

---

**New Hampshire**  
Department of Agriculture,  
Markets & Food

For Immediate Release

Contact: Gail McWilliam Jellie  
603-271-3788

## **Attention Firewood Buyers: Tips to Avoid Getting Burned!**

*By*

Cheryl Ayer, Investigator and Jeff Wentworth, Investigator  
Division of Weights & Measures  
New Hampshire Department of Agriculture, Markets & Food

The Division of Weights & Measures of the NH Dept. of Agriculture, Markets & Food would like consumers to be aware of several factors before purchasing firewood. Many firewood complaints received by our office include issues pertaining to: pre-paying, paying with cash, no receipt provided, and purchasing firewood from an online ad from someone that they do not know.

**The following tips are important preventive steps that can assist the buyer in purchasing firewood and preventing problems:**

- *Avoid prepaying for firewood;*
- *Pay for each delivery separately if receiving multiple deliveries;*
- *When ordering from someone you don't know, ask for references or ask a friend or relative who has a trusted source;*
- If the price seems too good to be true, then it probably is;
- *Get a receipt* from the seller with his or her name, address, phone number, and quantity ordered and delivered;
- *Make sure the receipt reflects the form of payment (especially if paying in cash);*
- When the firewood delivery is received, stack it immediately—it should be parallel and touching and stacked in a compact manner;
- Take pictures of the wood after it is stacked;
- Take pictures of the vehicle and note any details of the delivery truck such as plate number, color, etc.;
- If there is a concern the amount of firewood delivered is less than the ordered amount, the firewood must be stacked before it can be measured by a Division investigator;

- Avoid using any firewood until a Division investigator measures the volume of firewood received;
- Avoid mixing the new delivery of firewood with wood that you may already have on your property.

If you have problems, contact the seller directly to try to resolve it. If you have concerns, go to the Division of Weights & Measures, NH Dept. of Agriculture, Markets & Food website at: [www.agriculture.nh.gov](http://www.agriculture.nh.gov) for more information or call (603) 271-3700.