



**Dear customer,**

Welcome to the Batouwe Portal – Batouwe’s official online platform. Here, you have access to our current stock, including photos and prices. The portal is updated several times daily.

You can place orders via the portal at any time. On working days, these orders are checked and processed. You will then always receive an order confirmation by e-mail, giving you a clear overview of your order. If our availability does not match to your order, we will contact you.

For questions or support, feel free to contact Batouwe.

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### **Step 1: Visit the Portal**

Go to <https://portal.batouwe.com/>. You will see two options:

- **Login with an existing account**  
Already have an account? Enter your login details and proceed to Step 5.
  - **Request a new account**  
Click the “Request Account” button to start the registration.
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### **Step 2: Select your customer type**

**Choose one of the following:**

- **Existing customer**  
Select this if you are already a customer at Batouwe but do not yet have portal access.
  - **New customer**  
Select this if you’ve never ordered at Batouwe before and wish to create a new account.
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### **Step 3: Enter your details**

Depending on your selection, you will be asked to fill in your company information.

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#### Step 4: Submit Your Registration

Please check your entries. Click “**Sign up**” to submit your request.

Our staff will check your application.

**⚠ Note:** You can only login once you’ve received a confirmation e-mail. Processing may take some time—thank you for your understanding.

Once approved, you will receive an e-mail and you can use the Portal right away.

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#### Step 5: View and order products

Once logged in, you can choose from the available product categories:



#### Important information about prices and terms:

- **All prices are ex nursery (Dodewaard).**
- **Prices for licensed varieties include the license fee.**
- **Prices exclude photo labels.** If you would like to order photo labels, please mention this in the comments when completing your order.

**Note:** At Batouwe, sales per full tray apply if indicated in the product category 'P9'. A tray contains a fixed number of plants, for example 18 or 28 pieces.

*Example: Abelia ‘Edward Goucher’ P9cm 18 tray; one tray contains 18 plants. So if you enter 30 plants, this will be automatically corrected to 36 plants.*

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## Step 6: Complete your order

After adding your desired products to the shopping cart, you can finalize your order. For each product category, you can indicate which delivery week you prefer. This applies for both: **Orders for direct delivery** and **Orders on call**.

### Delivery P9

**Type of delivery**

Order on call

Order for direct delivery

**Desired week**

Year  Week

*Delivery only possible from August 1 to May 31*

If you don't know the exact delivery week yet, then fill in the expected delivery week. We will always contact you at least a week in advance to confirm the final delivery week and/or day.

Before placing your order, you must agree to the general terms and conditions.

Comments (optional)

Notes about your order, for example the desired pickup/delivery day.

I would like to share my ideas and wishes

I have checked my orders and agree to the [Conditions](#)

Did you include a question or comment with your order?

We will, of course, take this into account during processing. If necessary, we will contact you to answer your question.