

# Bizrate Insights Welcomes 134 Online Retailers To The 2018 Bizrate Circle Of Excellence

LOS ANGELES, March 12, 2019 /PRNewswire/ -- Bizrate Insights, a Meredith Corporation (NYSE: MDP; [meredith.com](http://meredith.com)) company and one of the largest sources of consumer-generated reviews of online retailers in the United States, announced the winners of its 19th annual Bizrate Circle of Excellence Award® today. The distinction recognizes retailers that received outstanding online customer satisfaction scores across a one-year period, determined by millions of verified online buyers.

134 retailers won the 2018 Bizrate Circle of Excellence Award® this year. Eligibility for the Circle of Excellence was determined by retailers' satisfaction scores for the award year being statistically significantly higher than the program average for eight Key Performance Indicators:

#### Point-of-Sale Metrics:

- Overall Satisfaction
- Product Selection
- Check-out
- Ease of Finding

#### Post-Order-Fulfillment Metrics:

- Repurchase Intent
- Product Met Expectations
- Customer Support and Satisfaction
- On-Time Delivery

Among the winners for 2018, 55 retailers earned the highest distinction, the Platinum Award. The Platinum Award designation is awarded to retailers that achieved the highest scores among members of the Circle of Excellence across all eight key satisfaction indicators.

"We're excited to welcome these 134 retailers to the 2018 Bizrate Circle of Excellence," said Scott Macon, President at Bizrate Insights. "These retailers' ongoing commitment to customer satisfaction has earned them top key performance scores, pushing the standard for excellent customer service in the industry higher each year."

"Making actionable changes using customer feedback has always been a priority at Ink Technologies," said Gregory Gladman, General Manager at Ink Technologies. "We're thankful to our customers for their continued feedback and are excited to receive the 2018 Bizrate Circle of Excellence Award."

"The real-time feedback and customer comments we receive from Bizrate Insights has been an invaluable resource for driving website improvements," said President at Beauty Care Choices, David Coy. "This Circle of Excellence Award represents our commitment to delivering the highest levels of customer service."

#### The 2018 Bizrate Circle of Excellence Award® Winners

123Inkjets  
1A Auto Parts  
25karats.com  
4Inkjets \*  
A Cherry On Top \*  
Adorama  
Africa Imports

All Star Health  
AMainHobbies.com - Performance Sports & Hobbies  
American Musical Supply \*  
AppliancePartsPros.com  
Audio Advisor Inc.  
Austin Kayak  
B&H Photo-Video-Pro Audio \*  
BabyKind Market  
Badge-A-Minit  
Barrel House  
Bath & Body Works \*  
Batteries Plus Bulbs  
BatteryMart.com \*  
BeallsFlorida.com  
Beauty Care Choices \*  
Bed Bug Supply \*  
Black Forest Decor  
Blue Nile  
Bodybuilding.com \*  
Brahmin \*  
Brighton.com \*  
Brooks Running  
BTO Sports \*  
Buy Natural Skincare  
Callaway Golf  
Carousel Designs \*  
cashmere heartland  
Catholic Gifts and More  
Chemical Guys \*  
Christianbook.com \*  
CJ Pony Parts  
Competitive Cyclist \*  
CookieCutter.com  
Crutchfield \*  
Cutlery and More  
Cyberweld.com \*  
Dave and Adam's Card World  
Dennis Kirk, Inc  
DerbyWarehouse.com \*  
Dermstore  
Design Toscano  
Do It Yourself Pest Control \*  
Double Inks  
Drs. Foster & Smith \*  
Duluth Trading Co.  
Dungarees.net \*  
E-Z Ink \*  
eFaucets.com  
eLuxurySupply  
etrailer.com  
Fahrney's Pens  
Fairhaven Health \*  
FilterOutlet.com \*  
Flag Store USA \*  
FragranceX.com \*  
Golfballs.com  
Guitar Strings and Beyond  
Heart Rate Monitors USA  
Herrschners Inc.  
Holabird Sports  
Ink Technologies \*  
inkcartridges.com  
James Allen  
Journeys

Lamps Plus  
LD Products \*  
Leisure Pro \*  
Life is good \*  
Living Grace Catalog  
LoveBook \*  
LovelySkin.com \*  
Lukie Games  
MacSales.com  
MarineDepot.com \*  
Microbattery.com  
MidwayUSA  
Molton Brown  
Musician's Friend  
MyGiftCardsPlus  
MyStethoscope.com  
Mytee Tarps  
Nadula  
OnlineLabels.com \*  
OrnamentShop \*  
Parts Dr  
Penn State Industries  
Perfect Memorials \*  
Pet Wellbeing  
Petroleum Service Company  
Pink Princess  
Pyramyd Air, Ltd.  
QVC  
Racquetball Warehouse  
Replacements, Ltd. \*  
Revival Animal Health \*  
Riding Warehouse  
RimzOneonline.com  
Rocky Mountain ATV/MC  
Running Warehouse \*  
San Francisco Salt Company \*  
Schneider Saddlery  
Shindigz Party Supplies  
SmartPak Equine \*  
Sole Provisions  
Southland Trade  
Spangler Candy \*  
Sweetwater \*  
Tactics \*  
Tennis Warehouse  
The Blue Rooster Company  
The Pearl Source  
The Perfume Spot \*  
TireBuyer.com \*  
Tools 4 Flooring \*  
Truckspring.com \*  
UncommonGoods \*  
Universal Life Church Monastery \*  
US Cargo Control \*  
VIC Pharmacy \*  
Vulcan Tire  
Wicked Whoopies  
Woodwind and Brasswind  
**www.grunt.com**  
**www.magnetjewelrystore.com**  
**www.RabbitAir.com** \*  
Yankee Candle Company  
zZounds \*

*("\*\*" denotes Platinum Award winners. Customer feedback for the 2018 Bizrate Circle of Excellence Award® was collected from January 1, 2018 to December 31, 2018.)*

#### **ABOUT BIZRATE INSIGHTS**

Bizrate Insights' omni-device buyer and abandonment surveys are deployed across more than 3,500 retail websites in North America to capture voice of consumer insights. Bizrate Insights enables retailers of all sizes to collect consumer ratings and reviews for free, and it offers paid subscriptions for customized surveys and advanced reporting.

#### **ABOUT MEREDITH CORPORATION**

Meredith Corporation (NYSE:MDP) ([www.meredith.com](http://www.meredith.com)) has been committed to service journalism for more than 116 years. Today, Meredith uses multiple distribution platforms — including broadcast television, print, digital, mobile and video — to provide consumers with content they desire and to deliver the messages of its advertising and marketing partners.

Meredith's National Media Group reaches more than 175 million unduplicated American consumers every month, including over 80 percent of U.S. millennial women. Meredith is a leader in creating content across media platforms and life stages in key consumer interest areas such as entertainment, food, lifestyle, parenting and home. Meredith is the No. 1 magazine operator in the U.S., and owner of the largest premium content digital network for American consumers. Meredith's leading national brands include PEOPLE, Better Homes & Gardens, InStyle, Allrecipes, REAL SIMPLE, Southern Living and Martha Stewart Living. Meredith also features robust brand licensing activities including more than 3,000 SKUs of branded products at 4,000 Walmart stores across the U.S. and at walmart.com. Meredith's National Media Group also includes leading affinity marketer Synapse, and The Foundry, the company's state-of-the-art creative lab and content studio. Meredith's Local Media Group includes 17 television stations reaching more than 11 percent of U.S. households.

SOURCE Bizrate Insights

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