* Quadrant Consultants and Research International
    - transparency 4.68
    - (*see also* Markets and Competition)
  - monopoly situation-*see* Monopoly situation
  - payment methods-*see* Payment methods
  - potential suppliers 7.98-7.98
  - prices-*see* Gross margins and Prices
  - public interest findings-*see* Public interest, Retailers and Suppliers
  - rental 4.51, 7.84
  - retailers-*see* Retailers
  - sales 4.11, 7.88-7.89, 7.94, 7.98, 7.129-7.137, 10.74, 10.76, 11.70-11.71, 11.77, App 11.1
    - own brands 9.85-9.86
  - suppliers 4.15
    - market share 4.28-4.29
    - supply chain 4.23
    - (*see also* Asko, BSDA, CDA, CIH, Comet, Electra, Emaco, GDA, Groupe Brandt, Homark, MDA, MFI, Miele, Servis, Whirlpool and Suppliers)
  - terms of reference-*see* MMC
  - warehouse clubs-*see* Warehouse clubs
  - wholesalers-*see* Wholesalers
  - (*see also* Retailers)
- Distributors-*see* CIH and Wholesalers
- ## Distribution
- channels 12.3-12.4
  - pressure from retailers 12.95-12.105
    - Comet 12.105
    - Dixons 12.95-12.102

## Distribution-*contd*

- selective distribution
  - complex monopoly situation, MMC
    - findings-*see* Complex monopoly situation (withholding of supply)
  - definition 2.154, 3.151, 4.151, 5.152
    - EC definition 12.5
  - legislation 12.106-12.114
  - suppliers
    - dealer selection criteria 2.159-2.172, 2.365, 3.156-3.167, 3.361, 4.156-4.169, 4.362, 5.157-5.171, 5.362, 12.8-12.12, 12.61-12.62, App 6.1, App 9.1, App 12.1
    - commitment to brand 2.171, 4.168, 5.170
    - creditworthiness 2.160, 3.157, 4.157, 5.158
    - definitions 12.8, App 12.1
    - policy of, Beko 5.165, 13.557, 13.562
      - BSDA 2.164, 3.162, 4.160, 5.163, 13.356
      - CDA 5.162
      - CIH 2.169, 3.165, 4.166, 5.168, 13.618
      - Crosslee 3.159, 13.518-13.519
      - Emaco 2.162, 3.160, 4.158, 5.160, 13.93-13.95
      - Frigidaire 5.164, 13.498
      - Gaggenau 12.36-12.38, 13.379
      - GDA 2.161, 3.158, 4.159, 5.159, 13.20
      - GUS 14.250
      - Hoover 2.163, 3.161, 4.162, 13.181
      - Lec 5.161, 13.386
      - MDA 2.165, 2.364, 4.161, 5.167, 13.253, 13.268, 13.286
      - Miele 2.167, 3.163, 4.164, 13.576-13.577, 13.586, 13.590
      - Philco GB 13.311, 13.317
      - Servis 2.168, 4.165, 13.475
      - Smeg 13.610
      - Whirlpool 2.166, 3.164, 4.163, 5.166, 13.412-13.413
    - pre-sales advice 2.172, 3.167, 4.169, 5.171
    - SPIVS 2.366-2.370
    - (*see also* Distribution, withholding of supply)
- suppliers' policies 12.5-12.7
  - Beko 12.56, 13.553-13.555
  - Bosche-Siemens 12.32-12.38
    - BSDA 12.33-12.35
    - Gaggenau 12.32, 12.36-12.38
  - CDA 12.40
  - CIH 2.371-2.372, 3.367-3.368, 4.368-4.369, 5.368-5.369, 12.59-12.60
  - Crosslee 12.39, 13.516
  - Emaco 12.3, 12.6, 12.21-12.27
  - European comparisons 12.5
  - Frigidaire 12.54-12.55
  - Gaggenau 12.38
  - GDA 12.13-12.20
    - Creda 12.14, 12.17, 12.19-12.20
    - Hotpoint 12.3, 12.6, 12.14, 12.17-12.18, 12.20
  - Hoover 12.42-12.43

- Lec 12.49, 13.387
- Distribution, suppliers' policies-*contd*
- MDA 12.28-12.30, 12.89
  - Miele 12.50-12.51
  - Philco GB 12.57
  - Servis 12.52, 13.474
  - Smeg 12.85
  - Whirlpool 12.6-12.7, 12.44-12.48, 13.412
  - wholesalers 8.48, 12.4, 12.66
- withholding of supply
- definition 2.153
  - evidence 2.94, 2.153-2.157, 3.150-3.154, 4.150-4.154, 5.151-5.155, 12.8-12.10, 12.63-12.65, App 6.1, App 9.1, App 12.2
  - extent
    - cold food storage 5.172-5.173
    - dishwashers 4.170-4.171
    - tumble driers 3.168-3.169
    - washing machines 2.173-2.174
  - issues 2.158, 3.155, 4.155, 5.156, App 6.1
  - mail order companies 2.360-2.361, 3.356-3.357, 4.357-4.358, 5.357-5.358, 12.68
    - views of, Emaco 2.363, 3.359, 4.360, 5.360, 12.88
      - GDA 2.362, 3.358, 4.358, 5.359, 12.87
      - MDA 2.364, 3.360, 4.361, 5.361, 12.89
    - (see also Distribution, selective distribution and Mail order companies)
- MMC
- complex monopoly situation-see Complex monopoly situations
  - findings-see MMC
  - public interest-see Public interest
  - recommendations-see MMC
- from multiple retailers
- Aldi Stores Ltd 12.93
  - Savacentre 2.359, 3.355, 4.356, 5.356, 12.90-12.92, App 12.2
    - views of Emaco 12.91, 12.92, App 12.2
- observations on suppliers' behaviour 2.175-2.178, 3.170-3.172, 4.172-4.175, 5.172-5.173
- Emaco 2.177, 3.172, 4.174, 5.176
  - Frigidaire 5.176
  - GDA 2.177, 3.172, 4.174, 5.176
  - MDA 2.177, 3.172, 4.174, 5.176
  - (see also MMC, evidence)
- OFT press release 12.2
- from retailers, small retailers 12.39, 12.94, App 9.1
- speech by Dixons' Chairman-see Dixons
- from warehouse clubs 2.350-2.258, 3.347-3.354, 4.347-4.355, 5.346-5.355, 12.69-12.71
- Cargo Club 12.71
    - cold food storage 5.348-5.349
    - dishwashers 4.349-4.350
    - tumble driers 3.349-3.350
    - washing machines 2.352-2.353
  - M6 Cash and Carry 12.83
  - PriceCostco 12.70
    - cold food storage 5.350-5.355
    - dishwashers 4.351-4.355
    - tumble driers 3.351-3.354
    - washing machines 2.354-2.358
  - supply by BSDA and Whirlpool 2.354, 3.351, 4.351, 5.350
    - views of, CDA 13.225
- Distribution, withholding of supply, from warehouse clubs, views of-*contd*
- Dixons 14.20
  - Emaco 2.353, 2.357, 3.350, 3.354, 4.350, 4.354, 5.349, 5.353, 12.74-12.77, 12.82-12.83, 13.142-13.143
  - Frigidaire 5.355, 12.79
  - GDA 2.356, 3.353, 4.353, 5.352, 12.71-12.73
  - Hoover 13.193, 13.194
  - Hotpoint 13.64
  - MDA 2.358, 4.355, 5.354, 12.78, 13.267
  - N&P 12.81, 12.84, App 12.2
  - Philco GB 13.315
  - PriceCostco 2.354, 3.351, 4.351, 5.350, 12.80, App 12.2
  - retailers 12.95-12.105
  - suppliers 12.85
  - Whirlpool 13.433
  - from wholesalers 12.66
    - views of, Emaco 13.109
    - GDA 13.32-13.33
    - Hoover 13.191
    - MDA 13.265
    - Portway Domestic Appliances Ltd 12.66
  - views of, Asko 13.605
  - Beko 13.553-13.555
  - BSDA 13.336-13.339
  - CDA 13.215-13.217, 13.220
  - CIH 13.624
  - Emaco 12.22, 13.90, 13.158-13.162, 13.172-13.176
  - Frigidaire 13.496-13.498
  - Gaggenau 13.377, 13.379
  - GDA 13.20-13.22
  - Hoover 13.180-13.182
  - James H Donald 14.172
  - Lec 13.385-13.386
  - MDA 13.253-13.259
  - NORWEB 14.84
  - Philco GB 13.311-13.316
  - Powerhouse 14.92
  - Servis 13.474-13.476
  - small retailers 14.342
  - Smeg 13.614
  - Thorn 14.333
  - Whirlpool 13.412-13.423, 13.429, 13.433
- Diverter 9.131, 12.4
- definition 2.34, 3.32, 4.32, 5.33
  - supply, to warehouse clubs 14.312, 14.329
  - (see also Retailers)
- Dixons Direct-see DSG Retail
- Dixons Group plc
- company, history 9.8-9.9
  - (see also DSG Retail Ltd)
- DIY stores-see B&Q, MFI and Moben
- Dry cleaners-see Launderettes
- DSG Retail Ltd (Dixons)
- advertising 9.123-9.125
  - after sales service 9.11

- buying terms 10.116-10.119, 10.123
  - (see also Gross margins)
- Chairman's speech 1993 2.351, 3.348, 4.348, 5.347, 12.95, 12.95-12.101, 14.20
- cold food storage, market share 5.51, 7.130
- DSG Retail Ltd-*cont'd*
  - company, history 9.11
  - organization 14.2
- complex monopoly situations
  - first complex monopoly (prices), (washing machines) 2.218-2.220, 2.229
  - second complex monopoly (withholding of supply), (washing machines) 2.252-2.253, 2.258
  - (see also Complex monopoly situations and Retailers)
- customer service 9.98
  - views of Miller Bros 9.98
- delivery and installation 9.114
- dishwashers, market share 4.50, 7.130
- distribution
  - pressure on suppliers 12.95-12.102
  - (see also Distribution)
- Dixons Direct, mail order operations 9.11, 9.54
- extended warranties 9.11, 14.3
- financial results
  - costs 9.111
  - profits 2.78, 3.76, 4.75, 5.76, 9.15, 9.44
  - sales 9.111
  - turnover 14.14
- margins-see Gross margins, views
- markets 9.13
- operations 9.11-9.12
- payment methods-see Payment methods
- prices-see Prices
- product
  - differentiation 9.87
  - selection 9.75, 9.81, 14.9
- profits
  - gross margins 9.81
  - (see also Prices, RRP's and Gross margins)
- retail outlets 9.12, 9.91, 9.152, 14.3
  - floor space 2.72
  - (see also Currys)
- sales, promotions, views 9.118
- SPIVS 8.67
- staff 9.16
- supply, negotiations 14.19
- trading terms 10.129-10.131
- tumble driers, market share 3.50, 7.130
- warehouse clubs
  - free riding 12.102
  - views 12.95-12.101, 14.20
- washing machines
  - market share 2.52, 7.130
  - sales 11.34
  - views 2.218-2.220, 2.252-2.253, 3.213-3.215, 3.246-3.247, 4.4.215-4.4.217, 4.249-4.250, 5.214-5.216, 5.248-5.249, 10.154, 10.164, 14.2-14.33
  - views of JLP 14.205
  - (see also Coverplan Insurance Services)
- Powerhouse Retail Ltd
- EC
  - cases, *European Commission v Nederlandse Organisatie Voor Expeditie En Logistiek (FENEX)* (1996, CMLR 332) 2.324, 3.319, 4.321, 5.320
- EC-*cont'd*
  - Procuruer de la Republique v Giry & Guerlain SA* (1980, ECR 2327) 12.108
  - Vereeniging Van Cementhandlaren v European Commission* (1972, ECR 977) 2.324, 3.319, 4.321, 5.320
  - Re Floral* (1980, 2 CMLR 285) 2.256, 3.250, 4.253, 5.252
  - Volk v Vervaecke* (1969, ECR 295) 2.256, 3.250, 5.252
  - Walt Wilhelm v Bundeskartellamt* (1969, ECR 1) 12.108
  - White Lead* (1979, CMLR 464) 2.256, 3.250, 4.253, 5.252
- competition law 12.108
- energy efficiency labelling scheme 7.12
- European Court of Justice (ECJ) 12.108, 12.110, 12.114
- selective distribution, definition 12.5
- Treaty of Rome (1957), Articles 85 and 86 12.108-12.114
  - views of, MDA 13.301
  - views 2.324, 3.319, 4.321, 5.320
- Economies of scale
  - cold food storage, manufacture 7.120-7.121
  - dishwashers, manufacture 7.96-7.97
  - international comparisons, views of GDA 10.150
  - tumble driers, manufacture 7.71, 7.73
  - washing machines, manufacture 7.43, 7.45
  - views of Emaco 13.85
- Economies of scope
  - cold food storage, manufacture 7.120-7.121
  - dishwashers, manufacture 7.96-7.97
  - tumble driers, manufacture 7.71
  - washing machines, manufacture 7.43
- Electra 9.34
  - brand 14.57, 14.70, 14.99, 14.111, 14.133, 14.141
  - cold food storage, manufacturer-see Electrolux
  - market share 7.115-7.116
  - sales made 7.131
  - suppliers-see Candy and Emaco
- dishwashers
  - manufacturer-see Antonio Merloni SpA
  - market share 7.91
  - sales made 7.131
  - suppliers-see Candy and Whirlpool
- licensees 9.34
- retailers-see NORWEB, NIE, ScottishPower, SEEBOARD and SHE
- supplier-see CDA
- tumble driers
  - brand, market share 3.27
  - manufacturers-see GDA
  - market share 7.57, 7.64, 7.66-7.67
  - sales made 7.131
  - supplier-see Candy
- washing machines, brand, market share 2.28-2.29, 7.37-7.38
- Eastern Electricity plc, retail operations-see

- manufacturers-*see* GDA and Antonio Merloni SpA
  - market share, sales made 7.131
  - supplier-*see* Candy
  - (*see also* RECs)
- Electricity Plus 14.54
  - parent-*see* Scottish Power plc
- Electricity Plus-*contd*
  - retail outlets 14.54, 14.56
- Electrolux (Electrolux)
  - advertising expenditure 8.63
  - (*see also* Advertising)
  - brands, licensed out-*see* Frigidaire
  - models 8.61
  - supplied-*see* AEG, Frigidaire, Tricity Bendix and Zanussi
  - cold food storage, manufacture 8.15, 8.17
  - market share 7.115, 9.78
  - complex monopoly situations, in favour of-*see* Emaco
  - discounts, to retailers 10.106
  - (*see also* Prices, discounts)
  - dishwashers, manufacturer-*see* Emaco
  - market share 7.91, 9.78
  - distribution policies
    - selection criteria for supply 12.23
    - (*see also* Distribution and Emaco)
  - parent-*see* Emaco
  - prices-*see* Prices
  - tumble driers, manufacturer-*see* Emaco
  - market share 7.64, 9.78
  - washing machines, manufacturer-*see* Emaco
  - market share 7.37, 9.78
- ELFi Elettrofinaziaria SpA 8.41
  - subsidiaries-*see* Ocean SpA and Groupe Brandt
- Elica, dishwashers 8.35
- Ellis and Buckle, views 15.31
- Emaco Limited (Emaco)
  - brands 8.16, 13.91-13.92
  - portfolio brands-*see* AEG, Electrolux, Tricity Bendix, Zanussi
  - RECs brands-*see* Electra and Osprey
  - cold food storage (CFS)
    - brands, market share 5.28-5.29, 9.79
    - (*see also* Electrolux, Tricity Bendix, Zanussi and AEG)
  - manufacture, market share 7.120
  - (*see also* Electrolux)
  - supply 5.16, 9.79
  - market share 5.27, 7.116
- company, history 8.14
- organization 13.83
- complex monopoly situations
  - first monopoly situation (prices)
    - (cold food storage) 5.195-5.197, 5.228, App 5.1
    - in favour of 5.235
    - member of 5.234
    - (dishwashers) 4.196-4.198, 4.229, App 4.1
    - in favour of 4.236
    - member of 4.235
    - (tumble driers) 3.194-3.196, 3.227, App 3.1
    - in favour of 3.234
    - member of 3.233
  - (washing machines) 2.199-2.201, 2.204, 2.232, App 2.1
  - in favour of 2.239
  - member of 2.238
  - second monopoly situation (withholding of supply)
    - (cold food storage) 5.236-5.239, 5.256, App 5.2
- Emaco Limited, complex monopoly situations, second monopoly situation (withholding of supply), (cold food storage)-*contd*
  - in favour of 5.259
  - member of 5.258
  - (dishwashers) 4.237-4.240, 4.257, App 4.2
  - in favour of 4.260
  - member of 4.259
  - (tumble driers) 3.235-3.238, 3.254, App 3.2
  - in favour of 3.257
  - member of 3.256
  - (washing machines) 2.240-2.243, 2.245, 2.247
  - in favour of 2.243, 2.263
  - member of 2.243, 2.260, 2.262, App 2.2
  - (*see also* Distribution, withholding of supply)
  - (*see also* Complex monopoly situations and MMC)
- compliance with EC law 8.73
- discounts, to retailers 10.106
- (*see also* Prices, discounts)
- dishwashers
  - brands, market share 4.27-4.28, 9.79
  - (*see also* Electrolux, Tricity Bendix, Zanussi and AEG)
  - manufacture 8.15
  - supply 4.15
  - market share 4.26, 7.91-7.92
- distribution
  - policies 12.21-12.27, 13.93
  - selection criteria for supply 12.23, 13.94-13.95
  - withholding of supply-*see* Distribution, withholding of supply
  - pressure from retailers 12.104
  - (*see also* Distribution)
- financial results, sales 8.16
- mail order company negotiations 10.75
- manufacture 8.15-8.16
- margin support, to retailers 10.127, 10.133
- (*see also* Gross margins)
- observations by dealers on behaviour 2.151
- parent-*see* AB Electrolux
- price determination-*see* Prices
- scale monopoly (dishwashers), in favour of 1.16, 4.179-4.182
- subsidiaries-*see* AEG, Electrolux, Tricity Bendix and Zanussi
- supply, negotiations 13.99-13.108
  - to mail order companies 13.139-13.141
  - to RECs 8.17
  - to retailers, Currys 8.17
  - to warehouse clubs 13.142-13.143
  - to wholesalers 13.109-13.111
- tumble driers
  - brands, market share 3.27, 9.79

