

Though it would be all too easy to doctor, invent and magically conjure customer anecdotes we can guarantee that all of the following are actual correspondences received from customers. Tracy DiSabato-Aust, a well-known garden designer, author, lecturer and astute plants person freely gave us unsolicited permission to use her full name; we begin with a funny alleged mistake on 2.13.2013:

Hi Tracy,

I laughed, reveled and couldn't help but feel a level of the sardonic within my bones upon reading the following direct and accidental quote from you this morning, "Wishing you the very bust with your company and the new online adventure!! Tracy" I just had to share... figured you'd appreciate the dark humor!

Earthfully yours,
Wayne

That IS hilarious!!!:))

Tracy

Tracy DiSabato-Aust on 5.5.2013

Wayne, Just to let you know the plants arrived and they are simply gorgeous!!! The quality is outstanding and the customer service superb! Thanks so very much and I can't wait to continue to work together and recommend you to others. Tracy --feel free to use this quote too if desired.

The following folks have corresponded with us providing important feedback. We appreciate all the kind words. In that we have not been give express permission to use full names we are using initials for the last names. All correspondence is authentic...

From Allison B. (CT) on 6.19.2013Hi Wayne. Wow! The plants arrived, and they are just beautiful. You certainly do a wonderful job packing them, and they were larger specimens than I could have hoped for. I really do hope to meet you soon, but thank you so much for producing such glorious specimens. Have a lovely summer. Best, Allison

From Darcy H. (IL) on 6.22.2013

Hello just wanted 2 say we got the [Hosta] white feathers. They are absolutely beautiful, thank u so much. We have already gotten several compliments on them.

From Derek M. (NC)

Hello,

Thank you for the Chlorophytum - I received it yesterday and I cannot get over how large and healthy that plant is. I was expecting something quite a bit smaller. Thank you so much!

Sincerely,

Derek M.

Winston-Salem, NC

From Donna C. (IA) on 10.7.2013

Dear Wayne; I received my shipment of Summer Beauty Alliums last week and immediately got them set out. They were in wonderful condition and I hope they like Iowa weather. I appreciate your help and it was so nice to do business with you. Have a good year. Thanks Donna C.

From Frederica H. (PA) on 10.8.2013

I've grown [Leucanthemella serotina 'Herbststern'] before and was so happy to find them again! Thank you for offering such interesting plants. I hope to visit your nursery some day.

Frederica H.

From Jan G. (NJ) on 6.6.2013 - Just received my order of Weigela "Canary" and Lespedeza "Gibraltar". Their condition is amazing! I have never in all the 50 years I have been ordering plants from nurseries had such fabulous looking, healthy, big, strong plants. You are the Best!! Jan G.

From Jonathan L. (NY) on 3.6.2013

Hey Wayne,

I just finished the unveiling with my father looking on and we both agree that you did a mighty fine job! The plants were securely affixed to the box and nothing shifted. Your use of tape and rope was appropriate and I must say that the overall presentation reminded me of Gossler Farms or Camellia Forest. This is a good thing! Well done. Of course the plants are of great quality and character, as well. But I wouldn't expect anything less.

Thanks again!

Jonathan

From Karen M. (NY/NJ) on 5.24.2013

Good Morning Wayne.....my Salix Eleagnos arrived yesterday and they are in beautiful shape and, I might add, beautifully shaped! Thanks so much for your pruning, expertise and great service.....!!!!

Karen M.

We can't please everyone...

From Kathy W. (WA)

very sorry you don't ship here....do you know where we can get Paeonia japonica???

was VERY dissappointed to go to all the work to look up your site, wander thru and find out not able to buy. might have been nice to know that on the ad itself..just saying

Hello Kathy,

Thank you for your inquiry. We at Quackin' Grass Nursery, as a small and poor entity, struggle

daily with limited staff, resources and way too much work. We would gladly ship to Washington State if it were not for the fact that your state government has put rules in place which make it extra-difficult for us. Again: with too few hands on board to reconnoiter the extra time the state of Washington requires from out-of-state green merchants we would gladly ship to you as we do to all other states who do not impose these extra hurdles. In time, given success and the ability to hire more staff this may change. Alas, that time is not now. It is our economic reality.

Regarding a larger ad which would contain all the information you desire: frankly, it would be cost prohibitive at the very least. It is unfortunate that we cannot and, apparently, do not please everyone's desires. But we do try our best.

I do not know where you might find *Paeonia japonica*. Good luck in your quest.

Best,
Wayne Paquette
owner, Quackin' Grass Nursery

From Lynn G. (NC) on 4.23.2013

Thank you for the wonderful plants--so healthy and large--will take off in my garden here in NC.
Lynn G.

From Michael M. (FLA) on 5.8.2013

Ok Wayne you made me do it..I never write back to people for giving great service but you pushed me over the edge, not only did you reply to me on a Sunday night but it was a very 'human' e-mail and on top of that I got my order today!!! How much [can] a customer take!! Keep up the fantastic work, plants look great, even the small *Morus* but you see I live in S. Florida and summer is on its way so that thing will be taking off soon. Ok enough gushing over your fantastic service,,I am a happy customer, makes me almost want to live further north so I can use more of what you grow..almost. Thanks again Wayne. Good Work!!

