

# Attention Firewood Buyers: Tips to Avoid Getting Burned!

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The N.H. Department of Agriculture, Markets & Food, Division of Weights & Measures would like consumers to be aware of several factors before purchasing firewood. Many firewood complaints include issues pertaining to prepaying, paying with cash, no receipt provided and purchasing firewood from an online ad.

The following important tips can assist the buyer in purchasing firewood and preventing problems:

- Firewood may only be sold by a cord or a fraction of a cord and may never be sold as a “truckload,” “face cord,” “rack,” or “pile.”
- When ordering firewood, ask a friend or relative who has a trusted source; if ordering from an unfamiliar person, ask for references.
- If the price seems too good to be true, then it probably is.
- Avoid prepaying for firewood.
- Pay for each delivery separately, if receiving multiple deliveries.
- Get a receipt from the seller with his or her name, address, phone number, quantity ordered and delivered, and the form of payment - especially if paying in cash (a receipt is required by law).
- Take pictures of the vehicle and note any details of the delivery truck such as plate #, color, etc.
- Avoid mixing the new delivery of firewood with wood that may already be on the property.
- When the firewood delivery is received, stack and measure it immediately—firewood should be parallel and touching and stacked in a compact manner.
- Contact the seller if there are any concerns with the purchase.
- If concerns are unable to be resolved with the seller, avoid using any firewood and contact the Division of Weights & Measures at (603) 271-3700 or [visit their website](#) for more information on firewood or to fill out a complaint form.