- (*see also* Electrolux, Tricity Bendix, Zanussi and AEG)
- manufacture 3.16, 8.15
- (*see also* Crosslee)
- sales, market share 7.64
- supply 3.15
  - market share 3.26, 7.67-7.68
  - supplier-*see* Crosslee
- Emaco Limited-*contd*
  - washing machines
    - brands, market share 2.29-2.30, 9.79
    - (*see also* Electrolux, Tricity Bendix, Zanussi and AEG)
    - manufacture 2.18, 8.15
    - supply 2.17
      - market share 2.28, 7.37-7.39
    - views 2.162, 2.204, 2.247, 3.199, 3.240, 3.242, 4.201, 4.242, 4.244, 5.200, 5.241, 5.243, 10.142, 10.144, 10.160, 12.104, 13.83-13.177
  - Empire Stores Group plc
    - parent-*see* Pinault-Printemps Redoute
    - subsidiary-*see* Empire Stores Limited
  - Empire Stores Limited (Empire Stores)
    - catalogue
      - Empire* 9.61, 14.284
      - preparation 14.286-14.287
    - cold food storage, market share 7.129, 7.134
    - company, organization 14.283
    - contracts with suppliers 10.84-10.85
    - dishwashers, market share 7.129, 7.134
    - financial results, turnover 14.283
    - parent-*see* Empire Stores Group plc
    - prices-*see* Prices
    - pricing data requested from suppliers 2.139, 3.136, 4.136, 5.137, 14.286-14.287
    - sales-*see* Mail order companies, sales
    - tumble driers, market share 7.129, 7.134
    - washing machines, market share 7.129, 7.134
    - (*see also* Mail order companies)
  - EPOS systems
    - data 11.6-11.8, 11.61, 11.78, 11.97, App 11.2, App 11.4, App 11.5, App 11.6, App 11.7
    - views of suppliers 11.43
      - Emaco 13.101
  - Etablissements Darty et Fils (Darty) 9.19, 14.34
  - Euronics 8.56
  - Eurotech
    - cold food storage, market share 7.115
    - washing machines, market share 7.37
  - Evidence-*see* Monopolies and Mergers Commission, evidence
  - Extended warranties
    - by retailers 2.128-2.129, 3.125-3.126, 4.124-4.126, 5.126-5.127, 9.49, 9.120
    - by suppliers 8.70
      - Miele 13.581
    - impact on retail transaction prices 11.25
    - views of, Allders 14.189
      - Beko 13.560
      - BSDA 13.348
      - CA 15.9
      - CDA 13.232
      - Comet 14.47
      - CWS 14.239
      - Dixons 14.18
      - Empire 14.284
      - Freemans 14.293
      - Frigidaire 13.508
      - Grattan 14.304
      - GUS 14.254, 14.263
      - HoF 14.199

- Extended warranties, views of-*contd*
  - Littlewoods 14.277
  - Makro 14.323
  - Miele 13.581
  - Northern 14.121
  - Servis 13.484
  - (*see also* Insurance companies, Finance houses and Retailers, non-price promotions)
  
- Fair Trading Act 1973 2.9, 2.179, 2.182, 2.187, 2.190, 2.226, 3.174, 3.176, 3.182, 3.185, 3.221, 4.176, 4.178, 4.184, 4.187, 4.223, 5.178, 5.180, 5.183, 5.186, 5.222, 10.51
  - selective distribution 12.106
  - (*see also* Monopoly situations)
- Finance houses 9.103
  - extended warranties 14.63, 14.157
  - payment methods-*see* Payment methods
  - (*see also* Extended warranties)
- Freemans PLC (Freemans)
  - catalogues 14.293, 14.295
    - Freemans Homes* 9.60, 10.80, 10.88, 14.291
    - One-to-One* 14.291
  - cold food storage, market share 7.129, 7.134
  - dishwashers, market share 7.129, 7.134
  - financial results, turnover 14.291
  - parent-*see* Sears Home Shopping
  - prices-*see* Prices
  - retail outlets 14.291
  - sales-*see* Mail order companies, sales
  - stock selection 14.292
  - tumble driers, market share 7.129, 7.134
  - washing machines, market share 7.129, 7.134
  - views 14.291-14.299
  - (*see also* Mail order companies)
- Freezers-*see* Cold food storage
- Frigidaire Consolidated Ltd (Frigidaire)
  - brand 13.494
    - models 8.61
  - cold food storage
    - brand, market share 7.115
    - manufacturer 5.17, 8.36
    - sales, market share 8.36
    - supply 5.16
      - market share 5.27, 7.116
      - suppliers-*see* Frigidaire and Norfrost
  - company, history 8.36
  - organization 13.494
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1
        - in favour of 5.235
        - member of 5.234
      - (dishwashers) 4.196-4.198, 4.229, App 4.1
        - in favour of 4.236
        - member of 4.235
      - (tumble driers) 3.194-3.196, 3.227, App 3.1
        - in favour of 3.234
        - member of 3.233
      - (washing machines) 2.199-2.201, 2.232, App 2.1
        - in favour of 2.239

- member of 2.238
- Frigidaire Consolidated Ltd, complex monopoly situations-*contd*
  - second complex monopoly (withholding of supply)
    - (cold food storage) 5.236-5.239, 5.256, App 5.2
      - in favour of 5.259
      - member of 5.258
    - (*see also* Complex monopoly situations and MMC)
  - distribution policies 12.54-12.55
    - selection criteria for supply 12.55
    - withholding of supply-*see* Distribution, withholding of supply
  - manufacture 8.36
  - supply 13.496-13.498
    - negotiations 13.499-13.501
    - to warehouse clubs 13.503
    - to wholesalers 13.502
  - tumble driers, imports marketed 8.36
  - washing machines, imports marketed 8.36
  - views 13.494-13.508
- Gaggenau (UK) Ltd (Gaggenau)
  - company, history 8.28-8.29
  - organization 13.375
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1
        - in favour of 5.235
        - member of 5.234
      - (dishwashers) 4.196-4.198, 4.229, App 4.1
        - in favour of 4.236
        - member of 4.235
      - (tumble driers) 3.194-3.196, 3.227, App 3.1
        - in favour of 3.234
        - member of 3.233
      - (washing machines) 2.199-2.201, 2.232, App 2.1
        - in favour of 2.239
        - member of 2.238
    - second complex monopoly (withholding of supply)
      - (cold food storage) 5.236-5.239, 5.256, App 5.2
        - in favour of 5.259
        - member of 5.258
      - (dishwashers) 4.237-4.240, 4.257, App 4.2
        - in favour of 4.260
        - member of 4.259
      - (tumble driers) 3.235-3.238, 3.254, App 3.2
        - in favour of 3.257
        - member of 3.256
      - (washing machines) 2.240-2.243, 2.260, App 2.2
        - in favour of 2.263
        - member of 2.262
    - (*see also* Complex monopoly situations and MMC)
  - dishwashers, market share 7.91
  - distribution policies 12.36-12.38
    - (*see also* Distribution, suppliers' policies)
  - parent-*see* Bosch-Siemens Hausgeräte
  - supplier-*see* Bosche and Siemens
- Gaggenau (UK) Ltd-*contd*
  - supply 13.379
  - views 13.375-13.180
- Gas Flair Limited 2.151
  - observations 2.151 (*e*), 3.148 (*f*), 4.148 (*e*), 5.149 (*g*), App 10.10 (A6,B8,C7,D10)
  - views 14.246-14.247
- GDA-*see* General Domestic Appliances Limited
- General Domestic Appliances Ltd (GDA)
  - advertising 13.40-13.41
  - cold food storage
    - brands, market share 5.27-5.28, 7.115, 9.79
      - (*see also* Creda and Hotpoint)
    - manufacture 5.17
      - market share 7.120
    - retail sales 8.9
    - supply 5.16
      - market share 5.27, 7.116
  - company, history 8.7, 13.2
  - organization 13.3
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1
        - in favour of 5.235
        - member of 5.234
      - (dishwashers) 4.196-4.198, 4.229, App 4.1
        - in favour of 4.236
        - member of 4.235
      - (tumble driers) 3.194-3.196, 3.227, App 3.1
        - in favour of 3.234
        - member of 3.233
      - (washing machines) 2.199-2.201, 2.204, 2.232, App 2.1
        - in favour of 2.239, 2.389
        - member of 2.238
    - second complex monopoly (withholding of supply)
      - (cold food storage) 5.236-5.239, 5.256, App 5.2
        - in favour of 5.259
        - member of 5.258
      - (dishwashers) 4.237-4.240, 4.257, App 4.2
        - in favour of 4.260
        - member of 4.259
      - (tumble driers) 3.235-3.238, 3.254, App 3.2
        - in favour of 3.257
        - member of 3.256
      - (washing machines) 2.240-2.243, 2.245-2.246, 2.260, App 2.2
        - in favour of 2.262, 2.263, 2.389
        - member of 2.262
    - views-*see* GDA, views
      - (*see also* GDA, scale monopoly situation, Complex monopoly situations and MMC)
  - corporate policy 8.73
  - delivery and installation 9.115
  - discounts 13.42
    - to retailers 10.06
      - (*see also* Prices, discounts)
  - dishwashers
    - brands, market share 4.27-4.28, 7.91, 9.79

- (*see also* Creda and Hotpoint)
- manufacture 4.16
- market share 7.96
- General Domestic Appliances Ltd, dishwashers-*contd*
- retail sales 8.9
- supply 4.15
  - market share 4.26, 7.92, 8.9
- distribution, policies 12.14
  - selection criteria for supply 12.15
  - withholding of supply-*see* Distribution, withholding of supply
  - pressure from retailers 12.103
  - (*see also* Distribution)
- financial results, profits 8.11
- sales 8.9
- turnover 8.9, 8.11
- Lexecon Ltd (Lexecon)
  - econometric models 2.276
  - pricing analysis 2.273-2.277, 2.282, 3.267-3.271, 3.276, 4.270-4.274, 4.279, 5.269-5.273, 5.278
  - calculations, econometric models 2.276-2.277, 3.270-3.271, 4.273-4.274, 5.272-5.273, 11.108-11.109
  - response of MMC 2.278-2.281, 2.282, 3.272-3.275, 3.276, 4.275-4.278, 4.279, 5.274-5.277, 5.278
- markets
  - market share-*see* above
  - marketing strategy 13.19
  - research reports-*see* Harris Research Centre and Quadrant Consultants Ltd
- observations by dealers on behaviour 2.151
- parent companies-*see* The General Electric Company and General Electric
- prices-*see* Prices, price lists
- RRPs, survey-*see* Harris Research Centre
- sales, invoices 8.7
  - to retailers, gross margins-*see* Gross margins
- scale monopoly situations (washing machines and tumble driers), in favour of 1.16, 2.182-2.185, 2.389, 3.177-3.180
- servicing 8.72
- subsidiaries-*see* Hotpoint Limited and Creda Limited
- supply, negotiations 13.34-13.43
  - to mail order companies 13.60-13.61
  - to RECs-*see* RECs
  - to warehouse clubs 13.62-13.65
- tumble driers
  - brands, market share 3.27-3.28, 9.79
  - (*see also* Creda, Electra, Hotpoint and Parnall)
  - manufacture 3.16, 7.66, 7.71
  - market share 7.64, 7.68, 7.71
  - retail sales 8.9
  - supply 3.15
    - market share 3.26, 7.67
- washing machines
  - brands, market share 9.79
  - (*see also* Creda and Hotpoint)
  - manufacture 2.18, 7.40
  - market share 2.29-2.30, 7.37
  - retail sales 8.9
- supply 2.17
  - market share 2.28, 7.39, 7.44
- views 2.161, 2.204, 2.245-2.246, 3.199, 3.240-3.241, 4.201, 4.242-4.243, 5.200, 5.241-5.242,
- General Domestic Appliances Ltd, views-*contd* 7.13, 10.149-10.150, 10.161, 11.107, 12.103, 13.4-13.82
- The General Electric Company plc (GEC) 8.7
  - reference goods, manufacture 8.10
  - subsidiary-*see* General Domestic Appliances Limited
- General Electrical Co, USA (GE) 8.7
  - investment 8.2
  - sales invoices 8.7
  - subsidiary-*see* General Domestic Appliances Limited
  - supply, to warehouses 13.65
- GfK Marketing Services Ltd (GfK)
  - data
    - cold food storage, brands 7.115
    - models 8.62, 9.84-9.86
    - prices 5.266
    - sales 5.139, 7.115, 9.84-9.86
  - dishwashers, brands 7.91
  - models 8.62, 9.84-9.86
  - prices 4.267
  - sales 4.138, 7.91, 9.84-9.86
  - tumble driers, brands 7.64, 9.84-9.86
  - models 8.62
  - prices 3.264
  - sales 3.138, 7.64, 9.84-9.86
  - washing machines, brands 7.35
  - models 8.62, 9.84-9.86
  - prices 2.270
  - sales 2.141, 7.35, 9.84-9.86
  - retail prices 2.202, 11.4-11.8
  - averaging of figures 11.26-11.28
  - error margin 11.25
  - retailers 7.129
    - concentration levels 7.138
    - suppliers 7.36, 7.64, 7.91, 7.115
  - views 10.137-10.139
  - views of, CDA 13.239
  - Empire 14.289
  - GDA 13.9
  - Hoover 13.208
- Goldstar, cold food storage, market share 7.115
- Gram
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1
      - in favour of 5.135
      - member of 5.234
    - second complex monopoly (withholding of supply)
      - (cold food storage) 5.236-5.239, 5.256, App 5.2
      - in favour of 5.259
      - member of 5.258
  - Granada Group plc (Granada)
    - market 14.335
    - supply, by GDA 13.63
    - views 14.335

- Grattan plc (Grattan)
  - catalogues 14.301
  - Grattan-Looking Great* 9.60, 10.80
  - cold food storage, market share 7.129, 7.133
  - contracts with suppliers 10.87
- Grattan plc-*contd*
  - dishwashers, market share 7.129, 7.133
  - financial results, sales 14.300
  - parent-*see* Otto-Versand (GmbH & Co)
  - prices-*see* Prices
  - sales-*see* Mail order companies, sales
  - tumble driers, market share 7.129, 7.133
  - views 14.300-14.305
  - washing machines, market share 7.129, 7.133  
(*see also* Mail order companies)
- Grey markets 12.95
- Gross margins
  - definition 10.111
  - of retailers 2.105-2.106, 2.308-2.310, 3.102-3.103, 3.303-3.305, 4.101-4.102, 4.305-4.307, 5.102-5.103, 5.304-5.306, 10.113-10.115
    - gross margins from RRP 10.111-10.115
      - for different channels of trade 10.116-10.119
        - on cold food storage 10.118
        - on dishwashers 10.118
        - on tumble driers 10.118
        - on washing machines 10.118
  - margin maintenance 4.308-4.309, 2.107-2.109, 2.311-2.312, 3.104-3.106, 3.306-3.307, 4.103-4.105, 5.104-5.106, 5.307-5.308, 10.120-10.123
  - negotiations
    - with retailers, views of Emaco 2.107, 3.104, 4.103, 5.104
    - with suppliers, by Dixons 2.109, 3.106, 4.105, 5.106
  - margin support
    - definition 10.124
    - ad hoc* support 2.313, 3.308, 4.310, 5.309, 10.125-10.127
    - contractual support 10.128-10.131
    - negotiations
      - by GDA 2.123-2.125, 10.40, 10.44
      - with Comet 2.123, 10.43, App 10.3
      - with Dixons 2.111-2.112, 3.108-3.109, 4.107-4.108, 5.108-5.109
    - offers from suppliers 2.114, 10.42
    - requests from retailers 2.110, 2.313, 3.107, 3.308, 4.106, 4.310, 5.107, 5.309, 10.39, 10.48, 10.70
    - stock compensation 10.132-10.133
    - withdrawal from suppliers 10.27, 10.44
  - suppliers 2.314, 3.309, 4.311, 5.310
  - views of, Allders 14.182, 14.185-14.186, 14.193
    - Bennetts 14.164
    - BSDA 13.331, 13.333, 13.340, 13.342, 13.344
    - CA 15.7
    - CDA 13.222, 13.224, 13.230, 13.236
    - Dixons 14.6, 14.17
    - Emaco 13.114-13.115, 13.119-13.121
    - Freemans 14.295, 14.298
    - Gardner 14.174
    - GDA 13.47-13.50
    - GUS 14.262
    - JLP 14.204, 14.210, 14.212, 14.231
    - Lec 13.395
    - Makro 14.321-13.322
    - MDA 13.273-13.274
    - Miele 13.595
    - Miller Bros 14.153, 14.155-14.156
    - MMC 2.315, 3.310, 4.312, 5.311
- Gross margins, views of-*contd*
  - N&P 14.313-14.314
  - NIE 14.142
  - NORWEB 14.71-14.73, 14.80
  - Philco GB 13.321-13.322
  - Powerhouse 14.88-14.89
  - Powerstore 14.100, 14.1105
  - PriceCostco 14.329
  - ScottishPower 14.57, 14.62
  - SEEBOARD 14.112
  - Servis 13.489-13.490
  - SHE 14.134
  - Smeg 13.609
  - Tempo 14.147
- Groupe Brandt
  - cold food storage
    - manufacture 7.117, 8.41
    - market share 7.115, 7.120
    - supply, to Comet 7.121
  - company history 8.41
  - dishwashers
    - manufacture 7.97, 8.41
    - market share 7.96
  - manufacturer for Ocean 8.41
  - parent-*see* EFi Elettrofinaziaria SpA
  - subsidiaries-*see* Blomberg AB and De Dietrich
  - supplier to Comet-*see* Blomberg AB
  - washing machines
    - manufacture 7.40, 8.41
    - market share 7.44, 7.71
- GUS Home Shopping Limited (GUS)
  - catalogues 14.252
    - Great Universal* 9.60, 10.88, 14.249
    - Kays* 14.249
  - cold food storage, market share 7.129, 7.134
  - company, organization 14.248
  - contracts with suppliers 10.86
  - customer service, pre-sales service 9.64, 14.264
  - delivery and installation 9.114, 14.251, 14.253, 14.256
  - dishwashers, market share 7.129, 7.134
  - financial results, turnover 14.248
  - market 14.253-14.254
  - observations 5.149(*d*), App 10.10 (D8)
  - parent 9.60
  - prices-*see* Prices
  - sales-*see* Mail order companies, sales
  - stock selection 14.255
  - supply 14.250
  - tumble driers, market share 7.129, 7.134
  - views 14.248-14.268
  - washing machines, market share 7.129, 7.134  
(*see also* Mail order companies)
- Harris & Russell, wholesalers 8.49
- Harris Research Centre (Harris), RRP survey 1997 10.19
- Herfindahl-Herschman Index (HHI) 7.41, 7.69, 7.94,

