

My BBB Accreditation Works for ME!



Ron Williams (left) and Owner Bryan Flynn

Good Scents Home and Body Shop
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BBB Accredited since April 2008

Good Scents Home & Body Shop owner Bryan Flynn is a chemical engineer. In April 2005 he began Good Scents as a home-based business selling custom-scented pure soy candles to family, friends and neighbors. "As the business grew to include more products, trade shows, festivals, and an Internet presence, it was important to establish trust in our claims and let customers know they would be treated fairly and ethically. The BBB invited Good Scents Home & Body Shop to become BBB Accredited and we happily accepted!"

Good Scents Home & Body Shop found a brick-and-mortar retail home at the Victorian Square Shoppes in Lexington. The store is preparing to move to larger space there with a grand re-opening on September 17. "We deliver the highest level of customer service while keeping a surprisingly affordable price," says Flynn. "Every customer at the store can create a custom fragrance blend and use it to create a custom product. Body products are created while the customer is in the store. The product technicians in the store are helpful and knowledgeable of the products and components."

Flynn started with soy candles years ago when his mother suffered from migraines. He said other candles triggered the headaches, but the soy candles do not. Flynn says many people who suffer allergies around scented wax and paraffin candles and body products might be pleasantly surprised to come into Good Scents and find that they are not at all bothered by the products on display in the store.

Flynn can also blend fragrances to match customers' favorite scents that are no longer available or have been discontinued, if they still have a sample of it, that they may then have blended into candles, bath and body products, even shampoos and conditioners.

Flynn says new customers recognize the BBB Accreditation and feel comfortable making purchases. "While Good Scents Home & Body Shop stands behind all products and takes every step possible to ensure complete customer satisfaction, the credibility from the BBB helps us stand out from the competition and helps the business grow."

