

Michigan Wood Pellet Fuel - Frequently Asked Questions (and Answers.)

Q.) How does Michigan Wood Pellet Fuel make its wood pellets? Are there any additives?

A.) We buy hardwood chips from loggers and saw mills and process them at our facility by grinding and drying the material into sawdust. There are no additives except for all natural soy oil, which helps the material flow through our mills more efficiently.

Q.) Is Michigan Wood Pellet Fuel looking for new wood chip suppliers?

A.) We are always willing to meet new people in the wood products business, please call us.

Q.) Are consumers allowed to buy wood pellets direct from the plant? Can consumers buy a full truck for delivery to their friends and family?

A.) No, Michigan Wood Pellet Fuel can only be purchased from one of our dealers. A list of our dealers can be found on our website, www.michiganwoodpellets.com. No, we do not sell full truckloads direct to a group of consumers. However, many of our dealers will be happy to provide this service for a group of customers.

Q.) Why are wood pellets more expensive in some areas and less expensive in others?

A.) The wood pellet business is freight intensive. Some areas where you will find our pellets are better “logistically.” For instance, you may find less expensive wood pellets in areas further away from our plant and more expensive pellets in areas closer. This may be because a trucking company is trying to get their equipment back home and are therefore willing to give a favorable rate to that area, commonly known as a back haul rate. We try to take advantage of back haul rates whenever possible.

Q.) I cannot find your pellets near my home, is there anything I can do?

A.) Yes, please let us know where you are and we try to find a local business willing to carry our line of pellets.

Q.) My dealer says you are sold out, but your plant is located near my home. Why can't my dealer just come get some for me?

A.) Michigan Wood Pellet Fuel strives to sell a conservative level of its projected production in advance by accepting purchase orders from our 150+ customers. We have customers throughout the Great Lakes Region

and as far away as Maine, therefore demand always remains high. We keep an active waiting list and we are able to turn it over within a couple of weeks, so please be patient, the fuel will be there.

Q.) I bought your pellets and I am not happy with them. What do I do?

A.) Please call your dealer, we will all do our best to make the situation right.

Q.) There is another Michigan Wood Pellets in Grayling, MI, are you affiliated?

A.) No, there is no affiliation between Michigan Wood Pellet Fuel in Holland, MI and Michigan Wood Pellets of Grayling, MI. The Grayling operation is a separate company with a very similar name. We apologize for any confusion.

Q.) I have a retail store and I want to carry your wood pellets, what do I do?

A.) Please visit our website, www.michiganwoodpellets.com and click on Contact Us, then click Become a Dealer. Someone from our company will contact you once we receive your information.

Q.) Does Michigan Wood Pellet Fuel sell pellets in bulk today?

A.) No, currently we do not sell bulk pellets. However, a project to allow bulk distribution is high on our "to do" list. Please let us know that you are interested!

Q.) I have a wood pellet grill. Can I use Michigan Wood Pellet Fuel? I want to use your pellets for animal bedding, is this ok?

A.) Michigan Wood Pellet Fuel makes hardwood pellets for the sole intended purpose of creating thermal space heat. Any other use of our fuel is not sanctioned or encouraged by our company.