- 7.118
  - Hodge, Mr, observations App 12.2 (A12,B11,C12, D14)
  - Homark
    - cold food storage, market share 7.115
    - dishwashers, market share 7.91
    - washing machines, market share 7.37
  - Homepower Stores Ltd-see Powerstore (Trading Limited (Powerstore)
  - Homeworld-see CRS
  - Hoover Limited (Hoover)
    - advertising expenditure 8.63  
(see also Advertising)
    - brands, models 8.61
    - company, history 8.19-8.20
    - organization 8.20, 13.178
    - complex monopoly situations
      - first complex monopoly (prices)
        - (dishwashers) 4.196-4.198, 4.229, App 4.1
        - in favour of 4.236
        - member of 4.235
      - (tumble driers) 3.194-3.196, 3.227, App 3.1
        - in favour of 3.234
        - member of 3.233
      - (washing machines) 2.199-2.201, 2.205, 2.232, App 2.1
        - in favour of 2.239
        - member of 2.238
    - second complex monopoly (withholding of supply)
      - (dishwashers) 4.237-4.240, 4.257, App 4.2
        - in favour of 4.260
        - member of 4.259
      - (tumble driers) 3.235-3.238, 3.254, App 3.2
        - in favour of 3.257
        - member of 3.256
      - (washing machines) 2.240-2.243, 2.260, App 2.2
        - in favour of 2.263
        - member of 2.262
    - (see also Complex monopoly situations and MMC)
  - discounts
    - to retailers 10.106  
(see also Prices, discounts)
  - dishwashers, market share 7.91-7.92, 9.78
  - distribution policies 12.42-12.43
    - selection criteria for supply 12.42  
(see also Distribution)
  - financial results, sales 8.20
  - manufacture 8.20
  - market shares 8.20
  - observations by dealers on behaviour 2.151
  - parent-see Candy SpA
  - price determination-see Prices
  - supply
    - negotiations 13.183-13.190
    - to CHI 13.192
    - to warehouse clubs 13.193-13.194
    - to warehouses 13.191
- tumble driers
  - manufacture 3.16, 7.71
  - market share 7.67-7.68
  - supply 3.15
- washing machines
  - manufacture 2.18
  - market share 2.29, 7.37-7.39, 9.78
  - prices 11.34
  - retailer sales 11.34
  - supply 2.17
  - views 2.163, 2.205, 2.247, 3.202, 3.240, 3.242, 4.206, 4.242, 10.163, 13.178-13.210
- Hotpoint Limited (Hotpoint)
  - advertising expenditure 8.63  
(see also Advertising)
  - brands
    - models 8.61
    - sub-brands 8.8, 8.12
  - business practices, corporate policy 8.73
  - coefficients of variation-see Coefficients of variation
  - cold food storage
    - manufacture 8.10
    - manufacturers-see GE (USA), Hotpoint, Liebherr, Merloni and Vestfrost
    - market share 7.115, 9.78
  - company, history 8.7
  - organization 8.10, 8.12, 13.3
  - complex monopoly situations
    - first complex monopoly (prices), (washing machines), views-see GDA  
(see also Complex monopoly situations and MMC)
  - compliance with EC law 8.73
  - delivery and installation 13.29
  - discounts
    - to retailers 10.106  
(see also Prices, discounts)
  - dishwashers
    - manufacture 8.10
    - manufacturers-see Hotpoint
    - market share 7.91, 9.78
  - distribution
    - policy 12.13, 13.20-13.21
    - to Makro 12.18  
(see also Hotpoint, supply, Distribution and GDA)
  - financial results 8.11
    - operating margins 2.75, 3.73, 4.72, 5.73
  - parent company-see GDA
  - price determination-see Prices
  - supply
    - to retailers 13.35
      - negotiations 13.35, 13.37, 13.39
    - to warehouse clubs 13.64
    - to wholesalers 13.32
    - views of GDA 13.22
- tumble driers
  - manufacturers-see Creda
  - market share 7.64, 7.66, 8.9, 9.78
- washing machines
  - manufacture 8.10
  - manufacturers-see Hotpoint
  - market share 2.29, 7.37-7.38, 9.78
  - prices 11.34
  - retailer sales prices 11.34
- House of Fraser PLC (HoF)
  - cold food storage, market share 7.129, 7.132

- company, organization 14.195
- delivery and installation 14.199
- dishwashers, market share 7.129, 7.132
- market 14.196-14.197
- retail outlets 9.48, 14.195
- trading names 9.48
- tumble driers, market share 7.129, 7.132
- washing machines, market share 7.129, 7.132
- views 10.164
- Household penetration-*see* Cold food storage, Dishwashers, Tumble driers, Washing machines
- Hughes (Lowestoft) Ltd 9.35
- Hygena
  - cold food storage, market share 7.115
  - dishwashers, market share 7.91, 9.69
    - price 9.69
    - sales 9.68
  - supplier-*see* MFI
  - washing machines, market share 7.37
- Iceland Frozen Foods plc (Iceland)
  - cold food storage
    - own brand-*see* Iceline
    - market share 5.51, 7.129, 7.135, 9.52
  - company, organization 14.242
  - delivery and installation 14.242
  - retail outlets 9.52, 14.242
  - supply, by GDA 13.63
  - views 14.242-14.243
- Iceline 9.53
  - cold food storage
    - manufacturer-*see* Beko and CDA
    - market share 7.115
    - suppliers-*see* Beko and CDA
    - supply, market share 5.27, 7.116
- Ignis
  - brand 13.403
  - models 8.61
  - cold food storage, market share 7.115
  - discounts, to retailers 10.106
    - (*see also* Prices, discounts)
  - dishwashers, market share 7.91
  - distribution policies-*see* Distribution and Whirlpool
  - parent-*see* Whirlpool
  - supplier-*see* Whirlpool
  - washing machines, market share 7.37
- IKEA Ltd 2.151
  - observations 2.151 (*f*), 3.148 (*g*), 4.148 (*f*), 5.149 (*h*), App 10.10 (A7,B9,C8,D11)
  - supplier-*see* Zanussi
  - views 14.309
- Imanto AG 13.570
  - subsidiary-*see* Miele Co Ltd
- Importers, as suppliers 8.45
- Indesit
  - brands, models 8.61
  - coefficients of variation-*see* Coefficients of variation
  - cold food storage, market share 7.115
  - dishwashers, market share 7.91, 9.78
    - supplier-*see* MDA
  - distribution policies-*see* Distribution, suppliers' policies, MDA
  - manufacturers-*see* Merloni and Crosslee
  - parent-*see* MDA
  - price determination 2.316, 3.311, 4.313, 5.312, 10.17, 11.37
    - (*see also* Prices)
  - sales by retailers 9.66
  - tumble driers, market share 7.64
  - washing machines
    - market share 2.29, 7.37-7.38, 9.78
    - prices 11.34
- Indesit, washing machines, prices-*contd*
  - retailer sales 11.34
  - views of MDA 13.256
- Inman & Co (Electrical) Ltd, wholesalers 8.49
- Insurance companies, extended warranties 14.115, 14.125, 14.149, 14.157, 14.199, 14.217, 14.239, 14.263, 14.277, 14.284, 14.294, 14.304
- Jackson-*see* Creda, brands and Hotpoint, brands
- James H Donald (Darvel) Limited
  - product differentiation 9.87
  - retail, operations 14.167
    - outlets 14.167-14.168
    - views 14.167-14.172
- John Lewis Partnership plc (JLP)
  - cold food storage, market share 7.129, 7.132
  - company, history 9.49
  - organization 14.203
  - dishwashers, market share 7.129, 7.132
  - distributors 12.38
    - (*see also* Distribution)
  - extended warranties 9.49
    - (*see also* Extended warranties)
  - market 14.204-14.207
  - retail outlets 9.49, 9.95, 14.203
  - SPIVS 8.67
  - tumble driers, market share 7.129, 7.132
  - washing machines, market share 7.129, 7.132
  - views 14.203-14.231
- Kelco Limited-*see* Candy Domestic Appliances Ltd
- Kelvinator
  - cold food storage 8.22
    - manufacture 8.21, 9.21
    - market share, sales made 7.130
  - retailer-*see* Comet
  - supplier-*see* CDA
  - company history 8.21
    - (*see also* Candy, Comet and Cold food storage)
- Kenneth Gardner Ltd (Gardner)
  - financial results, profits 14.174
  - margins-*see* Gross margins, views
  - retail outlets 14.173
  - supply, from CIH 14.174
  - views 14.173-14.175
- KF Group plc 14.146
  - retail operations-*see* Tempo Ltd (Tempo)
- Kingfisher plc 9.17, 9.19, 14.34, 14.308
  - financial results, Comet 2.78, 9.22
  - proposed acquisition of Dixons 9.10
  - subsidiaries-*see* Comet Group, NORWEB Retail and B&Q

- (*see also* Comet, B&Q and Darty)
- Koç Holdings AS (Koç) 8.38, 13.549  
 subsidiary-*see* Beko (UK) Ltd
- Launderettes 7.11, 7.20-7.21, 7.60
- Lec Refrigeration plc (Lec)  
 brands 13.383  
 market share 5.28-5.29, 7.115  
 models 8.61  
 company, history 8.31
- Lec Refrigeration plc, company-*contd*  
 organization 13.383  
 complex monopoly situations  
 first complex monopoly (prices)  
 (cold food storage) 5.195-5.197, 5.228, App  
 5.1  
 in favour of 5.235  
 member of 5.234
- discounts  
 to retailers 10.106  
 (*see also* Prices, discounts)
- distribution policies 12.49
- exports 8.31
- mail order companies, negotiations 10.75
- manufacture 5.17, 8.31
- market share 5.27, 7.116, 8.31, 9.79
- parent-*see* Sime Darby Bhd
- price determination-*see* Prices
- sales 8.31
- supply 5.16  
 negotiations 13.387-13.388  
 to CI(NI) 13.386  
 to Homepower 13.386  
 to Powerstore 13.386  
 to warehouse clubs 13.391  
 to wholesalers 13.390
- views 13.383-13.401
- Leibherr  
 cold food storage  
 manufacture 8.10  
 market share 7.115
- complex monopoly situations  
 first complex monopoly (prices)  
 (cold food storage) 5.195-5.197, 5.228, App  
 5.1  
 in favour of 5.235  
 member of 5.234  
 (*see also* Hotpoint)
- Lever, D B, observations App 10.10 (A14, A21, B14,  
 B20, C13, C20, D16-D17, D25-D26)
- Lexicon Ltd-*see* GDA
- Limelight Group Ltd 9.67  
 (*see also* Moben)
- Littlewoods Home Shopping Group Limited  
 (Littlewoods)  
 catalogues 14.270-14.272  
*Littlewoods* 9.60, 10.80, 10.88  
 cold food storage, market share 7.129, 7.134  
 company, organization 14.269  
 customer services 14.270  
 delivery and installation 14.270  
 dishwashers, market share 7.129, 7.134  
 financial results, turnover 14.269  
 market 14.270-14.272  
 parent-*see* Littlewoods Organization Public  
 Limited Company  
 prices-*see* Prices  
 sales-*see* Mail order companies, sales  
 stock selection 14.271  
 tumble driers, market share 7.129, 7.134  
 washing machines, market share 7.129, 7.134  
 views 14.269-14.282  
 (*see also* Mail order companies and PriceCostco)
- Littlewoods Organisation Public Limited Company  
 9.60, 14.269
- Littlewoods Organisation Public Limited Company-*contd*  
 subsidiary-*see* Littlewoods Home Shopping Group  
 Limited
- London Electricity plc, retail operations-*see*  
 PowerStore
- M&H Kitchen and Bathroom Design, observations  
 5.149, App 10.10 (D18)
- M6 Cash and Carry  
 suppliers 12.83  
 views of Hoover 13.193
- Magnet Limited (Magnet)  
 built-in reference goods 9.65-9.67  
 cold food storage, supplier-*see* Whirlpool  
 dishwashers  
 supplier 7.97  
 (*see also* Whirlpool)  
 parent-*see* Berisford plc  
 reference goods, market share, sales made 7.135  
 suppliers-*see* Neff, Smeg, Stoves and Whirlpool  
 washing machines, supplier-*see* Whirlpool  
 views 14.307
- Mail order companies  
 agents 9.58-9.59  
 catalogues 2.140, 3.137, 4.137, 5.138, 9.56, 9.63  
 prices-*see* Prices, mail order companies  
 cold food storage  
 market 5.133, 9.54-9.64  
 market share, sales 5.51  
 stock ranges 5.138  
 competition 9.107  
 costs 9.62  
 customer service 9.64  
 definition 9.54-9.55  
 delivery and installation 9.114  
 dishwashers  
 market 4.132, 9.54-9.64  
 market share, sales 4.50  
 stock ranges 4.137  
 distribution  
 distributors 12.20, 12.31, 12.39, 12.41, 12.43,  
 12.48, 12.49, 12.53  
 withholding of supply-*see* Distribution,  
 withholding of supply  
 (*see also* Distribution)  
 financial results, debts 9.104  
 MORPs-*see* Prices, RRP  
 payment methods-*see* Payment methods  
 price determination-*see* Prices  
 product selection 9.77  
 sales 10.74, 10.76

- of Crosslee goods 8.37
- of Empire goods 14.284
- of Freemans goods 14.293
- of Littlewoods goods 14.276
- tumble driers
  - market 3.132, 9.54-9.64
  - market share, sales 3.50
  - stock ranges 3.137
- washing machines
  - market 2.135, 9.54-9.64
  - market share, sales 2.52
  - stock ranges 2.140
  - views of, Beko 13.563
- Mail order companies, views of-*contd*
  - BSDA 13.358
  - CDA 13.228, 13.237
  - Crosslee 13.539-13.541
  - Emaco 13.139-13.141
  - Empire-*see* Empire
  - GDA 13.60-13.61
  - Grattan-*see* Grattan
  - GUS-*see* GUS
  - Hoover 13.207
  - Lec 13.398
  - Littlewoods-*see* Littlewoods
  - MDA 13.280
  - Servis 13.492
  - Whirlpool 13.451-13.452
  - (*see also* Dixons Direct, Empire, Freemans, Grattan, GUS and Littlewoods)
- Mail Order Traders Association 9.149
- Makro Self Service Wholesalers Limited (Makro)
  - company, history 2.41, 9.134, 9.136
  - organization 14.317
  - customer services 9.141
    - after-sales service 14.324
  - delivery and installation 9.143
  - extended warranties-*see* Extended warranties
  - membership 2.41, 3.39, 4.39, 5.40, 9.135
  - parents-*see* SHV Holdings and Metro Holding AG
  - retail outlets 2.41, 9.135, 9.141, 9.152, 14.317
  - sales 14.325
  - suppliers-*see* GDA
  - supply 14.319
  - views 14.316-14.326
  - views of Whirlpool 13.433
  - (*see also* Wholesalers)
- Manufacturers
  - international comparisons 10.142, 10.144
    - views of Emaco 10.142, 10.144
  - as suppliers 8.45
  - views of, AMDEA 15.17
    - Comet 14.36
- Margin support-*see* Gross margins
- Marketing Week* 2.115, 3.112, 4.112, 5.112, 9.124
- Markets 1.3-1.10, 2.92, 3.89, 4.88, 5.88
  - cold food storage-*see* Cold food storage
  - competition-*see* Competition
  - dishwashers-*see* Dishwashers
  - European comparisons 2.72, 2.74, 3.70, 4.69, 5.70, 10.145-10.146
    - views of, BSDA 13.332, 13.334
    - Comet 14.39
    - Crosslee 13.512
    - Emaco 13.86-13.88
    - Miele 13.573
    - Whirlpool 13.406-13.407
  - imports 7.46
  - manufacturers, US market 8.2
  - market entry
    - retailers 2.73-2.74, 3.71-3.72, 4.70-4.71, 5.70-5.71
    - suppliers 2.72, 3.70, 4.69, 5.70
    - views of MMC 2.72, 3.70, 4.69, 5.70
  - market shares 2.24-2.31, 7.36, 7.65, 7.90, 7.114, 7.129
    - (*see also* Herfindahl-Hirschman Index)
    - views of GDA 13.17-13.18
- Markets-*contd*
  - retailers 7.128-7.129
  - sales, volume 7.34
  - suppliers
    - European market 7.44, 7.71, 7.96, 7.120, 8.2
    - UK market 7.34-7.36, 7.63-7.65, 7.88-7.90, 7.112-7.114, 8.2
  - transparency 1.7, 2.71, 3.69, 4.68, 5.69
  - tumble driers-*see* Tumble driers
  - views of, Allders 14.180-14.182
    - AMDEA 15.16-15.17
    - Beko 13.550-13.552
    - BRC 15.19-15.20
    - BSDA 13.331-13.335
    - CA 15.8
    - CDA 13.213-13.214
    - CIH 13.616
    - Comet 14.35-14.39
    - Crosslee 13.510-13.514
    - CWS 14.233-14.235
    - Dixons 14.4-14.9
    - Emaco 13.84-13.89
    - Frigidaire 13.495
    - GDA 13.4-13.19
    - GUS 14.253-14.254
    - HoF 14.196-14.197
    - Hoover 13.179
    - Iceland 14.243
    - JLP 14.204-14.207
    - Lec 13.384
    - Littlewoods 14.270-14.272, 14.278-14.280
    - MDA 13.243-13.252
    - Miele 13.571-13.573
    - Miller Bros 14.153-14.154
    - MMC 1.7-1.8
    - NIE 14.139-14.141
    - Northern 14.120-14.121
    - NORWEB Retail 14.69-14.70
    - Philco GB 13.309-13.310
    - Powerhouse 14.86-14.87
    - Powerstore 14.96-14.99
    - ScottishPower 14.55-14.58
    - SEEBOARD 14.109-14.111
    - Servis 13.471-13.473
    - SHE 14.131-14.133
    - small retailers 14.336
    - Smeg 13.608
    - Whirlpool 14.405-14.411
  - washing machines-*see* Washing machines
  - (*see also* Barriers to entry)

