

Maine Made Christmas has ended its ten year business relationship with the Better Business Bureau. In ten years we have never had a complaint filed with the Bureau and we have had less than 100 checks in our status. We do not mind having our feet held to the fire by an independent source but a significant rise in dues leads to this service not being cost effective.

We were also disappointed that an agency that is supposed to protect and encourage customer's rights is unwilling to work with their own customers. We tried to work out payment on a seasonal basis, then on a monthly basis. First we were told it was possible, then we were told it was not possible, it was their way or no way. We realized there is no one holding the feet of the Better Business Bureau to the fire so are they really a creditable resource?

At Maine Made Christmas we make mistakes. We have several checks in place to maintain quality in production and shipping. Our office staff is organized and has review steps in place to make sure each order is fulfilled in an accurate and timely manner. However, for those times when things are not right, our customer service will make it right.

The goal of Maine Made Christmas is to provide our customers with the freshest, highest quality balsam fir Christmas wreaths and centerpieces available. We feel the Better Business Bureau is no longer useful in achieving that goal.