A fun though sad anecdote:

On 6.16.2013

Hello Nancy,

I have already selected your 2 *Calycanthus floridus* 'Athens'. They have been cleaned and tagged anew. We normally require a week's notice before we send out plants. However, after we prepare the plants they will be packed, boxed and we will rush shipment to you tomorrow, Monday. You may expect delivery on either Wednesday or Thursday. As we are experiencing warm temperatures please attend them immediately upon arrival. And I got a kick out of your email address! Thank you for your patronage.

Earthfully yours,
Wayne Paquette

From Nancy H. (TN) on 6.17.2013

Thank you! Email came from a Great Dane named "Divine Intervention". Long story short, I had our love of life Dane cremated and had to drive to Alabama at the time for individual cremation. Got there, as they were taking her body back I was writing the check and bawling my heart out. I heard the

receptionist say hi to someone. I turned around to leave and a man was standing there with 6 Great Dane puppies, what was the chance that one of them was the exact twin of the dog I had just brought to have cremated? So, I came home with an 8 week old puppy. Needless to say, I didn't cry on the way home. We called the puppy "Divvy"

Have a Wonderful Day!

Nancy

Robert M. (AL) on 10.18.2013

Wayne,

The Viola walteri ['Silver Gem'] came today. Very nice healthy plants, and I'm very happy with them. This plant has proven particularly hard to find for me, so I was delighted when I found it for sale on your website. I'm positive I will be a return customer.

Have a good one.

Robert

Tina K. (CT) late summer 2012

Hi, Gay, Wayne, and Lillian

Although this word is overused by so many, the only word to describe your new mail order website is awesome - truly inspiring awe, or, in my case, a great case of the "I want it - I want it" lust! What a wonderful site - now I'm waiting for the remainder of the photos to be put in. WOW!!

We have been relatively healthy this summer, planting all those babies we hadn't yet planted, and then Phil's shoulder gave up the ghost: in August, he had a reverse shoulder replacement (a tricky little operation); it is healing (slowly) but - damn it - he cannot chop wood or dig those bigger holes some of our babies demand. Foey!

How long will the nursery be open this Fall to those who wish to visit? Not sure how quickly Phil will heal, but we'd love to come out if the opportunity arises.

Again, congratulations on the new website. Congratulations also on how well cared for your plants/shrubs/trees/vines (did I miss anybody?) are. The amount of work you all do is mind boggling. And I'll bet we don't know the half of it. What we do know is that whatever we plant from QGN simply thrives here. Thank you.

Hope to see you this Fall.

Best regards,

Tina (and Phil - the one armed gardener!)

Eva M. V. (AL) on 3.10.2013

Thanks so much for the update . My father-in-law (Jerry) said it [Alabama Snow Wreath, Nevisia alabamensis] arrived in wonderful condition and will be planting soon. Thanks again for such wonderful service.

Sincerely,

Eva M. V.

These from Daves Garden Garden Watchdog:

(Lititz, PA) on 9.27.2013

I ordered two hard to find plants (in our area at least) from Quackin Grass this past week. They just arrived yesterday and were in good shape. The plants, one Photinia Villosa, and one Sophora Davidii, both had nice root systems and were a good size. The nursery personnel were very kind and communicative as well as knowledgeable. I would highly recommend buying from them and I would definitely purchase again from this nursery!

(Putnam, CT) on 9.14.2013

Visited this nursery today and was very pleased with the experience. Owner is very knowledgeable and helpful. Great display gardens to see what the plants, trees, and shrubs will look like when mature. Prices very reasonable. Many plants that are unusual and hard to find. Highly recommend.

These from Daves Garden Go Garden:

GraceSmith (Longmeadow, MA) on 8.11.2008

The nursery is fairly large. I honestly went into overload within 15 minutes. Quackin' Grass touts itself as a nursery that sells "Plants for the Collector", and they're not kidding. There is so much to see there, as well as look thru the gardens for more ideas, that I couldn't even wrap my mind around it. The best part is NOT KNOWING what you're looking at. You know, "oh, there's another x, I've seen that everywhere..." (if you show me one more stella d'oro, i'll scream!) It was AWESOME seeing so many plants that I hadn't seen before.

Wayne and Lucille, the owners, are FABULOUS. Down-to-earth and know their stuff. Wayne listened to my all-over-the-map newbie questions and was extremely thorough and patient.

The good news is that they have an on-line catalog of plants that is for the most part, up-to-the-minute on their stock. (as opposed to "yep, we carry that, been out of it since april" or the really awesome "oh, we never got that this year") However, no one is perfect, so double-check by calling. Catalog is on-line only. Put on your big-girl panties, it's worth the so-called hassle.

One of the great features of this nursery is that they carry the best-of-the-best UCONN intros. For example, Rhodie Hoopla, which I HAD to have.

I saw a TON of plants that I wanted, and tried to pare down the list to "I HAVE to HAVE"...or ones that would fit into the Toyota Corolla (one of the ways I limit myself when shopping...my husband knows he's in trouble when i ask for the keys to the Expedition)

Rhodie Hoopla

Azaela Koromo Shikibu

Syringa Josee

Syringa Lilac Sunday

They were also having a sale, and I have posted the details in a separate post. Plant prices are SUPER-reasonable. This place will be my first pick for picking out fabulous, extraordinary shrubs.

From C.J.Wmson (Columbia, CT) on 5.1.2008

What a great little nursery. Full of strang but wonderful plants. Worth the trip from anywhere. Can't wait to go back.

