

Customer Satisfaction Questionnaire for Online Shopping Experience

Enhance your e-commerce services by collecting valuable feedback through our **customer satisfaction questionnaire** designed specifically for online shopping experiences. This tool helps identify strengths and areas for improvement, ensuring a seamless and enjoyable purchasing journey. Maximize customer loyalty by understanding their needs and preferences effectively.

Personal Information (Optional)

Name:

Email:

Shopping Experience

How would you rate your overall satisfaction with our online store?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Website Usability

How easy was it to find the products you were looking for?

Very Easy

Additional comments regarding website usability:

Product Satisfaction

Were you satisfied with the quality of the products received?

- Yes
- No

Comments on product quality:

Delivery Experience

Was your order delivered on time?

- Yes
- No

Comments on delivery:

Customer Service

Did you contact customer service?

- Yes
- No

If yes, how would you rate your experience?

Excellent 

Comments on customer service:

General Feedback

What can we do to improve your online shopping experience?