Martin Dawes Ltd 9.145  
 MDA-*see* Merloni Domestic Appliances Ltd  
 Merloni Domestic Appliances Ltd (MDA)  
   advertising expenditure 8.63  
   after-sales service-*see* Philco GB  
   brands supplied-*see* Ariston, Indesit, Scholtès  
   cold food storage  
     brands, market share 7.115  
     (*see also* Ariston, Hotpoint and Indesit)  
   manufacture 5.17  
     Ariston brand 8.24-8.25  
     Hotpoint brand 8.24-8.25  
     Indesit brand 8.24-8.25  
     market share 7.120

Merloni Domestic Appliances Ltd, cold food storage-  
*contd*  
   supply 5.16  
     market share 5.27, 7.116  
   company history 8.24, 8.26  
   complex monopoly situations  
     first complex monopoly (prices)  
       (cold food storage) 5.195-5.197, 5.228, App  
       5.1  
         in favour of 5.235  
         member of 5.234  
       (dishwashers) 4.196-4.198, 4.229, App 4.1  
         in favour of 4.236  
         member of 4.235  
       (tumble driers) 3.194-3.196, 3.227, App 3.1  
         in favour of 3.224  
         member of 3.223  
       (washing machines) 2.199-2.201, 2.207-  
       2.209, 2.222, 2.232, App 2.1  
         in favour of 2.239  
         member of 2.238  
     second complex monopoly (withholding of  
     supply)  
       (cold food storage) 5.236-5.239, 5.256, App  
       5.2  
         in favour of 5.259  
         member of 5.258  
       (dishwashers) 4.237-4.240, 4.257, App 4.2  
         in favour of 4.260  
         member of 4.259  
       (tumble driers) 3.235-3.238, 3.254, App 3.2  
         in favour of 3.257  
         member of 3.256  
       (washing machines) 2.240-2.243, 2.247-  
       2.249, 2.255-2.257, App 2.2  
         in favour of 2.262  
         member of 2.262  
       (*see also* Complex monopoly situations and  
       MMC)  
   discounts, to retailers 10.106  
     (*see also* Prices, discounts)  
   dishwashers  
     brands, market share 4.27, 4.27-4.28, 7.91,  
     9.78  
       (*see also* Ariston, Indesit, Scholtès and  
       Philco)  
     manufacture 4.16  
       Ariston brand 8.24-8.25  
       Indesit brand 8.24-8.25  
       market share 7.96  
     supply 4.15  
       market share 4.26, 7.92  
   distribution  
     policies-*see* Distribution, policies  
     pressure from retailers 12.105  
     of reference goods 9.65-9.66  
     withholding of supply-*see* Distribution,  
     withholding of supply  
     (*see also* Distribution)  
   financial results, sales 8.27  
   gross margins-*see* Gross margins  
   mail order companies negotiations 10.75  
   margin support to retailers 10.127-10.128  
   market share 8.27

parent-*see* Merloni Elettrodomestici SpA

Merloni Domestic Appliances Ltd-*contd*

price determination-*see* Prices

supply

negotiations 13.260-13.264

to CIH 13.261

to mail order companies 13.280

to warehouse clubs 13.266-13.268

to wholesalers 13.265

tumble driers

brands

market share 7.64

(*see also* Ariston, Indesit and Philco)

manufacturer 3.16

(*see also* Crosslee)

sales 7.67

supply 3.16

washing machines

brands, market share 2.29-2.30, 9.78

manufacture

Ariston brand 8.24-8.25

Indesit brand 8.24-8.25

market share 7.44

supply 2.17, 3.16, 8.32

market share 2.28, 6.37, 7.39

views 2.165, 2.207-2.209, 2.212, 2.247-2.249,

3.203-3.204, 3.207, 3.242-3.244, 4.203-4.205,

4.209, 4.242, 4.244-4.246, 5.203-5.205, 5.208,

5.241, 5.243-5.245, 13.241-13.307

(*see also* Hotpoint, Philco and WEBV)

Merloni Elettrodomestici SpA (Merloni) 8.24, 8.46,

13.241

subsidiaries-*see* MDA and Philco Italia SpA

Metro Holding AG 14.317

subsidiary-*see* Makro

MFI Furniture Group plc (MFI)

own brand-*see* Hygena

brands purchased 9.68, 14.306

built-in reference goods 9.67-9.69

cold food storage, market share 7.129, 7.135, 9.69

dishwashers, market share 4.50, 7.129, 7.135, 9.69

kitchen furniture, market share 9.68

prices set 9.68

retail outlets 9.68, 14.306

tumble driers, market share 7.129, 7.135, 9.69

washing machines, market share 7.129, 7.135, 9.69

views 14.306

(*see also* Hygena)

Midland Electricity plc, retail operations-*see*

Powerhouse Retail Ltd

Miele Co Ltd (Miele)

advertising expenditure 8.63

brands 13.570

Imperial 12.50

models 8.61

cold food storage

brand, market share 7.115

manufacture 13.570

supply 13.570

company, history 8.39

organization 8.39, 13.570

complaints received 10.72

complex monopoly situations

first complex monopoly (prices)

(cold food storage) 5.195-5.197, 5.228, App

- 5.1
- Miele Co Ltd, complex monopoly situations, first complex monopoly (prices), (cold food storage)-*contd*
  - in favour of 5.235
  - member of 5.234
  - (dishwashers) 4.196-4.198, 4.229, App 4.1
    - in favour of 4.236
    - member of 4.235
  - (tumble driers) 3.194-3.196, 3.227, App 3.1
    - in favour of 3.234
    - member of 3.233
  - (dishwashers) 4.196-4.198
  - (washing machines) 2.199-2.201, 2.232, App 2.1
    - in favour of 2.239
    - member of 2.238
- second complex monopoly (withholding of supply)
  - (cold food storage) 5.236-5.239, 5.256, App 5.2
    - in favour of 5.259
    - member of 5.258
  - (dishwashers) 4.237-4.240, 4.257, App 4.2
    - in favour of 4.260
    - member of 4.259
  - (tumble driers) 3.235-3.238, 3.254, App 3.2
    - in favour of 3.257
    - member of 3.256
  - (washing machines) 2.240-2.243, 2.260, App 2.2
    - in favour of 2.263
    - member of 2.262
- (*see also* Complex monopoly situations and MMC)
- dishwashers, brand, market share 7.91
  - manufacture 4.16, 13.570
  - market share 7.96
  - supply 4.15, 13.570
    - market share 4.26, 7.92
- distribution policies 12.50
  - selective criteria for supply 12.51
- extended warranties 13.581
  - (*see also* Extended warranties)
- financial results, sales 8.39
- market share 8.39
- observations by dealers on behaviour 2.151
- parent-*see* Imanto AG
- prices-*see* Prices
- sales 13.584-13.585
- suppliers 13.570
- supply 13.574-13.575
  - negotiations 13.576-13.589
  - to CIH 13.590
  - to warehouse clubs 13.591
  - to wholesalers 13.590
- tumble driers, brand, market share 7.66
  - manufacture 3.16, 13.570
  - market share 7.71
  - sales, market share 7.64
  - supply 3.15, 13.570
    - market share 3.26, 7.67
- washing machines 7.28
  - brand, market share 7.37
    - manufacture 2.18, 13.570
    - sales, market share 7.37, 7.44
- Miele Co Ltd, washing machines-*contd*
  - supply 2.17, 13.570
    - market share 2.28, 7.39
  - views 2.167, 13.570-13.601
- Miller Bros (Doncaster) Ltd (Miller Bros)
  - brands 14.153
  - company history 9.37, 14.152
  - extended warranties 14.157
  - financial results, profits 9.37
  - margins-*see* Gross margins, views
  - retail outlets 9.93, 14.152
  - supply 14.154
    - from wholesalers 14.153
  - views 9.98, 14.152-14.159
- Moben
  - cold food storage, market share 7.129, 7.135
  - dishwashers, market share 7.129, 7.135
  - sale of reference goods 9.65-9.67
  - washing machines, market share 7.129, 7.135
- Modal value measures-*see* Prices, analysis
- Monopolies and Mergers Commission (MMC)
  - conclusions 1.2, 2.183, 2.185, 2.198, 2.221-2.239, 2.254-2.263, 2.341-2.343, 2.346-2.347, 2.384, 2.386-2.387, 2.389, 3.178, 3.180, 3.193, 3.216-3.234, 3.248-3.257, 3.338-3.340, 3.343-3.344, 3.380, 3.382-3.383, 4.180, 4.182, 4.195, 4.219-4.236, 4.251-4.260, 4.338-3.340, 4.343-4.344, 4.381, 4.383-4.384, 5.194, 5.217-5.235, 5.250-5.259, 5.337-5.339, 5.342-5.343, 5.381, 5.383-5.384
    - summary
      - cold food storage 5.386-5.387
      - dishwashers 4.387-4.388
      - tumble driers 3.386-3.387
      - washing machines 2.390-2.391
  - evidence 1.11-1.13, 2.94, 3.91, 4.90, 5.91, 6.6-6.8, 6.10, 10.4-10.5, 11.4, App 6.1, App 10.2
  - dealers' observations 2.149-2.152, 3.146-3.149, 4.146-4.149, 5.147-5.150, App 10.10
  - issues letters App 6.1(A,B)
  - multiple retailers' questionnaire 6.10, 7.127-7.128, 10.7-10.11, 10.73, 10.82-10.87, App 10.1
    - cold food storage 5.91, 5.145-5.146
    - dishwashers 4.90, 4.144-4.145
    - tumble driers 3.91, 3.144-3.145
    - washing machines 2.94, 2.147-2.148
  - observations on supplier behaviour 10.5, 12.64, App 12.2, App 10.10
  - pricing data-*see* GfK Marketing
  - survey of small retailers 6.11, 9.39-9.42, App 9.1, App 6.3
    - cold food storage 5.91, 5.97, 5.145-5.146, App 9.1
    - dishwashers 4.90, 4.96, 4.142-4.143, App 9.1
    - tumble driers 3.91, 3.97, 3.142-3.143, App 9.1
    - washing machines 2.94, 2.100, 2.103, 2.147-2.148, App 9.1
    - results App 6.3
  - findings 1.14-1.15, 1.17-1.25, 2.146, 2.148, 2.373

- 2.388, 2.389-2.391, 3.369-3.384, 3.385-3.387, 4.370-4.385, 4.386-4.388, 5.370-5.385, 5.386-5.387
- Monopolies and Mergers Commission, findings-*contd*
- views of, Asko 13.606
    - CDA 13.239
    - Lec 13.401
    - Servis 13.493
  - inquiry, views of BRC 15.21
  - judicial review
    - R v Monopolies and Mergers Commission ex parte Ecando Systems* (Court of Appeal, 1991) 2.224, 3.219, 4.221, 5.220
    - R v Monopolies and Mergers Commission ex parte Visa* (Court of Appeal, 1990) 2.224, 3.219, 4.221, 5.220
  - procedure 6.13-6.16, 7.36, App 6.1
  - recommendations 1.26-1.32, 2.392-2.428, 3.388-3.424, 4.389-4.425, 5.388-5.424, App 6.1(C)
  - overview
    - cold food storage 5.425
    - dishwashers 4.426
    - tumble driers 3.425
    - washing machines 2.429
  - views of, Aldi 14.244
    - Allders 14.192-14.194
    - Bill O'Brien, JP MP 15.32
    - BRC 15.20
    - BSDA 13.374
    - CA 15.10-15.14
    - CIH 13.626-13.631
    - Comet 14.52-14.53
    - Crosslee 13.548
    - Dixons 14.31-14.33
    - Emaco 13.163-13.177
    - Empire 14.288-14.290
    - Gas Flair 14.247
    - GDA 13.79-13.82
    - Grattan 14.305
    - James H Donald 14.170-14.172
    - JLP 14.231
    - Littlewoods 14.281-14.282
    - MDA 13.307
    - Northern 14.128-14.129
    - NORWEB 14.81-14.84
    - Philco GB 13.326-13.327
    - RETRA 15.30
    - SEEBOARD 14.118
    - small retailers 14.337-14.342
    - Smeg 13.612-13.614
    - Tempo 14.150-14.151
    - Whirlpool 13.468-13.469
  - report *Contact lens solution: a report on the supply in the United Kingdom of lens solutions* (Cm 2242, 1993) 2.330-2.332, 3.325-3.327, 4.327-4.329, 5.326-5.328
  - report *Credit card services: a report on the supply of credit card services in the United Kingdom* (Cm 718, 1989) 2.224, 2.230, 3.219, 3.225, 4.221, 4.227, 5.220, 5.226
  - report *Electrical contracting at exhibition halls in London: a report on the supply in Greater London of electrical contracting services at large exhibition halls* (Cm 995, 1990) 2.224, 3.219, 4.221, 5.220
  - report *Films: a report on the supply of films for exhibition in cinemas in the UK* (Cm 2673, 1994) 2.227, 3.222, 4.224, 5.223
  - Monopolies and Mergers Commission-*contd*
  - report *Fine fragrances: a report on the supply in the UK for retail sale of fine fragrances* (Cm 2380, 1993) 13.305
  - report *Greyhound racing: a report on the supply in Great Britain of the services of managing greyhound tracks* (Cmnd 9834, 1986) 2.224, 3.219, 4.221, 5.220
  - report *Kingfisher plc and Dixons Group plc: a report on the proposed merger* (Cm 1079, 1990) 9.10, 13.156
  - report *New motor cars: a report on the supply of new motor cars within the United Kingdom* (Cm 1808, 1992) 2.86, 3.84, 4.83, 5.84
  - report *Private medical services: a report on agreements and practices relating to charges for the supply of private medical services by NHS consultants* (Cm 2452, 1994) 2.230, 3.225, 4.227, 5.226
  - report *Recommended resale prices: a report on the general effects on the public interest of the practice of recommending or otherwise suggesting prices to be charged on the resale of goods* (HC 100, 1969) 2.209, 3.204, 4.205, 5.205, 13.297
  - report *Supply of recorded music: a report into the supply in the UK of pre-recorded compact discs, vinyl discs and tapes containing music* (Cm 2599, 1994) 2.86, 2.213, 3.84, 3.208, 4.83, 4.210, 5.84, 5.209, 11.33, 11.107
  - report *The supply of residential mortgage valuations: a report on the supply in the UK of residential mortgage valuations* (Cm 2542, 1994) 2.230, 3.225, 4.227, 5.226
  - report *Video games: a report on the supply of video games in the UK* (Cm 2781, 1995) 11.33
  - reporting period 6.4, App 6.1
  - selective distribution, investigation 12.106
  - terms of reference 1.1, 6.1-6.4, App 6.1
    - cold food storage 5.1-5.7, 5.151, 5.178, 5.261
    - dishwashers 4.1-4.7, 4.150, 4.176, 4.262
    - tumble driers 3.1-3.7, 3.150, 3.174, 3.259
    - washing machines 2.1-2.7, 2.153, 2.179, 2.265
    - EC aspects 12.108
    - views of, BSDA 13.332
      - Dixons 14.18
    - views 2.34, 2.270-2.271, 2.278, 2.286, 2.290, 2.296, 2.300, 2.315, 2.318, 2.332-2.340, 2.344-2.346, 2.381-2.383, 2.385, 3.264-3.265, 3.282, 3.285, 3.291, 3.295, 3.327-3.337, 3.341-3.343, 3.377-3.379, 3.381, 4.267-4.268, 4.283, 4.287, 4.293, 4.297, 4.329-4.337, 4.343-4.342, 4.378-4.380, 4.382, 5.266-5.267, 5.282, 5.286, 5.292, 5.296, 5.328-5.336, 5.340-5.342, 5.378-5.380, 5.382
    - (see also GfK, Office of Fair Trading, Resale Prices Act)
  - Monopoly situations
    - cold food storage 5.178-5.179
    - complex monopoly situations-see Complex

