

## What to do if you think you have been shorted.

If, after a wood delivery, you feel that you have been shorted, it is always best to contact the seller. Most cases can be corrected with a simple phone call. However, if the seller can't or won't correct the problem, contact your local weights and measures office before you burn any wood. It is also helpful to document shortages by taking pictures of the stacked wood. Your Weights and Measures office information is located on the back of this brochure. Local offices can also be found in the government section of your telephone directory.



## Best advice for buying wood

- **Know who you are buying wood from.** Whenever possible, stick with wood dealers that you know and trust. If you do not have a regular wood dealer, ask friends and families for their recommendations. Most good wood dealers are able to provide references if you request them.
- **Know exactly how much you are buying.** When buying wood, be specific on the amount of wood you want. Always describe the amount of wood you want in terms of a cord.
- **Get a Receipt!** Wood sellers are legally responsible for providing a receipt if you ask for one. Just by asking for a receipt, it can let the seller know that you are paying attention and will often prevent shortages.

This information has been provided to you by:

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And

## The National Conference on Weights and Measures



## Don't Get Burned with Firewood!



### A general information guide for buying and selling firewood.

Many of Lake County's citizens use firewood as their primary source of heating in the winter. Not surprisingly, there are a great number of transactions each year that involve the purchase of firewood from a firewood vendor. While not common, some people will not receive the total amount of firewood that was agreed upon. This brochure contains some simple tips and information to protect yourself from expensive shortages.

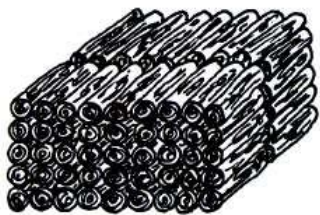
# Buying wood—The proper measurement

## What is a cord?

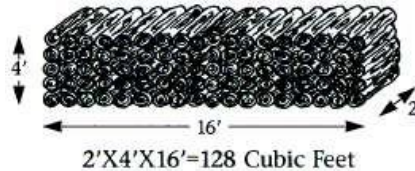
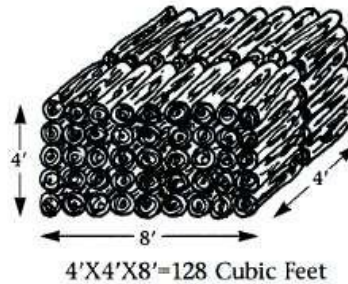
Firewood is sold by a measurement called a “cord”. A cord must equal 128 cubic feet. To be sure you have a cord, stack the wood neatly by placing the wood in a line or a row, with the individual pieces touching and parallel to each other, making sure that the wood is compact and has as few gaps as possible. Measure the stack. If the width times the height times the length equals 128 cubic feet, you have a cord

$$L \times W \times H = 128\text{ft}^3$$

## Stacking a Cord for Measurement



If it doesn't equal 128 cubic feet, then it is not a cord!



Words that may indicate that you are not getting a proper measurement.

A cord, like any other measurements such as a foot, a gallon, or a ton, is defined by law. A seller may not legitimately use terms such as “truck load”, “face cord”, “rack”, or “pile” because these terms have no legally defined meaning and, therefore, you have no way of determining how much firewood you are actually receiving. If a seller uses such terms, it should alert you to a possible problem. Wood can only be sold by the cord or fractions of a cord.

Get what you pay for in writing.

How to protect yourself when buying firewood.

When you buy firewood, make sure to get a receipt which shows the seller's name and address as well as the price, amount and kind of wood purchased. If possible, get the seller's phone number and write down the license plate number of the delivery vehicle.

When the wood is delivered, ask the seller to stack it (you may have to pay extra for this service) or stack the wood yourself.