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WoodPellets.com Receives Perfect Record Award from Better Business Bureau

Manchester, NH, 11/4/10 – Goffstown-based WoodPellets.com was honored by the [Better Business Bureau](#) with a “Perfect Record Award” at the annual BBB Torch Awards on November 4, 2010. Only a handful of New Hampshire companies received the Perfect Record Award for running operations without a single customer complaint in 36 months or more.

Company president Jon Strimling says that WoodPellets.com was built on the ideals of old-fashioned customer service. By combining these service standards with cutting-edge technology, the company offers a convenient, customer-centric shopping experience, delivering the highest quality wood pellets and biomass fuels at the best prices.

Strimling says that the company’s Quality, Service & Price Guarantee has played a large part in its success: “We truly care about our customers, and we want to make sure they are completely satisfied,” he said. “It starts with quality testing and ensuring that we sell only the best fuel. But our service goes all the way through the heating season. We work with a customer to select the right fuel first; we ensure that they get the perfect delivery when they need it; and we’re there for them if they have any questions while burning our pellets.”

Strimling says that some customers are initially hesitant to make such a large purchase online as a year’s worth of heating fuel. But the company Website, www.woodpellets.com, is designed not only to provide a convenient order portal, but also to encourage customers to call in and discuss any questions with a Pellet Expert. “We answer our phones promptly, we know pellets, and we’re here to help our customers,” he said.

WoodPellets.com currently offers home delivery service in New England and New York, the Mid-Atlantic, and in select areas of the Midwest and West Coast, as well as coast-to-coast truckload delivery of quality wood pellet and biomass heating fuel.

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