



# Customer Feedback Form

29 Jan 2021 / Customer A

Complete

Score	26.09%	Failed items	12	Actions	0
Completed on:	29th Jan, 2021 8:38 AM PST				
Customer name:	Customer A				

## Failed Items

12 failed

Ecommerce Feedback Form / Website Experience

Did the website load fast?

No



Photo 1

Ecommerce Feedback Form / Website Experience

Was it easy to navigate the website?

No

Ecommerce Feedback Form / Online Catalog

Were all the items displayed on the website available for purchase and order? (except for items clearly stated as unavailable or sold out)

No



Photo 2

Ecommerce Feedback Form / Online Catalog

Do you wish there was a wider selection of items?

Yes

Ecommerce Feedback Form / Online Catalog

Do you wish the selection of items had more variety?

Yes

Ecommerce Feedback Form / Online Catalog

For cosmetics items (makeup and skincare), did the website provide the full ingredient list of the product?

No

Ecommerce Feedback Form / Online Catalog

For cosmetics items (makeup and skincare), did the website provide the volume or weight (fl. oz, ml, g) of the product?

No

Ecommerce Feedback Form / Order and Delivery

Was it easy to order from the website?

No

Ecommerce Feedback Form / Order and Delivery

Did the order arrive on the estimated date or within the estimated time frame (3-5 business days, etc.)?

No

Ecommerce Feedback Form / Order and Delivery

Were there no issues with receiving your order/the delivery process (such as courier used)?

No

Ecommerce Feedback Form / Order and Delivery

Was your order packaged well? Did the packaging keep it secure and protected?

No



Photo 5

Ecommerce Feedback Form / Order and Delivery

Do you think the packaging was excessive or not eco-friendly?

Yes



Photo 6

# Ecommerce Feedback Form

12 failed, 26.09%

## Website Experience

2 failed, 16.67%

Did the website load fast?

No

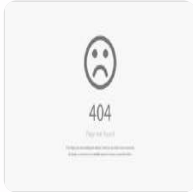


Photo 1

Was it easy to navigate the website?

No

Rate the website's overall design

2

From 1 to 10

## Online Catalog

5 failed, 25%

Were all the items displayed on the website available for purchase and order? (except for items clearly stated as unavailable or sold out)

No



Photo 2

Do you wish there was a wider selection of items?

Yes

Do you wish the selection of items had more variety?

Yes

For wearable items (clothing), was it easy to find your size? Was a size guide provided?

Yes



Photo 3

For cosmetics items (makeup and skincare), did the website provide the full ingredient list of the product?

No

For cosmetics items (makeup and skincare), did the website provide the volume or weight (fl. oz, ml, g) of the product?

No

## Order and Delivery

5 failed, 42.86%

Was it easy to order from the website?

No

Were there no issues with payment?

Yes

Did you receive updates on the status of your order? (Order Placed, Order Processed, Order Shipped, etc.)

Yes



Photo 4

Did the order arrive on the estimated date or within the estimated time frame (3-5 business days, etc.)?

No

Were there no issues with receiving your order/the delivery process (such as courier used)?

No

Did your order arrive without any damage or physical defects?

Yes

Was your order packaged well? Did the packaging keep it secure and protected?

No



Photo 5

Do you think the packaging was excessive or not eco-friendly?

Yes



Photo 6

## Final Page

Final Page

Thank you for giving us your feedback!

**Email address (optional)**

customerA@customer.example.notre  
alcom

**Contact number (optional)**

1234-5678-0000

# Appendix

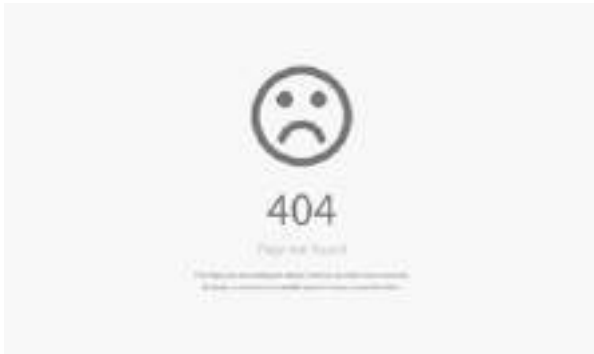


Photo 1



Photo 2

### Women's Size Guide

UK / AU	Shirts	Chest	Waist	Hip	DL / ML	FR
0	-	30" 76cm	24" 61cm	32" 81cm	32	34
5	XS	32" 81cm	25" 64cm	34" 86cm	34	36
10	S	34" 86cm	26" 66cm	36" 91cm	36	38
12	M	36" 91cm	28" 71cm	38" 96cm	38	40
14	L	38" 96cm	30" 76cm	40" 101cm	40	42
16	XL	40" 101cm	32" 81cm	42" 106cm	42	44
18	-	42" 106cm	34" 86cm	44" 111cm	44	46
20	-	44" 111cm	36" 91cm	46" 116cm	46	48
22	-	46" 116cm	38" 96cm	48" 121cm	48	50
24	-	48" 121cm	40" 101cm	50" 126cm	50	52

Photo 3



Photo 4



Photo 5



Photo 6