

Babyplants.co.uk Brings Hope To Thousands Of FRUSTRATED UK Gardeners

**After many thousands of damaged orders, gardeners need a new plug plant supplier that gets it right first time,
Every time.**

Based in the heart of rural Leicestershire, **babyplants.co.uk** is owned and run by Sapcote Garden Centre, a family owned Garden Centre and Nursery with over 10 years of experience.

Hearing from **numerous disappointed customers**, complaining about the *poor standard* of mail order plug plants, they have branched out into the online community, providing the same quality service and product that has kept their customers happy year after year.

Looking further afield, an online survey by **Which?**, looked at **mail order plug plant online sellers**, and found **36% of customers have experienced problems.**

Including:

- 1. Poor quality of plants**
- 2. Weak packaging, damaged by couriers.**

Babyplants has used this feedback, to create the perfect customer experience on their site.

1. Quality Packaging - Triple Layered Cardboard box, specifically fitted blister packs.

2. Delivered on time, every time - using UK Mail, parcels are always kept safe.

3. Promptly Email support – keeping you informed

1. Quality of Plants: Grown and posted from the UK mainland, the plants are kept in the fresh air until the morning before they are posted! Unlike many suppliers who keep pre-packed plug plants in boxes/dark warehouses, for days on end until shipping.

This keeps the plants in **optimum condition**, giving them the best chance of growing when they reach the customer.

2. Strong Packaging, made to fit: The plants are **carefully placed into blister packs**, specifically designed to fit the size of plant that has been ordered. With separate capsules for each root ball, it keeps the plants from moving **at all** during postage. There are bigger packs for Geraniums, as these are a bigger plant, rather than the *one size will do* approach from most companies.

Plants are then placed into **Triple Walled Cardboard Boxes**, strong enough to protect them well on their journey through the post.

3. Keeping you informed: once you order you will receive a confirmation email, including your order, and the date it will be delivered.

When your order is despatched you receive an email letting you know, with a tracking number so you can track your parcels progress.

And if you have any problems, a simple email will have your problem solved within the hour.

Recent Feedback for babyplants.co.uk:

*"The geranium plants arrived in excellent condition.
The packaging is the best we have received from other dealers.*

We will use you again. You could include a list of your other plants.

Thank you."

Mr Emmott

*"Just a short email to say how delighted I am with the delivery of my plants, they arrived promptly and were in great condition.
Kind Regards"*

Eleanor

This reinforces the **quality** and **service** that this new business is trying to provide. They reinforce this, by providing a 28 day guarantee on all plug plants, no questions asked.

See more at <http://babyplants.co.uk>

Twitter: @PlugPlantsUK

Or read up to date info on their blog: <http://blog.babyplants.co.uk>