- monopoly situations
  - definition 2.7
  - dishwashers 4.176-4.177
  - scale monopoly situations-*see* Scale monopoly situations
  - tumble driers 3.174-3.175
- Monopoly situations-*contd*
  - washing machines 2.179-2.180
  - views of, Comet 14.48-14.50
    - Dixons 14.21-14.29
    - Emaco 13.144
    - Gardner 14.175
  - (*see also* Fair Trading Act)
- MORP-*see* Prices, RRP's
- MRP-*see* Prices, RRP's
- N&P-*see* Nurdin & Peacock Cash and Carry
- Neff (UK) Limited (Neff)
  - brands 13.329
  - cold food storage, market share 7.115, 9.78
  - company, organization 13.328
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1
        - in favour of 5.235
        - member of 5.234
      - (dishwashers) 4.196-4.198, 4.229, App 4.1
        - in favour of 4.236
        - member of 4.235
      - (washing machines) 2.199-2.201, 2.232, App 2.1
        - in favour of 2.239
        - member of 2.238
    - second complex monopoly (withholding of supply)
      - (cold food storage) 5.236-5.239, 5.256, App 5.2
        - in favour of 5.259
        - member of 5.258
      - (dishwashers) 4.237-4.240, 4.257, App 4.2
        - in favour of 4.260
        - member of 4.259
      - (washing machines) 2.240-2.243, 2.260, App 2.2
        - in favour of 2.263
        - member of 2.262
    - (*see also* Complex monopoly situations and MMC)
  - discounts, to retailers 10.106
    - (*see also* Prices, discounts)
  - dishwashers, market share 7.91, 9.78
  - distribution 12.34
    - (*see also* Distribution)
  - parent-*see* Bosch-Siemens Hausgeräte
  - reference goods, manufacture 8.29
  - supply 13.329
    - to Magnet 14.307
  - washing machines, market share 7.37
  - views 13.329
    - of BSDA 13.338
- Network Electronic Industries Ltd (NEI) 7.115
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1
        - in favour of 5.235
        - member of 5.234
  - Newey & Eyre Ltd, wholesalers 8.49
  - NIE Retail Limited (NIE) 9.32
    - own brand-*see* Electra
  - NIE Retail Limited-*contd*
    - cold food storage, 7.129, 7.131
    - dishwashers, market share 7.129, 7.131
    - margin support-*see* Gross margins, views
    - markets 14.139-14.141
    - parent-*see* Northern Ireland Electricity plc
    - retail outlets 9.152, 14.138
    - suppliers, wholesalers 14.141
    - tumble driers
      - market share 7.129, 7.131
    - washing machines
      - market share 7.129, 7.131
    - (*see also* RECs)
  - Non-price promotions-*see* Retailers, non-price promotions
  - Norfrrost Holdings Limited (Norfrrost)
    - cold food storage
      - brands, market share 7.115
      - models 8.61
      - sales value 8.43
      - supply 5.16
        - market share 5.27, 7.116, 8.43
        - to Frigidaire 8.36, 13.494
    - company, history 8.43
    - tumble driers 8.43
  - Northern Electric plc 14.119
    - retail operations-*see* Northern Electric Retail Limited
  - Northern Electric Retail Limited (Northern Electric)
    - own brand-*see* Electra
    - cold food storage, market share 7.129, 7.131
    - dishwashers, market share 7.129, 7.131
    - margin maintenance-*see* Gross margins, views
    - parent-*see* Northern Electric plc
    - retail operations 9.32, 14.119
    - tumble driers, market share 7.129, 7.131
    - views 14.119-14.129
    - washing machines, market share 7.129, 7.131
    - (*see also* RECs)
  - Northern Ireland Electricity plc 14.138
    - retail operations-*see* NIE Retail Limited
  - NORWEB plc (NORWEB)
    - company, history 9.29
    - organization 14.68
    - retail operations-*see* NORWEB Retail
  - NORWEB Retail (NORWEB)
    - acquisition by Comet 9.23
    - own brand-*see* Osprey
    - cold food storage, market share 7.129, 7.131
    - company, history 9.29
    - organization 14.68
    - delivery and installation 9.114, 14.75
    - dishwashers, market share 7.129, 7.131
    - extended warranties 14.71
    - financial results, costs 9.113
      - debts 9.104
      - profits 9.29, 9.44, 14.74

- margin support-*see* Gross margins, views
- parent-*see* Kingfisher
- payment methods-*see* Payment methods
- retail outlets 14.68
- sales, promotions, views 9.118
- tumble driers, market share 7.129, 7.131
- warehouse clubs, views 14.76
- washing machines, market share 7.129, 7.131
- NORWEB Retail-*contd*  
(*see also* Comet and RECs)
- Nova Scotia
  - cold food storage
    - market share 7.115
    - sales made 7.130
  - retailer-*see* Currys
  - supplier-*see* CDA  
(*see also* CDA, Currys, Cold food storage and DSG Retail)
- Nurdin & Peacock Cash and Carry Ltd (N&P) 2.38-2.40
  - company, history 2.38-2.40, 3.36-3.38, 4.36-4.38, 5.37-5.39, 9.132
  - organization 14.310
  - customer services 14.314
  - distributors 12.55
  - diverters 14.312
  - membership 9.132
  - observations App 12.2 (A4,B3,C4,D5)
  - refusal of supply by suppliers ,
  - retail outlets 9.132
  - supply, withholding of supply, by suppliers 2.177, 3.172, 4.174, 5.176, 13.311, App 12.2
  - views 14.310-14.315
  - views of Emaco 13.142  
(*see also* Cargo Club and Trade & Business Warehouse)
- O'Brien, Bill, JP MP, views 15.32
- Ocean
  - cold food storage
    - manufacturer-*see* Ocean SpA
    - market share 7.115
  - washing machines, market share 7.37, 7.44  
(*see also* Creda, Groupe Brandt and Tableside Sales & Marketing Ltd)
- Ocean SpA
  - cold food storage
    - Creda brand, manufacture 8.10
    - Ocean brand, manufacture 8.41
    - parent-*see* ElFi Elettrofinaziaria SpA  
(*see also* Ocean)
- Office of Electricity Regulation (OFFER), complaint received 9.106
- Office of Fair Trading (OFT)
  - after-sales service code of practice 9.146
  - complaint received 9.106
  - enforcement of RPA 2.415, 3.411, 4.412, 5.411, 6.5, App 6.2
  - evidence passed on
    - by CA 15.2-15.5
    - by MMC 2.326, 3.321, 4.321, 5.322
  - selective distribution, investigation 12.106
  - views of Dixons 14.20
- Office for National Statistics
  - Family Expenditure Survey* (ONS) 5.12, 7.10
  - Living in Britain: Results from the 1995 General Household Survey* (ONS 1997) 2.13, 3.11, 4.11, 7.10
  - price index 7.50, 7.76, 7.100
  - Oligopoly, views of Emaco 13.98
  - Onyx
    - cold food storage
      - manufacturer-*see* Electrolux
  - Onyx, cold food storage-*contd*
    - market share 7.115
    - supplier-*see* AB Electrolux
  - Osprey 8.17
    - cold food storage
      - manufacturer-*see* Emaco
      - market share 7.115  
(*see also* NORWEB)
  - Otto-Versand (GmbH & Co) 9.60, 14.300
    - subsidiary-*see* Grattan plc
  - Owenmore Distributors, wholesalers 8.49
  - Parnall 8.8
    - tumble driers
      - manufacturers-*see* GDA
      - market share 7.64, 9.78  
(*see also* Creda and Hotpoint)
  - Payment methods
    - credit
      - arrangement 9.102-9.103
      - cards 9.101
        - store cards 9.101
        - third party 9.101
      - finance houses 9.103
      - impact on retail transaction prices 11.25
      - interest-free credit 2.128-2.129, 3.125-3.126, 4.125-4.126, 5.126-5.127, 9.107, 11.25
      - promotional 2.128-2.129, 3.125-3.126, 4.125-4.126, 5.126-5.127, 9.105-9.108, 10.66, 11.25
      - complaint by Dixons 9.106
      - subsidized 9.109-9.112
        - costs to Comet 2.130, 3.127, 4.127, 5.128, 9.112
        - costs to Dixons 2.130, 3.127, 4.127, 5.128, 9.111
        - costs to NORWEB 2.1130, 3.127, 4.127, 5.128
      - views of, Allders 14.188
      - Bennetts 14.166
      - CDA 13.216, 13.231
      - CWS 14.239
      - Freemans 14.293
      - Gaggenau 13.382
      - GDA 13.56
      - Grattan 14.303
      - GUS 14.251
      - HoF 14.199
      - JLP 14.216
      - Lec 13.389
      - Littlewoods 14.276
      - Makro 14.323
      - Miele 13.596
      - NIE 14.143
      - Northern 14.125
      - NORWEB 14.75

- Philco 13.319
- Powerhouse 14.90
- Powerstore 14.105
- PriceCostco 14.331
- ScottishPower 14.63
- SEEBOARD 14.114
- SHE 14.136
- Thorn 14.332, 14.334
- Whirlpool 13.425
- (*see also* Retailers, non-price promotions)
- Philco Great Britain Ltd (Philco GB)
  - after sales service 8.26
  - own brand 13.308
  - company, history 8.26
  - organization 13.308
  - complex monopoly situations
    - first complex monopoly (prices)
      - (dishwashers) 4.196-4.198, 4.229, App 4.1
      - in favour of 4.236
      - member of 4.235
    - (tumble driers) 3.194-3.196, 3.227, App 3.1
      - in favour of 3.234
      - member of 3.233
    - (washing machines) 2.199-2.201, 2.232, App 2.1
      - in favour of 2.239
      - member of 2.238
  - (*see also* Complex monopoly situations and MMC)
  - dishwashers
    - market share 7.91
    - supplier-*see* MDA
  - distribution policies 12.57
  - financial results, sales 8.27
  - market share 8.27
  - parent-*see* Merloni Elettrodomestici
  - prices-*see* Prices
  - retailers supplied 8.26
  - supply, negotiations 13.317-13.319
    - to CIH 13.314
    - to warehouse clubs 13.315
    - to wholesalers 13.313
    - (*see also* Distribution, supply)
  - tumble driers
    - market share 7.64
    - supplier-*see* Philco
  - views 13.308-13.327
  - washing machines
    - market share 7.37
    - supplier-*see* Philco
- Philco Italia SpA (Philco)
  - company history 8.26, 13.308
  - parent-*see* Merloni
  - retailers supplied-*see* Currys and CIH
  - supply, to CIH 8.26
    - to Dixons 8.26
    - to Philco GB 3.16, 13.308
- Pinault-Printemps Redoute SA 9.60, 14.283
  - subsidiary-*see* Empire Stores Group plc
- Portway Domestic Appliances Ltd
  - wholesaler 8.49
  - views 12.66
- Powerhouse Retail Ltd (Powerhouse)
  - own brand-*see* Electra
  - cold food storage, market share 7.129, 7.131
  - company, history 9.30
    - organization 14.85
  - dishwashers, market share 7.129, 7.131
  - financial results, sales 9.30
  - margins-*see* Gross margins, views
  - retail outlets 9.30, 14.85
  - staff 9.30
  - tumble driers, market share 7.129, 7.131
  - washing machines, market share 7.129, 7.131
  - views 14.85-14.93
- Powerhouse Retail Ltd-*contd*
  - (*see also* RECs)
- Powerstore (Trading) Ltd (Powerstore)
  - in administration 14.94, 14.103, 14.106
  - reasons 14.103, 14.107
  - own brand-*see* Electra
  - cold food storage, market share 7.129, 7.131
  - company, history 9.31
    - organization 14.94
  - dishwashers, market share 7.129, 7.131
  - Electra licence 9.34
  - Homepower Stores Limited 14.94
  - margin support-*see* Gross margins, views
  - market 14.96-14.99
  - retail outlets 14.94
  - tumble driers, market share 7.129, 7.131
  - washing machines, market share 7.129, 7.131
  - views 14.94-14.107
  - (*see also* RECs)
- Pratt Bros 2.151
  - observations 2.151 (*d*), (*j*), (*k*), 3.148 (*e*), (*j*), (*k*), 4.148 (*d*), (*j*), (*k*), 5.149 (*f*), (*m*), (*n*), App 10.10 (A10, A17-A18, B11, B16-B17, C10, C16-C17, D13, D21-D22)
- PriceCostco Europe (UK) Ltd (PriceCostco) 2.37, 3.35, 4.35, 5.36
  - company, history 9.137-9.138
  - organization 14.327
  - competitive pricing 9.139
  - customer services, after-sales service 9.141
  - delivery and installation 14.331
  - distributors 12.34
    - (*see also* Distribution)
  - diverters 14.329
  - financial results 9.140
  - gross margins-*see* Gross margins
  - membership 2.37, 3.35, 4.35, 5.36, 9.138
  - observations App 12.2 (A2-A3, A5, A10, A13-A14, B1-B2, B4, B9, B12-B13, C2-C3, C5, C10, C13-C14, D2-D4, D6, D8, D12, D15)
  - prices-*see* Prices
  - retail outlets 14.327
  - sales 14.328, 14.331
  - supply
    - withholding of supply
      - by suppliers 2.177, 3.172, 4.174, 5.176, 13.64, 14.329, App 12.2
      - views of Hotpoint 13.64
  - views of, BSDA 13.360
    - CDA 13.225
    - Comet 14.46
    - GDA 13.62-13.65
    - Hoover 13.193

- MDA 13.267
- Philco GB 13.315
- Whirlpool 13.433
- views 14.327-14.331
- (*see also* Littlewoods and Warehouse clubs)
- Prices
  - advertising-*see* Advertising
  - analysis 11.1
    - cold food storage 5.64, 5.139-5.140, 11.4, App 11.1, App 11.3
    - dishwashers 4.63, 4.138-4.139, 11.4, App 11.1, App 11.3
- Prices, analysis-*contd*
  - tumble driers 3.63, 3.138-3.139, 11.4, App 11.1, App 11.3
  - washing machines 2.66, 2.141-3.142, 11.4, App 11.1, App 11.3
  - coefficients of variation
    - definition 11.29, 11.33
    - cold food storage 5.140-5.141, 5.276, 11.88, 11.92, 11.94
    - dishwashers 4.139-4.140, 4.277, 11.70, 11.75-11.76
    - tumble driers 3.139-3.140, 3.274, 11.52, 11.56
    - washing machines 2.142-2.143, 2.280, 11.34, 11.38-11.39
  - data provided 11.4-11.81
  - discounts-*see* prices, discounts
  - distribution 11.15-11.16, App 11.1
    - cold food storage 11.88
    - dishwashers 11.70
    - tumble driers 11.52
    - washing machines 11.34
    - views of suppliers 11.43, 11.61, 11.78, 11.97
  - modal value measures
    - definition 11.38
    - cold food storage 5.140-5.141, 11.88, 11.92-11.95
    - dishwashers 4.139-4.140, 11.70, 11.74-11.76
    - tumble driers 3.139-3.140, 11.52, 11.56-11.59
    - washing machines 2.142-2.143, 11.37-11.40
  - product sample 11.10, 11.23
  - retailer base 11.6
  - RRPs 11.12-11.14
    - adjustment-*see* Prices, RRP
  - statistical parameters 11.29-11.33, App 11.1
  - (*see also* Coefficients of variation)
  - time span 11.9
  - views of, MMC 2.270-2.271, 2.286, 2.290, 3.264-3.265, 3.281, 3.285, 4.267-4.268, 4.283, 4.287, 5.266-5.267, 5.282, 5.286
  - retailers 2.283-2.289, 3.278-3.284, 4.280-4.286, 5.279-5.285, 11.105-11.106
  - suppliers 3.263, 4.266, 5.265, 11.105-11.106
  - 11.106
    - Crosslee 3.277
    - GDA 2.272, 3.266, 4.269, 5.268, 11.106-11.109
  - (*see also* GDA, Lexicon Ltd and GfK Marketing)
  - 'charm prices' 2.97, 3.94, 4.93, 5.94
  - cold food storage 5.11, 5.139, 7.102, 7.124, 11.88-11.95
    - price history analysis 11.98-11.104
    - trends 5.82
  - competition 2.81-2.83, 3.79-3.81, 4.78-4.80, 5.79-5.81, 11.19
  - consumer awareness 10.15, 10.19-10.20
  - dealers
    - prices 2.327-2.340, 3.322-3.337, 4.324-4.337, 5.323-5.336
    - views of MMC 2.341-2.347, 3.338-3.344, 4.338-4.344, 5.337-5.343
    - (*see also* Dealers, Retailers and CIH)
  - discounts 10.96-10.109
    - ancillary offers-*see* Credit, Delivery and installation and Extended warranties
  - Prices, discounts-*contd*
    - customer requests 11.17-11.18
    - definition 10.96
    - offered by retailers 10.27, 10.54-10.58, 11.19-11.21, 11.25
      - end-of-line sales 11.25
      - ex-display and damaged goods 11.25
      - staff discounts 11.25
      - trade-in offers 2.132, 3.129, 4.129, 5.130
      - voucher schemes 2.131, 3.128, 4.128, 5.129
    - offered by suppliers 10.94-10.95, 10.106-10.108, 11.22
      - dealer discounts 10.98
      - other discounts 10.105
      - retrospective discounts 2.122, 3.119, 4.119, 5.120, 10.101-10.103
      - settlement discounts 10.99-10.100
      - trade discounts 10.97
      - volume related-*see* Discounts, retrospective discounts
      - views of retailers 10.109-10.110
    - views of, Allders 14.187, 14.189
    - BSDA 13.341
    - CA 15.7
    - CDA 13.224, 13.228-13.229
    - Emaco 13.113, 13.119
    - Empire 14.285
    - Frigidaire 13.505
    - GDA 13.42
    - GUS 14.261
    - Hoover 13.189, 13.197
    - JLP 14.209, 14.214-14.215
    - MDA 13.272
    - Philco 13.320-13.321
    - SEEBOARD 14.113
    - SHE 14.135
    - Tempo 14.149
    - Thorn 14.334
    - Whirlpool 13.421
  - dishwashers 3.10, 4.10, 4.138, 7.77, 7.83, 7.99, 11.72
    - price history analysis 11.79-11.87
    - trends 4.81
  - European comparisons 2.85-2.90, 3.83-3.88, 4.82-4.87, 5.83-5.88
  - evidence 2.93-2.95, 3.90-3.92, 4.89-4.91, 5.90-5.92, App 6.1

