



Spark Response acquired Ethical Superstore in 2011 and provide eCommerce fulfilment and contact centre services to support their growing online and catalogue business.

eCommerce Fulfilment

Spark Response provides storage, warehousing, and order fulfilment services direct to consumers. Ethical Superstore carry over 7,000 SKU's, and have almost 200,000 items in stock at any one time, in our warehouse.

Due to online sales and catalogue drops, Spark need to be prepared to deal with huge spikes in order volumes and the various different SKUs within the orders. Thankfully Spark Response has a vast amount of experience in dealing with peak activity, particularly during 'cyber week', with their diverse range of clients.

Superstore Orders

It takes experience and skill to pack an Ethical Superstore order which includes everything from bottles of juice, kitchen roll multi packs to the smallest spice jar. The warehouse team have developed these skills and adopted new packaging solutions to ensure every delivery arrives well packaged with no damage to any items. With the average order containing 15 items, the team also need to combine speed with quality to ensure they despatch all orders on time.

