

Bizrate Insights Names 123 Online Retailers to its 2020 Bizrate Circle of Excellence Award Winners

Recognizing Superior Customer Experiences and Satisfaction

LOS ANGELES, March 8, 2021 /PRNewswire/ -- Bizrate Insights, a **Meredith Corporation** (NYSE: MDP) company and one of the largest sources of consumer-generated reviews of online retailers in the United States, today announced the winners of its 21st annual **Bizrate Circle of Excellence Award®**. The award recognizes retailers that received outstanding online customer satisfaction scores throughout the previous year, as rated by millions of verified online buyers.

The 2020 Bizrate Circle of Excellence Award® was earned by 123 retailers, representing the top 8% of retailers in Bizrate's North American network. To be considered for the award, satisfaction scores for the year must be significantly higher than the program average for all eight key indicators.

The customer satisfaction indicators considered for the Bizrate Circle of Excellence Award® are:

- | Point-of-Sale Metrics | Post-Order-Fulfillment Metrics |
|------------------------------|---------------------------------------|
| • Overall Satisfaction | • Repurchase Intent |
| • Product Selection | • Product Met Expectations |
| | • Customer Support and Satisfaction |
| • Checkout Process | • On-Time Delivery |
| • Ease of Finding | |

Among the award winners, 57 received the Platinum Award, the highest distinction, which is given to retailers that achieved winner status and earned a minimum score of 9.2 out of 10 in all eight key satisfaction indicators.

"Consumers faced unprecedented challenges in 2020, and our Circle of Excellence winners went above and beyond to evolve their retail operations and continue to provide a stellar experience. We admire how these retailers satisfied their customers' needs while prioritizing health and safety, a critical component in serving communities throughout this difficult time," said Scott Macon, President of Bizrate Insights. "We are proud to recognize and congratulate these 123 retailers as our 2020 Circle of Excellence winners and thank them for their outstanding commitment and service."

"We are honored to win the 2020 Circle of Excellence Platinum Award after such a tumultuous year," said Lauren Shimmel, Senior Manager of Marketing and E-Commerce at Brahmin. "We are especially proud of our team's ability to persevere and put the customer first during this challenging time. Our customers looked to us to provide convenient and safe shopping options this year. With the help of Bizrate Insights, we were able to provide excellent customer care despite the challenges. To be recognized for the hard work that goes into exceptional retail and e-commerce experiences is an honor."

The 2020 Bizrate Circle of Excellence Award® Winners

123Inkjets
1A Auto Parts*
1st in Coffee*
4Inkjets*
Adiamor
Adorama
Africa Imports*
Albee Baby*
All Star Health
AMain Hobbies

American Musical Supply*
AppliancePartsPros.com*
Ariat International*
Audio Advisor Inc.
Aviation Oil Outlet
B&H Photo-Video-Pro Audio*
Bath & Body Works
Battery Mart*
Bealls Florida*
Beauty Care Choices*
BestNest
bidetsPLUS
Blue Nile
The Blue Rooster Company
Bodybuilding.com*
Brahmin*
Brighton*
Brilliant Earth
Brooks Running
Buy Two Way Radios
CableWholesale
Catholic Gifts and More
Chick's Discount Saddlery
Christianbook*
City Jeans*
Computer Cable Store
Crutchfield*
Cyberweld*
Dan's Comp
Data Memory Systems
Dave and Adam's Card World
Dennis Kirk
Dermstore*
Design Toscano*
DrillsandCutters.com
Duluth Trading Co.
Dungarees*
e.l.f. Cosmetics
etrailer
Fairhaven Health*
Fire Mountain Gems and Beads
FragranceX*
Fugitive Toys
GigaGolf
Glo Skin Beauty*
Golf Locker
Golfballs.com*
The Honest Company
Hubcap Mike*
Hurricane Golf
I DJ NOW*
I Love Ecigs*
Ink Technologies*
InkCartridges
Journeys*
Just Nebulizers*
JustForJeeps.com*
K. Jordan
Kosher Vitamins Express
LAMPS PLUS
LD Products*
Leisure Pro
Living Grace Catalog
LovelySkin*

Lukie Games*
MacSales.com
Magic Beans
Marine Depot
Mason Easy-Pay*
Masseys
Michele Olivieri
MidwayUSA
Ministry Ideaaz for Jehovah's Witnesses
MyGiftCardsPlus
MyStethoscope
Mytee Tarps*
Nittany Outlet*
NOVICA*
Online Labels*
Only Natural Pet
Parts Dr*
The Pearl Source*
Penn State Industries
Perfume.com*
Petroleum Service Company*
Pink Princess
QVC
Rabbit Air*
Racquetball Warehouse
Revival Animal Health*
Rocky Mountain ATV/MC*
RPP Hobby
Running Warehouse*
Ryan Peters LLC dba DecalGirl.com
Schneider Saddlery
SkinMedix
SmartPak Equine*
Southland Trade
Sprayer Depot
Stengel Bros. Springs and Suspension
Sweetwater*
Tactics
TheraBreath
TireBuyer*
Toolstoday
Tula Skincare*
UncommonGoods
United Tires*
The Vitamin Shoppe
Vulcan Tire
Wicked Whoopies*
World Wide Stereo*
zZounds*

**Indicates 2020 Platinum Award Winner*

ABOUT BIZRATE INSIGHTS

Meredith Corporation's Bizrate Insights is one of the largest sources of verified customer-generated seller ratings and reviews, helping both retailers and consumers make informed decisions. The company collects more than 25 million surveys annually from thousands of retailers across North America. Its core solutions cover online visitors and buyers, as well as in-store BOPIS/curbside experiences, allowing retailers of all sizes to optimize their CX strategies to drive customer loyalty. With over 20 years of industry trust and experience, Bizrate Insights help partners build best-in-class customer experiences, gain competitive intelligence, and attract more qualified traffic.

ABOUT MEREDITH CORPORATION

Meredith Corporation (MDP: NYSE), a leading media company for nearly 120 years, produces service journalism that engages audiences with essential, inspiring, and trusted content. Meredith

reaches consumers where they are across multiple platforms, including digital, video, print, and broadcast television.

Meredith's National Media Group reaches nearly 95 percent of all U.S. women and more than 190 million unduplicated American consumers every month through such iconic brands as PEOPLE, Better Homes & Gardens, Allrecipes, Southern Living, and REAL SIMPLE. Meredith's premium digital network reaches more than 150 million consumers each month. The company is the No. 1 U.S. magazine operator with 36 million subscribers, and the No. 2 global licensor with robust brand licensing activities that include a Better Homes & Gardens partnership with Walmart.

Meredith's Local Media Group portfolio includes 17 television stations reaching 11 percent of U.S. households and 30 million viewers. Meredith's portfolio is concentrated in large, fast-growing markets, with seven stations in the nation's Top 25 markets, including Atlanta, Phoenix, St. Louis, and Portland, and 13 stations in the Top 50.

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