- (see also Monopolies and Mergers Commission, evidence)
- information on competitor prices 10.84-10.87
- international comparisons 10.136-10.141, 10.153-10.158
  - views of, Dixons 10.154
    - GDA 10.140-10.141
    - GfK 10.137-10.139
- mail order companies 2.135, 10.73-10.92
  - catalogue prices 2.137-2.138, 3.134-3.135, 4.134-4.135, 5.135-5.136, 9.61, 10.81, 10.88-10.92
    - comparisons 10.88-10.92, App 10.6, App 10.7, App 10.8, App 10.9
      - by Empire 2.139, 3.136, 4.136, 5.137
  - contracts 10.82-10.87
  - mail order recommended price (MORP)-see Prices, RRP's
- Prices, RRP's
  - findings 1.11, 1.17-1.21
  - recommendations 1.26-1.28
    - (see also MMC)
  - negotiations
    - gross margins-see Gross margins
    - retailers' net buying price 2.106, 3.103, 4.102, 5.103
  - non-price competition-see Retailers, Suppliers, Credit, Delivery and installation, Extended warranties
  - price determination
    - by CIH 2.98, 2.197, 2.322-2.326, 3.95, 3.192, 3.317-3.321, 4.94, 4.194, 4.319-4.323, 5.95, 5.193, 5.318-5.322
    - by retailers 2.82, 2.96-2.97, 2.101, 2.147, 2.303, 3.80, 3.94, 3.298, 4.79, 4.93, 4.300, 5.80, 5.94, 5.299, 10.22-10.25, 10.31, 10.49-10.53, 10.60-10.61, 10.67-10.72
      - monitoring by suppliers 2.102-2.103, 3.99-3.100, 4.98-4.99, 5.99-5.100, 10.30-10.31, 13.51, App 9.1, App 10.10
      - pressure from suppliers 2.103, 2.151, 3.100, 4.99, 5.100, 10.26-10.27, 10.33-10.34, 10.37-10.48, App 10.10
        - views of Comet 10.43, App 10.3
          - IKEA 2.104
            - (see also Margin support and Prices, 'charm prices')
      - views of, Allders 14.183-14.189
        - AMDEA 15.16
        - B&Q 14.308
        - Bennetts 14.162, 14.165
        - CA 15.2-15.4
        - CDA 13.226, 13.237-13.238
        - CIH 13.623
        - Comet 14.40-14.45
        - CWS 14.236-14.138
        - Dixons 2.83, 14.6, 14.8, 14.10-14.17
        - Emaco 13.107, 13.116, 13.118-13.119
        - Empire 14.285
        - Freemans 14.294-14.296
        - GDA 13.52-13.54
        - Granada 14.335
        - Grattan 14.302-14.303
- prices, price determination, by retailers, views of
  - SEEBOARD 14.112-14.114
  - SHE 14.134-14.135
  - Tempo 14.146, 14.148
  - Thorn 14.334
  - by suppliers 2.81, 2.99, 2.104, 2.316, 3.95-3.96, 3.101, 3.311, 4.94-4.95, 4.100, 4.313, 5.95-5.96, 5.101, 5.312, 10.12, 10.17-10.18, 10.26-10.48, App 9.1
    - for mail order companies 10.73, 10.75, 10.78
    - consultation with retailers 10.22-10.24, 10.78
    - pressure from retailers 2.96-2.97, 2.133-2.134, 2.303, 3.93-3.94, 3.130-3.131, 3.298, 4.92-4.93, 4.130-4.131, 4.300, 5.93-5.94, 5.131-5.132, 5.299, 10.68-10.72, App 10.5
      - Dixons 10.71, App 10.5
    - (see also Prices, RRP's, effective and nominal RRP's)
    - views of, Allders 14.182
      - AMDEA 15.15
      - Asko 13.603
      - Beko 13.558-13.559, 13.565-13.569
      - BSDA 13.343, 13.345
      - CA 15.2-15.4
      - CDA 13.230, 13.233, 13.235
      - CIH 13.619, 13.622
      - Crosslee 13.521-13.522, 13.529-13.535
      - Emaco 13.112, 13.117, 13.124-13.128
      - Frigidaire 13.504-13.507
      - Gaggenau 13.381
      - GDA 13.55
      - Hoover 13.195-13.196
      - Lec 13.392-13.397, 13.398
      - MDA 13.269-13.279, 13.281-13.285
      - Miele 13.578, 13.582, 13.592-13.594
      - NORWEB 14.77-14.78
      - Philco GB 13.320-13.324
      - Servis 13.485-13.491
      - Smeg 13.609
      - Whirlpool 13.410, 13.434-13.442
    - observations on suppliers' behaviour 2.149-2.152

- Emaco 2.151
- GDA 2.151
- Hoover 2.151
- Miele 2.151
- views of, GDA 13.44-13.46
- MMC 2.318
- price differentials 7.29-7.32
- price fixing
  - views of, Bundeskartellamt 10.157
    - Canadian Competition Bureau 10.158
    - US Department of Justice 10.156
- price lists 10.14, 10.16, 10.29, App 10.2
  - AEG 13.132
  - Asko 13.602
  - CDA 13.223
  - Crosslee 13.530
  - Electrolux 13.131
  - Emaco 13.129
  - Gaggenau 13.381
  - Lec 13.396
  - Servis 13.487
  - Tricity Bendix 13.130
- Prices, price lists-*contd*
  - Whirlpool 13.435
  - Zanussi 13.129
- RRPs
  - cold food storage 7.124, 11.88, 11.90-11.91
  - dishwashers 7.100, 11.70, 11.72-11.73
  - tumble driers 7.76, 11.54-11.55
  - washing machines 7.9, 7.49, 11.34, 11.36
  - adherence by retailers 10.52-10.53, App 9.1
  - adjustment 2.81-2.83, 2.101, 3.98, 4.97, 5.98, 10.18, 10.21, 10.120, 11.24-11.25, 11.28
  - advertising-*see* Advertising
  - complex monopoly situation-*see* Complex monopoly situations
  - definition 2.6, 3.6, 4.6, 5.6
  - 'effective' 2.99, 3.96, 4.95, 5.96, 10.16
  - function 10.13
  - influence on
    - displayed prices 2.301-2.302, 3.296-3.297, 4.298-4.299, 5.297-5.298
    - transaction prices 2.291-2.300, 3.286-3.295, 4.288-4.297, 5.287-5.296
      - views of MMC 2.296, 2.298, 2.300, 3.291, 3.295, 4.293, 4.297, 5.292, 5.296
- MMC
  - conclusions 2.231-2.238
  - findings 1.11, 1.17-1.21, 2.187-2.202
  - recommendations 1.26-1.28, 2.392-2.413 (*see also* MMC and Public interest)
  - MORPs 2.136-2.138, 3.133-3.134, 4.133-4.134, 5.134-5.135, 10.75-10.76
    - views of
      - Grattan 14.302-14.303
      - GUS 14.259-14.260, 14.265-14.267
    - 'nominal' 2.99, 2.316, 3.96, 3.311, 4.95, 4.313, 5.96, 5.312, 10.16
    - notification 2.102, 10.14, 10.17, 10.28, 10.79
      - views of Allders 10.17
    - recommendation-*see* Prices, determination
- terminology 10.16
- value to consumers 10.19-10.20
- views of, Apollo 14.176
  - Asko 13.604
  - Beko 13.552, 13.567, 13.569
  - Bennetts 14.163
  - BSDA 13.350-13.357, 13.362-13.363
  - CA 15.4-15.6
  - CDA 13.238-13.240
  - CIH 13.620-13.623
  - Creda 13.45-13.36
  - Crosslee 13.529-13.538
  - CWS 14.237
  - Emaco 13.129-13.138, 13.145-13.157
  - Gardner 14.175
  - GDA 13.44-13.36, 13.57-13.59
  - Hoover 13.203-13.206
  - Hotpoint 13.45-13.46
  - Iceland
    - JLP 14.208, 14.211
    - Lec 13.399-13.400
    - Littlewoods 14.278
    - MDA 12.281-13.282, 13.288-13.298
  - members of the public 15.33
  - Miele 13.597
- Prices, RRP, views of-*contd*
  - MMC 2.296, 2.300, 2.318-2.320, 3.313-3.315, 4.315-4.317, 5.314-5.316, 10.134-10.135, App 10.10
  - NORWEB 14.77, 14.81
  - Philco GB 13.320-13.322
  - Powerhouse 14.88, 14.91
  - S&B 14.178
  - Savacentre 14.241
  - ScottishPower 14.60
  - SHE 14.137
  - small retailers 14.337-14.341
  - Smeg 13.609
  - Thorn 14.333
  - Whirlpool 13.443-13.450
  - Y&G 14.177
- (*see also* GfK Marketing, Gross margins)
- retail price index 7.50, 7.76, 7.100, 7.125
- tumble driers 3.138, 7.53, 7.75, 11.54
  - price history analysis 11.62-11.69
  - trends 3.82
- variation of 2.268, 3.262, 4.265, 5.263 (*see also* Prices, analysis)
- washing machines 2.141, 7.28-7.29, 11.36
  - price history analysis 2.142-2.144, 11.44-11.51
  - trends 2.84, 7.48-7.51
- Profitability-*see* Retailers and Suppliers
- Proline
  - cold food storage, market share 7.115
  - dishwashers, market share 7.91
  - manufacturer-*see* Groupe Brandt
  - retailer-*see* Comet
  - supplier-*see* Emaco and Blomberg AG
  - washing machines, market share 7.37
- Promotion-*see* Advertising
- Public interest
  - prices 2.267-2.303, 2.322, 2.326, 3.261-3.298, 4.264-4.300, 5.263-5.299
    - conclusions of MMC 2.341-2.343, 2.346-2.347,

- 3.338-3.340, 3.343-3.344, 4.338-4.340, 4.343-4.344, 5.337-5.339, 5.342-5.343  
 findings of MMC 2.327-2.347, 3.322-3.344, 4.324-4.344, 5.323-5.343  
 recommendations of MMC 2.392-2.413  
 views of MMC 2.34, 2.278, 2.296, 2.300, 2.315, 2.318, 2.332-2.340, 2.344-2.346, 3.327-3.337, 3.341-3.343, 4.329-4.337, 4.341-4.342, 5.328-5.336, 5.340-5.342  
 (see also Gross margins and Prices)  
 scale monopoly findings 2.389, 3.385, 4.386  
 terms of reference 2.265, App 6.1  
 withholding of supply 2.348-2.349, 3.345-3.346, 4.345-4.346, 5.344-5.345  
 conclusions of MMC 2.384, 2.386-2.387, 3.380, 3.382-3.383, 4.381, 4.383-4.384, 5.381, 5.383-5.384  
 findings of MMC 2.373-2.388, 3.369-3.384, 4.370-4.385, 5.370-5.385  
 recommendations of MMC 2.417-2.428  
 views of MMC 2.381-2.383, 2.385, 3.377-3.379, 3.381, 4.378-4.380, 4.382, 5.378-5.380, 5.382  
 (see also Distribution)  
 views of, CA 15.9  
 CIH 13.625
- Public interest, views of-*contd*  
 Comet 14.46, 14.51  
 Dixons 14.7, 14.30  
 Emaco 13.162  
 Empire 14.287  
 Hoover 13.210  
 Makro 14.325  
 MDA 13.298, 13.306  
 NIE 14.145  
 Northern 14.126-14.127  
 NORWEB 14.77-14.80  
 Powerhouse 14.91-14.93  
 ScottishPower 14.66-14.67  
 SEEBOARD 14.116-14.118  
 SHE 14.137  
 (see also MMC)
- Quadrant Consultants Ltd (Quadrant)  
 market research report 2.69, 2.285, 3.280, 4.283, 5.281, 7.13, 7.15, 7.17  
 results 2.69, 3.66, 4.66, 5.67
- Radio, Electrical and Television Retailers' Association (RETRA)  
*Code of practice* 15.22  
 history 15.22  
 membership 9.146, 15.22  
 retailer forum 9.148, 15.22  
 views 15.22-15.30
- Ram Kitchens plc  
 cold food storage, supplier-see Whirlpool  
 dishwashers 7.97  
 supplier-see Whirlpool  
 Spring Ram label 8.33, 13.404  
 washing machines, supplier-see Whirlpool
- RECs-see Regional electricity companies  
 Refrigerators-see Cold food storage
- Regional electricity companies (RECs)  
 advertising 9.123  
 own brands-see Electra and Osprey  
 cold food storage, market share 5.51, 7.129, 9.33  
 dishwashers, market share 4.50, 7.129, 9.33  
 financial results, debts 9.104  
 history 9.25-9.27  
 payment methods-see Payment methods  
 retail outlets  
 views of Chief Executive for Dixons 9.96  
 views of GDA 13.14  
 supplier-see CDA  
 tumble driers, market share 3.50, 7.129, 9.33  
 views of, CWS 14.233  
 JLP 14.205  
 washing machines, market share 2.52, 7.129, 9.33  
 sales 11.34  
 (see also NIE, Northern Electric, NORWEB, Powerhouse, Powerstore, Scottish Hydro-Electric, ScottishPower and SEEBOARD)
- Resale Prices Act 1976 6.5, 12.107, App 6.2  
 infringement 12.96  
 terms 2.5  
 views of, Dixons 14.20  
 Emaco 13.165, 13.167-13.168  
 Empire 14.290  
 MMC 2.414-2.416, 3.410-3.412, 4.411-4.413, 5.410-5.412
- Research International, *Crimson Dishwasher Research*  
 market research report (1992) 7.80
- Restrictive Trade Practices Act 1976 2.190-2.192, 3.185-3.187, 3.191-3.193, 4.187-4.189, 4.193-4.195, 5.186-5.188, 5.192-5.194, 12.106
- Retailers  
 advertising-see Advertising  
 after-sales service-see Retailers, customer service  
 built-in goods 9.65  
 (see also Magnet, MFI and Moben)  
 UK businesses 2.48-2.50, 3.46-3.48, 4.46-4.48, 5.47-5.49  
 buying groups 2.42, 3.40, 4.40, 5.41  
 membership 9.43  
 (see also CIH, CIU and SITDA)  
 cold food storage 5.47  
 market share 5.51, 7.129  
 stock selection 5.62-5.63  
 competition 2.55, 2.58, 3.53, 3.56, 4.53, 4.56, 5.54, 5.57  
 complex monopoly situations  
 first complex monopoly (prices)  
 in favour of 2.201, 2.239, 3.196, 3.234, 4.198, 4.236, 5.197, 5.235  
 members of 2.201, 2.238, 3.195, 3.233, 4.197, 4.235, 5.196, 5.234  
 second complex monopoly (withholding of supply), in favour of 2.243, 2.263, 3.238, 4.240, 5.239  
 (see also Complex monopoly situations)  
 concentration levels 7.138-7.139  
 customer service 9.72, 9.98-9.100  
 after-sales service 9.119, 9.141  
 views of, Emaco 13.108  
 GDA 13.43

- views of, Comet 14.35
- Dixons 9.100
- JLP 14.221
- (*see also* Extended warranties)
- definition 9.4-9.5
- delivery and installation 2.128-2.129, 3.125-3.126, 4.125-4.126, 5.126-5.127, 9.143
- charges to public 9.114-9.117
- impact on retail transaction prices 11.25
- views of, Emaco 13.101
- GDA 13.28-13.31
- department stores-*see* Alders, Co-operatives, House of Fraser, John Lewis Partnership
- discounts from suppliers-*see* Prices, discounts
- dishwashers 4.46
- market share 4.50, 7.129
- stock selection 4.61-4.62
- distribution-*see* Distribution
- electrical goods specialists, definition 9.6
- EPOS data-*see* EPOS systems
- evidence-*see* Monopolies and Mergers Commission, evidence
- exclusive models 9.82-9.83
- extended warranties-*see* Extended warranties
- gross margins from RRP-*see* Gross margins
- incentive schemes, views of Emaco 13.103
- international comparisons 10.159-10.164
- views of, Dixons 10.163
- Emaco 10.160
- GDA 10.161
- Retailers, international comparisons, views of-*contd*
- Hoover 10.164
- Whirlpool 10.162
- mail order companies-*see* Empire, Freemans, Grattan, GUS, Littlewoods
- margin support-*see* Margin support
- market entry-*see* Markets
- multiples
- national-*see* Comet and Dixons
- regional-*see* Apollo 2000 Ltd, Bennetts (Retail) Ltd, Blackburn & Swallow Limited, Colorvision, Hughes (Lowestoft) Ltd, James H Donald (Darvel) Limited, Kenneth Gardner Ltd, Miller Bros Ltd, Tempo and Yates & Greenhough
- negotiations with suppliers
- buying terms, views of retailers 10.110
- (*see also* Gross margins)
- non-electrical-*see* Iceland, Magnet, MFI, Moben, Savacentre
- non-price promotions 2.127-2.130, 2.304-2.307, 3.124-3.127, 3.299-3.302, 4.124-4.127, 4.301-4.304, 5.125-5.128, 5.300-5.303
- views of, CA 15.9
- Emaco 13.123
- GDA 13.56
- MDA 13.278
- Miele 13.589
- Whirlpool 13.440
- (*see also* Credit, Delivery and installation, Discounts and Extended warranties)
- Northern Ireland 9.150-9.152
- (*see also* V Leonard & Co Ltd)
- price determination-*see* Prices
- prices charged by suppliers-*see* Gross margins and Prices
- products
- best sellers 9.90
- differentiation 9.87-9.90
- exclusivity 9.82-9.83
- profitability 9.44
- cold food storage 5.75-5.77
- dishwashers 4.74-4.76
- tumble driers 3.75-3.77
- washing machines 2.77-2.79
- views of MMC 2.80
- (*see also* Gross margins)
- promotions-*see* Retailers, sales
- RECs-*see* NIE, Northern Electric, NORWEB, Powerhouse, Powerstore, Scottish Hydro-Electric, ScottishPower, SEEBOARD
- rental services 9.144-9.145
- retail outlets 9.92-9.97
- floor space 2.51
- market share 7.128
- trends 2.51, 3.49, 4.49, 5.50
- views of GDA 13.13-13.16
- role 9.2
- sales 7.36, 7.129-7.137, 9.41, 11.34, 11.41-11.42, 11.52, 11.60, 11.70, 11.77, 11.96, App 11.3
- promotions 9.118
- views of, Comet 9.118
- Dixons 9.118
- Makro 14.325
- NORWEB 9.118
- Retailers-*contd*
- scale monopoly situations-*see* Scale monopoly situations
- selective distribution-*see* Distribution
- small retailers
- UK businesses 2.48, 2.50, 3.46, 4.46, 5.47
- definition 2.145, 3.142, 4.142, 5.143
- distributors, withholding of supply-*see* Distribution, withholding of supply
- MMC survey-*see* MMC, evidence
- views 14.336-14.342
- views of ScottishPower 14.64
- (*see also* Asko, Atag, Smeg and TSM)
- staff training
- views of, CDA 13.220
- Comet 14.35
- Emaco 13.102
- Frigidaire 13.501
- Hoover 13.184
- Miele 13.579
- PriceCostco 14.330
- stock-*see* Retailers, products
- stock selection 9.73-9.79
- suppliers-*see* Suppliers
- telephone selling, views of RETRA 15.29
- trade associations-*see* Trade associations
- tumble driers 3.46
- market share 3.50, 7.129
- stock selection 3.61-3.62
- warehouse clubs
- definition 9.129
- suppliers 9.131
- (*see also* Cargo Club, Makro, N&P and

- PriceCostco)
  - washing machines 2.48
    - market share 2.52, 7.129
    - stock selection 2.63-6.65, 9.87-9.88
  - withholding of supply-*see* Distribution
  - views 2.216-2.220, 3.211-3.215, 3.246-3.247, 4.213-4.216, 4.249-4.250, 5.212-5.216, 5.248-5.249
  - views of, Emaco 13.97-13.98
    - MDA 13.252
- RETRA-*see* Radio, Electrical and Television Retailers' Association
- Robert Bosch GmbH 8.28, 13.328
  - subsidiary-*see* Bosch & Siemens Domestic Appliances Ltd
- RPA-*see* Resale Prices Act 1976
- RRPs-*see* Prices, RRP
- Rumbelows Ltd 2.50, 9.24, 11.15
  - closure 14.332
  - parent-*see* Thorn-EMI
  
- Safel UK Ltd 13.328
  - parent-*see* BSDA
- Savacentre Limited
  - observations 3.148(a), App 10.10(B1), App 12.2 (A6,A11,B5,B10,C6,C11,D7,D13)
  - reference goods, market share, sales made 7.135
  - retail outlets 14.241
  - withholding of supply
    - by suppliers 2.177, 2.359, 3.355, 4.356, 5.356, App 12.2
- Savacentre Limited, withholding of supply-*contd* (*see also* Distribution, withholding of supply)
  - views 14.241
- Scale monopoly situations 1.16, 3.172, 4.174, 5.176, 6.12
  - acquisition of goods 2.186, 3.181, 4.183, 5.182
  - cold food storage
    - supply 5.180-5.181
      - findings 5.181
      - MMC conclusions 5.181
  - dishwashers
    - supply 4.178-4.182
      - findings 4.179
      - MMC conclusions 4.180, 4.182
  - public interest findings-*see* Public interest
  - tumble driers
    - supply 3.176-3.180
      - findings 3.179
      - MMC conclusions 3.178, 3.180
  - view of Crosslee 13.543
  - washing machines
    - supply 2.181-2.186
      - findings 2.184, 2.389
      - MMC conclusions 2.183, 2.185
- Scandinova
  - cold food storage
    - market research 7.115
    - market share, sales made 7.130
    - retailer-*see* Comet
    - supplier-*see* Blomberg AG
    - manufacturer-*see* Groupe Brandt and Vestfost (*see also* Comet, Cold food storage)
- Scholtès 8.24-8.25
  - cold food storage, manufacturer 8.25
  - dishwashers, manufacturer 8.25
  - distribution policies
    - selection criteria for supply 12.30 (*see also* Distribution, suppliers' policies and MDA)
  - parent-*see* Merloni
  - RRP determination 10.17
  - supplier-*see* MDA
  - supply to retailers 13.262
    - washing machines, manufacturer 8.25
- Scottish Hydro-Electric plc 14.130
  - retail operations-*see* Scottish Hydro-Electric
- Scottish Hydro-Electric (SHE) 9.32
  - cold food storage
    - own brand-*see* Electra
    - market share 7.129, 7.131
  - dishwashers
    - own brand-*see* Electra
    - market share 7.129, 7.131
  - margins-*see* Gross margins, views
  - market 14.131-14.133
  - payment methods-*see* Payment methods
  - retail outlets 14.130 (*see also* RECs)
  - tumble driers
    - own brand-*see* Electra
    - market share 7.129, 7.131
    - views 14.130-14.137
  - washing machines
    - own brand-*see* Electra
    - market share 2.52, 7.129, 7.131
- Scottish Independent Television Dealers Association (SITDA) 9.43
- Scottish Power plc (ScottishPower) 14.54
  - own brand-*see* Electra
  - cold food storage, market share 7.129, 7.131
  - company, history 9.28
  - delivery and installation 9.114
  - dishwashers, market share 7.129, 7.131
  - financial results, profits 9.28, 9.44
  - margin support-*see* Gross margins, views
  - market share-*see* RECs, market share
  - payment methods-*see* Payment methods
  - retail operations-*see* Electricity Plus
  - retail outlets 9.28, 14.54, 14.56
  - trading names-*see* Electricity Plus
  - tumble driers, market share 7.129, 7.131
  - warehouse clubs, views 14.65
  - washing machines, market share 7.129, 7.131
  - views 9.121
  - views of James H Donald 14.168 (*see also* RECs)
- Sears Home Shopping Limited 14.291
  - parent-*see* Sears plc
  - subsidiary-*see* Freemans PLC
- Sears plc 9.60, 14.291
  - subsidiaries-*see* Sears Home Shopping Limited and Freemans PLC
- SEEBOARD plc 14.108
  - retail operation-*see* SEEBOARD Retail
- SEEBOARD Retail (SEEBOARD)
  - own brand-*see* Electra

cold food storage, market share 7.129, 7.131  
 company, organization 14.108  
 delivery and installation 14.111  
 dishwashers, market share 7.129, 7.131  
 extended warranties 14.115  
 margins-*see* Gross margins, views  
 markets-*see* Markets  
 parent-*see* SEEBOARD plc  
 payment methods-*see* Payment methods  
 retail operations 9.32  
 tumble driers, market share 7.129, 7.131  
 views 14.108-14.118  
 washing machines, market share 7.129, 7.131  
 (*see also* RECs)

Selective distribution-*see* Distribution

Selfridges Ltd  
 distributors 12.38  
 (*see also* Distribution)

Servis UK Ltd (Servis)  
 advertising expenditure 8.63  
 brands 13.470  
 models 8.61  
 cold food storage  
 brand, market share 7.115  
 manufacturers 5.17  
 supply 5.16  
 market share 5.27, 7.116  
 supplier-*see* AMS  
 company, history 8.35  
 organization 13.470  
 complex monopoly situations  
 first complex monopoly (prices)  
 (cold food storage) 5.195-5.197, 5.228, App  
 5.1

Servis UK Ltd, complex monopoly situations, first  
 complex monopoly (prices) (cold food storage)-  
*contd*

- in favour of 5.235
- member of 5.234
- (dishwashers) 4.196-4.198, 4.229, App 4.1
- in favour of 4.236
- member of 4.235
- (tumble driers) 3.194-3.196, 3.227, App 3.1
- in favour of 3.234
- member of 3.233
- (washing machines) 2.199-2.201, 2.232, App  
 2.1
- in favour of 2.239
- member of 2.238

 second complex monopoly (withholding of  
 supply)
 

- (dishwashers) 4.237-4.240, 4.257, App 4.2
- in favour of 4.260
- member of 4.259
- (tumble driers) 3.235-3.238, 3.254, App 3.2
- in favour of 3.257
- member of 3.256
- (washing machines) 2.240-2.243, 2.245,  
 2.260, App 2.1
- in favour of 2.263
- member of 2.262

 (*see also* Complex monopoly situations and  
 MMC)

dishwashers
 

- brand, market share 7.91
- manufacturers 4.16
- supply 4.15
- market share 4.26, 7.92
- suppliers-*see* AMS and Elica

 distribution policies, selective criteria for supply  
 12.52  
 financial results, sales 8.35  
 mail order companies negotiations 10.75  
 market share 8.35  
 parent-*see* Antonio Merloni SpA  
 price determination-*see* Prices  
 reference goods, manufacturer-*see* Antonio  
 Merloni SpA  
 supply 13.474-13.475  
 negotiations 13.478-14.484  
 to warehouse clubs 13.477  
 to wholesalers 13.476

tumble driers  
 brand, market share 7.66  
 manufacturer-*see* Crosslee  
 sales, market share 7.64  
 supply 3.15  
 market share 3.26, 7.67  
 suppliers-*see* AMS and Crosslee

washing machines  
 brands, market share 7.37  
 manufacturers 2.18  
 supplier-*see* AMS  
 supply 2.17  
 market share 2.28  
 views 2.168, 4.242, 13.470-13.493

SHE-*see* Scottish Hydro-Electric plc

Shops-*see* Retailers, retail outlets

SHV Makro NV 2.41, 14.317

SHV Makro NV-*contd*  
 subsidiary-*see* Makro

Siemens AG 8.28, 13.328  
 brands 13.329  
 models 8.61  
 discounts, to retailers 10.106  
 (*see also* Prices, discounts)  
 dishwashers, market share 7.91  
 reference goods, manufacture 8.29  
 subsidiary-*see* Bosch-Siemens Hausgeräte GmbH  
 supply 13.329  
 tumble driers, market share 7.64  
 washing machines, market share 7.37

Sime Darby Bhd 8.31, 13.383  
 (*see also* Lec Refrigeration plc)

SITDA-*see* Scottish Independent Television Dealers  
 Association

Skandilux, cold food storage, market share 7.115

Smeg SpA 13.607  
 subsidiary-*see* Smeg (UK) Ltd  
 supply, to Magnet 14.307

Smeg (UK) Ltd (Smeg)  
 cold food storage, brand, market share 7.115  
 company, organization 13.607  
 complex monopoly situations  
 first complex monopoly (prices)  
 (cold food storage) 5.195-5.197, 5.228, App  
 5.1  
 in favour of 5.235

- member of 5.234
  - (dishwashers) 4.196-4.198, 4.229, App 4.1
  - in favour of 4.236
  - member of 4.235
  - (washing machines) 2.199-2.201, 2.232, App 2.1
  - in favour of 2.239
  - member of 2.238
  - (*see also* Complex monopoly situations and MMC)
- dishwashers
  - brand, market share 7.91
  - manufacturer for Creda 8.10
- distribution policies 12.58
  - (*see also* Distribution)
- parent-*see* Smeg SpA
- supply 13.610, 13.614
- views 13.607-13.614
  - (*see also* Creda)
- Snowcap, cold food storage, market share 7.115
- Sound and Vision-*see* Electricity Plus
- Southern Electricity plc, retail operations-*see* Powerhouse Retail Ltd
- SPIVS-*see* Suppliers
- Spring Ram-*see* Ram Kitchens
- SRP-*see* Prices, RRP's
- Stearn Electric Co Ltd, wholesalers 8.49
- Stoves
  - dishwashers, market share 7.91
  - supply, to Magnet 14.307
- Suppliers
  - brands and models differentiation 9.87
    - (*see also* Brands)
  - cold food storage-*see* Cold food storage, suppliers
  - competition 2.55-2.57, 3.53-3.54, 4.53-4.55, 5.54-5.56
- Suppliers-*contd*
  - complex monopoly situations
    - first complex monopoly (prices)
      - in favour of 2.201, 2.239, 3.196, 3.234, 4.198, 4.236, 5.197, 5.235
      - members of 2.200, 2.232, 2.238, 3.195, 3.233, 4.197, 4.235, 5.196, 5.234, App 2.1, App 6.1
    - second complex monopoly (withholding of supply)
      - in favour of 2.243, 2.263, 3.238, 3.257, 4.240, 4.260, 5.239
      - members of 2.241-2.242, 2.260, 2.262, 3.254, 3.256, 4.257, 4.259, 5.256, 5.258, App 6.1, App 2.2, App 3.2, App 4.2, App 5.2
      - (*see also* Complex monopoly situations)
  - contracts with mail order companies 10.82-10.87
  - criteria to select dealers-*see* Distribution, selective distribution
  - customer
    - relations 2.96, 3.93, 4.92, 5.93
    - service 9.98-9.100
    - views of, Emaco 9.98
  - definition 2.5
  - discounts-*see* Prices
  - dishwashers-*see* Dishwashers, suppliers
  - distribution-*see* Distribution
  - evidence-*see* Monopolies and Mergers Commission, evidence
  - exclusivity information to retailers 10.84-10.87
  - financial results, profitability 8.6
  - gross margins-*see* Gross margins
  - international comparisons 10.149-10.151
    - views of, GDA 10.150
  - margins
    - maintenance to retailers-*see* Gross margins
    - support to retailers-*see* Margin support
  - market entry-*see* Markets
  - monopoly situations-*see* Complex monopoly situations, Monopolies and Mergers Commission and Scale monopoly situations
  - negotiation of terms with retailers 2.123-2.126, 3.120-3.123, 4.120-4.123, 5.121-5.124
    - discounts-*see* Prices, discounts
    - gross margins-*see* Gross margins
    - views of GDA 2.123-2.125, 3.120-3.122, 4.120-4.122, 5.121-5.123
  - non-price competition 8.60
    - advertising 8.63-8.65
    - extended warranties 8.70
    - product ranges 8.61
    - promotions 8.66-8.68
    - training 8.69
  - observations on behaviour-*see* Monopolies and Mergers Commission, evidence
  - prices
    - determination-*see* Prices
    - price lists-*see* Prices
    - pricing policies 2.144, 3.141, 4.141, 5.142
    - views of MMC 2.315
  - profitability 8.6
    - cold food storage 5.73-5.74
    - views of, GDA 5.73
    - MMC 5.78
- Suppliers, profitability-*contd*
  - dishwashers 4.72-4.73
    - views of, GDA 4.72
    - MMC 4.77
  - tumble driers 3.73-3.74
    - views of, GDA 3.73
    - MMC 3.78
  - washing machines 2.75-2.76
    - views of, GDA 2.75
    - MMC 2.80
- profits 10.48
- retailer liaisons-*see* Suppliers, customer relations
- scale monopoly situations-*see* Scale monopoly situations
- selection criteria for supply 12.8-12.12, 12.61-12.62, App 9.1
  - (*see also* Distribution)
- selective distribution-*see* Distribution
- services 8.71-8.72
- SPIVS 2.365-2.370, 3.361-3.366, 4.362-4.366, 5.362-5.357
  - views of, BSDA 13.347
  - CDA 13.219
  - Emaco 13.161
  - Frigidaire 13.500
  - Hoover 13.185
  - JLP 14.214

- Lec 13.388
- MDA 13.264
- Miele 13.580
- Miller Bros 14.159
- Whirlpool 13.428
- tumble driers-*see* Tumble driers, suppliers
- washing machines-*see* Washing machines, suppliers
- withholding of supply-*see* Distribution
- views 2.203-2.214, 2.245-2.251, 3.198-3.209, 3.240-3.245, 4.200-4.211, 4.242-4.248, 5.199-5.210, 5.241-5.247
- views of, Dixons 14.4
- SHE 14.137
- (*see also* Importers, Manufacturers and Wholesalers)
- Supply, withholding of supply-*see* Distribution
- Swift Electrical Wholesalers Ltd 8.49
- Tableside Sales & Marketing Ltd (TSM)
  - cold food storage
    - brand, imported and supplied-*see* Ocean
    - market share 7.115
    - manufacturers 5.17
    - sales, market share 8.40
    - supply 5.16
      - market share 5.27
  - company history 8.40, 8.42
  - complex monopoly situations
    - first complex monopoly (prices)
      - (cold food storage) 5.195-5.197, 5.228, App 5.1
        - in favour of 5.235
        - member of 5.234
      - (dishwashers) 4.196-4.198, 4.229, App 4.1
        - in favour of 4.236
        - member of 4.235
      - (tumble driers) 3.194-3.196, 3.227, App 3.1
- Tableside Sales & Marketing Ltd, complex monopoly situations, first complex monopoly (prices), (tumble driers)-*contd*
  - in favour of 3.234
  - member of 3.233
  - (washing machines) 2.199-2.201, 2.232, App 2.1
    - in favour of 2.239
    - member of 2.238
  - second complex monopoly (withholding of supply)
    - (cold food storage) 5.236-5.239, 5.256, App 5.2
      - in favour of 5.259
      - member of 5.258
    - (dishwashers) 4.237-4.240, 4.257, App 4.2
      - in favour of 4.260
      - member of 4.259
    - (tumble driers) 3.235-3.238, 3.254, App 3.2
      - in favour of 3.257
      - member of 3.256
    - (washing machines) 2.240-2.243, 2.260, App 2.2
      - in favour of 2.263
      - member of 2.262
- (*see also* Complex monopoly situations and MMC)
- distribution policies 12.58
- financial results, sales 8.40
- (*see also* Ocean SpA)
- Technic, dishwashers, supply, market share 7.91
- Tefal, washing machines, supply, market share 7.37
- Tempo Ltd (Tempo)
  - advertising-*see* Advertising
  - cold food storage, market share 7.129, 7.133
  - company, history 9.36
    - organization 14.146
  - dishwashers, market share 7.129, 7.133
  - extended warranties 14.149
  - financial results, profits 9.36
  - margin maintenance-*see* Gross margins, views
  - parent-*see* KF Group plc
  - product differentiation 9.87
  - retail outlets 14.146
  - tumble driers, market share 7.129, 7.133
  - washing machines, market share 7.129, 7.133
  - views 14.146-14.151
- Terms of reference-*see* Monopolies and Mergers Commission
- Thomson, dishwashers, manufacture 8.10
- (*see also* Creda)
- Thor Electrical Limited (Thor) 8.45, 8.47
- tumble driers, manufacturer-*see* Crosslee
- Thorn-EMI plc (Thorn plc)
  - cold food storage, market share 7.129, 7.133
    - brands 7.115
  - company, history 14.332
    - organization 14.332
  - customer services 14.334
  - delivery and installation 14.334
  - dishwashers, market share 7.129, 7.133
    - brands 7.91
  - rental services 9.145, 14.332
  - retail outlets 14.332
  - subsidiaries-*see* Rumbelows Ltd
- Thorn-EMI plc-*contd*
  - supply 14.333-14.334
  - tumble driers, market share 7.129, 7.133
  - washing machines, market share 7.129, 7.133
    - brands 7.37
  - views 14.332-14.334
- Time Retail Finance-*see* Payment methods
- Trade associations
  - definition 2.191
  - (*see also* AMDEA, British Retail Consortium, Mail Order Traders Association and RETRA)
- Trade and Business Warehouse 2.38, 3.36, 4.36, 5.37
  - membership 2.38, 3.36, 4.36, 5.37
  - parent-*see* N&P
  - supply, withholding of supply, by suppliers 14.311
  - views-*see* Nurdin & Peacock
- Trade Descriptions Act 1968 9.108, 13.188
- Treaty of Rome, 1957-*see* EC
- Tricity Bendix
  - advertising expenditure 8.63
  - brands, models 8.61
  - cold food storage, manufacturer-*see* Electrolux
  - market share 7.115, 9.78
  - discounts, to retailers 10.106
  - (*see also* Prices, discounts)

- dishwashers, manufacturer-*see* Emaco
  - market share 7.91, 9.78
- distribution policies
  - selection criteria for supply 12.23  
(*see also* Distribution and Emaco)
- parent-*see* Emaco
- tumble driers, manufacturer-*see* Emaco
  - market share 7.64, 9.78
- washing machines, manufacturer-*see* Emaco
  - market share 7.37, 9.78
- TSM-*see* Tableside Sales & Marketing Ltd
- Tumble driers
  - alternatives-*see* Launderettes
  - brands 3.18-3.21
    - best sellers 9.90
    - brand loyalty 3.68
    - exclusive brands 3.64
    - market share 3.26-3.27
    - models 8.61-8.62  
(*see also* AEG, Ariston, Bauknecht, Bosch, Candy, Creda, Electra, Electrolux, Hoover, Hotpoint, Indesit, Miele, Neff, Parnall, Philco, Servis, Siemens, Smeg, Thorn, Tricity Bendix, Whirlpool, White Knight, Zanussi and Suppliers)
  - competitive markets 3.57-3.58
  - complex monopoly situations-*see* Complex monopoly and MMC
  - consumer demand-*see* Tumble Driers, sales dealers 3.29  
(*see also* Dealers)
  - definition 3.9, 7.52, 7.70
  - household penetration 3.11, 7.8, 7.10, 7.54-7.55, 7.59, 7.62
    - consumer behaviour 3.11, 3.59, 3.66-3.67, 7.13-7.18, 7.57
    - views of, Comet 3.59  
Dixons 3.59  
Whirlpool 3.60, 13.411
- Tumble driers, household penetration-*contd*
  - criteria for choice 3.65, 3.124-3.125, 7.12, 7.17, 7.56
  - views of, Northern 14.120  
Philco GB 13.310  
Whirlpool 10.147, 13.410  
(*see also* Credit, Delivery and installation, Extended warranties, Prices)  
(*see also* Tumble driers, sales)
  - international comparisons 3.83-3.88
  - mail order catalogue comparisons 10.90, App 10.7
  - manufacturers 3.16, 7.72
    - UK manufacturers-*see* Crosslee, GDA and Hoover
  - markets 1.3-1.4, 3.70
    - definition 3.12-3.13, 7.25-7.26, 7.61
    - European 3.70
    - market share 3.22-3.29, 7.34, 7.65-7.68
    - overview 3.89
    - research reports-*see* Quadrant Consultant
    - transparency 3.69
    - views of Crosslee 13.510-13.514  
(*see also* Markets and Competition)
  - monopoly situation-*see* Monopoly situation
  - payment methods-*see* Payment methods
  - potential suppliers 7.74
  - prices-*see* Gross margins and Prices
  - public interest findings-*see* Public interest, Retailers and Suppliers
  - rental 3.51, 7.60
  - retailers-*see* Retailers
  - sales 7.34, 7.63-7.64, 7.67, 7.69, 7.129-7.137, 10.74, 10.76, 11.52-11.53, App 11.1
    - own brands 9.85-9.86
  - suppliers 3.15
    - market share 3.28-3.29
    - supply chain 3.23  
(*see also* BSDA, CDA, CIH, Comet, Crosslee, Electra, Emaco, GDA, Hoover, Merloni, Miele, Servis, Whirlpool and Suppliers)
  - terms of reference-*see* Monopolies and Mergers Commission
  - warehouse clubs-*see* Warehouse clubs
  - wholesalers-*see* Wholesalers
  - views of MDA 13.249  
(*see also* Retailers)
- UDA (Burnley) Ltd 2.151
  - observations 2.151(*l*), 3.148(*c*), 4.148(*b*), App 10.10 (A22,B3,C2)
- V Leonard & Co Ltd
  - Northern Ireland, wholesalers 8.49
  - views 9.150
- Verdict Research Ltd (Verdict)
  - Verdict on Electrical Retailers* report (1996) 2.83, 3.81, 4.80, 5.81, 9.94, 10.67
  - views of, Comet 14.39  
Crosslee 13.536
- Vestfrost 8.14
  - cold food storage, manufacturer
    - for Comet 7.117, 9.21
    - for Hotpoint 8.10

for Scandinova 7.121  
cold food storage, supply of Proline 7.121

Vestfrost-*contd*

parent company-*see* Electrolux  
(*see also* Candy, Comet, Electrolux, Hotpoint and Scandinova)

Warehouse clubs

cold food storage 5.35-5.40  
definition 2.35, 3.33, 4.33, 5.34  
delivery and installation 9.143  
distributors  
    refusal to supply 12.69-12.89  
        views of, Dixons 12.95-12.102  
            GDA 12.103

free riding 12.102

market share 2.36

tumble driers 3.34-3.39, 4.34-4.39

views of, Allders 14.194

    BSDA 13.359-13.360

    CDA 13.225

    Comet 14.46

    Creda 13.64

    Crosslee 13.519

    CWS 14.235

    Dixons 12.95-12.101, 14.20

    Emaco 13.142-13.143

    Frigidaire 13.503

    GDA 13.62-13.65

    HoF 14.202

    Hoover 13.193-13.194

    Hotpoint 13.64

    JLP 14.218-14.220, 14.231

    Lec 13.391

    Littlewoods 14.280

    MDA 13.266-13.268

    Miele 13.591

    NORWEB 14.76

    Philco GB 13.315

    RETRA 15.27

    ScottishPower 14.65

    SEEBOARD 14.110

    Servis 13.477

    Smeg 13.614

    Tempo 14.151

    Whirlpool 13.433

washing machines 2.36-2.41

(*see also* Cargo Club, M6 Cash and Carry,  
PriceCostco and Trade & Business Warehouse)

Warranties-*see* Extended warranties

Washer-driers 7.8

    market definition 7.25-7.26

    retail prices 7.9

Washing machines

    brands 2.20-2.23, 2.68

        best sellers 9.90

        brand loyalty 2.70

        market share 2.27-2.29

        models 2.67, 8.61-8.62

(*see also* AEG, Ariston, Asko, Bauknecht,  
Blomberg, Bosch, Candy, Creda, De Dietrich,  
Electra, Electrolux, Eurotech, Homark,  
Hoover, Hotpoint, Hygena, Ignis, Indesit,  
Miele, Neff, Ocean, Philco, Proline, Servis,  
Siemens, Tefal, Thorn, Tricity Bendix,  
Whirlpool, Zanussi, Zerowatt and Suppliers)

- competitive markets 2.59-2.60
- Washing machines-*contd*
  - complex monopoly situations-*see* Complex monopoly and MMC
  - consumer demand-*see* washing machines, sales dealers 2.31
    - (*see also* Dealers)
  - definition 2.9, 7.6-7.7, 7.42
  - diverters-*see* Diverters
  - economies of scale-*see* Economies of scale
  - economies of scope-*see* Economies of scope
  - household penetration 2.13, 7.10-7.11
    - consumer behaviour 2.13, 2.61-2.63, 2.69, 7.13-7.18
      - views of, Dixons 2.61
        - GDA 7.13
        - Whirlpool 2.62, 7.14, 13.410
    - criteria for choice 2.68-2.69, 2.127, 7.12, 7.17
      - views of, Northern 14.120
        - Philco GB 13.310
        - Whirlpool 10.147, 14.411
          - (*see also* Credit, Delivery and installation, Extended warranties, Prices)
      - (*see also* Washing machines, sales)
  - imports 7.46
  - international comparisons 2.85-2.91, 10.138, 10.143, 10.145
    - views of, Dixons 2.89
      - Whirlpool 10.145
  - life expectancy 7.10
  - mail order companies
    - catalogue comparisons 2.140, 10.89, App 10.6
      - (*see also* Mail order companies and Prices)
  - manufacturers 2.18
    - UK manufacturers-*see* Candy and GDA
  - markets 1.3-1.4, 2.10-2.12
    - definition 2.14-2.16, 7.19-7.24
      - European 2.72
    - market share 2.26-2.31, 7.36-7.41
    - overview 2.92
    - research reports-*see* Quadrant Consultants
    - transparency 2.71
      - (*see also* Markets and Competition)
  - monopoly situation-*see* Monopoly situation
  - payment methods-*see* Payment methods
  - prices-*see* Gross margins and Prices
  - profitability-*see* Profitability
  - public interest findings-*see* Public interest, Retailers and Suppliers
  - rental 2.53, 7.22-7.23
  - retailers-*see* Retailers
  - sales 2.13, 7.34-7.35, 7.129-7.137, 10.74, 10.76, 11.34, App 11.1
    - own brands 9.85-9.86
  - suppliers 2.17
    - market share 2.24, 7.35-7.41
    - sales 7.36-7.37
    - supply chain 2.25
    - top six 2.31
      - (*see also* Bosch-Siemens, CDA, CIH, Comet, Crosslee, Electra, Emaco, GDA, Groupe Brandt, MDA, MFI, Miele, Servis, Whirlpool and Suppliers)
  - terms of reference-*see* MMC
  - transportation costs 7.46
  - usage 7.10
  - value for money 7.12
  - warehouse clubs-*see* Warehouse clubs
  - washer-driers-*see* Washer-driers
  - wholesalers-*see* Wholesalers
    - (*see also* Retailers)
  - Which?* reports-*see* Consumers' Association
  - Whirlpool Corporation, USA 8.32, 10.148, 13.402
    - subsidiaries-*see* Bauknecht Hausgeräte GmbH and Whirlpool Europe BV
  - Whirlpool Europe BV (WEBV) 8.32, 13.402
    - cold food storage, market share 7.120
    - compliance to EC law 8.73
    - parent-*see* Whirlpool Corporation
    - reference goods, manufacture 8.32
    - subsidiaries-*see* Whirlpool (UK) Ltd
      - (*see also* Crosslee)
  - Whirlpool (UK) Ltd (Whirlpool)
    - advertising expenditure 8.63
      - (*see also* Advertising)
    - brands 13.404, 13.418
      - models 8.61, 13.417, 13.419
    - cold food storage 5.16
      - brands
        - market share 7.115
          - (*see also* Bauknecht and Ignis)
        - manufacture 5.17
      - retailers supplied-*see* Ram Kitchens and Magnet
      - supply 5.16
        - market share 5.27, 7.116
    - company, organization 13.402
    - complaints received 10.69
    - complex monopoly situations
      - first complex monopoly (prices)
        - (cold food storage) 5.195-5.197, 5.228, App 5.1
          - in favour of 5.235
          - member of 5.234
        - (dishwashers) 4.196-4.198, 4.229, App 4.1
          - in favour of 4.236
          - member of 4.235
        - (tumble driers) 3.194-3.196, 3.227, App 3.1
          - in favour of 3.234
          - member of 3.233
        - (washing machines) 2.199-2.201, 2.230, 2.232, App 2.1
          - in favour of 2.239
          - member of 2.238
      - second complex monopoly (withholding of supply)
        - (cold food storage), findings of MMC 5.258-5.259
        - (dishwashers), findings of MMC 4.259-4.260
        - (washing machines), findings of MMC 2.262-2.263
          - (*see also* Complex monopoly situations and MMC)
  - customer services 13.442
  - discounts
    - to retailers 10.106
      - (*see also* Prices, discounts)
  - dishwashers 4.15

- brands, market share 7.91
- manufacture 4.16
- market share 7.96
- Whirlpool (UK) Ltd, dishwashers-*contd*
- retailers supplied-*see* Ram Kitchens, RECs and Magnet
- supply 4.15
- market share 4.26, 7.92
- distribution policies 12.48
- selection criteria for supply 12.46
- (*see also* Distribution)
- extended warranty 8.70
- financial results, sales 8.34
- market share 8.34
- parent-*see* Whirlpool Europe BV
- price determination 2.316, 4.313, 5.312, 13.416
- (*see also* Prices)
- price lists-*see* Prices
- reference goods
- brands supplied-*see* Bauknecht, Ignis, Spring Ram, Whirlpool
- manufacturers-*see* WEBV, Crosslee and Merloni
- rentals 8.33
- supplier-*see* WEBV
- supply 13.403, 13.414
- negotiations 13.424-13.429
- to Comet 13.423
- to Magnet 14.307
- to mail order companies 13.451-13.452
- to RECs 13.404
- to Thorn 14.334
- to warehouse clubs 13.433
- to wholesalers 13.430-13.432
- tumble driers 3.15, 3.17
- brands, market share 7.64
- manufacture 3.17
- market share 7.71
- (*see also* Crosslee)
- supply 3.15
- market share 3.26, 7.67
- washing machines 2.17, 2.19
- manufacture 2.18
- market share 2.28, 7.37, 7.39, 7.44, 7.47
- retailers supplied-*see* Ram Kitchens
- supply 2.17
- market share 2.28
- views 2.166, 2.212-2.213, 2.250, 3.207-3.208, 3.245, 4.209-4.210, 4.242, 4.247, 5.208-5.209, 5.241, 5.246, 7.14, 10.145, 10.147-10.148, 10.162, 13.402-14.469
- (*see also* Thorn)
- White goods, markets-*see* Markets
- White Knight 8.37
- brand 13.509
- models 8.61
- parent-*see* Crosslee
- tumble driers
- manufacturer-*see* Crosslee
- market share 7.64, 7.66-7.67, 9.78
- (*see also* Crosslee)
- Wholesalers 8.49-9.50
- cold food storage 5.32
- definition 2.32, 3.30, 4.30, 5.31, 8.47
- dishwashers 4.31
- distribution 12.4
- policies
- selection criteria for supply 12.62, App 9.1
- Wholesalers, distribution, policies-*contd*
- (*see also* Distribution)
- operators-*see* Bridisco, Harris & Russell, Inman, Newey & Eyre, Owenmore, Portway Domestic, Stearn, Swift, V Leonard
- tumble driers 3.31
- washing machines 2.33
- views of, Beko 13.562
- CDA 13.221-13.224
- Crosslee 13.519
- Emaco 13.109-13.111
- Frigidaire 13.502
- GDA 13.32-13.33
- Lec 13.390
- MDA 13.265
- Miele 13.590
- Miller Bros 14.153
- Philco GB 13.313
- RETRA 15.26
- Servis 13.476
- Whirlpool 13.430-14.432
- Windsor Kitchen 2.151
- observations 2.151(*h*), 4.148(*h*), 5.149(*j*), App 10.10 (A15,C14,D19)
- Withholding of supply-*see* Complex monopoly situations, Distribution and Public interest
- Yates & Greenhough (Y&G), views 14.177
- Zanussi
- advertising expenditure 8.63
- brands, models 8.61
- cold food storage
- manufacturer-*see* Electrolux

Zanussi, cold food storage-*contd*  
market share 7.115-7.116, 9.78  
complex monopoly situations  
first complex monopoly (prices), washing  
machines, views-*see* Emaco  
(*see also* Complex monopoly situations and  
MMC)  
discounts  
to retailers 10.106  
(*see also* Prices, discounts)  
dishwashers  
manufacturer-*see* Emaco  
market share 7.91-7.92, 9.78  
supplier-*see* Emaco  
distribution policies  
selection criteria for supply 12.22-12.23  
(*see also* Distribution and Emaco)  
parent-*see* Emaco  
prices  
price determination 13.124  
(*see also* Prices)  
relations with Dixons 10.71, App 10.5  
supply, to IKEA 14.309  
tumble driers  
manufacturers-*see* Crosslee and Emaco  
market share 7.64, 7.66, 9.78  
washing machines  
manufacturer-*see* Emaco  
market share 2.29, 7.37-7.38, 9.78  
prices 11.34  
retailer sales prices 11.34  
Zerowatt  
supplier-*see* Candy  
washing machines, market share 7.37