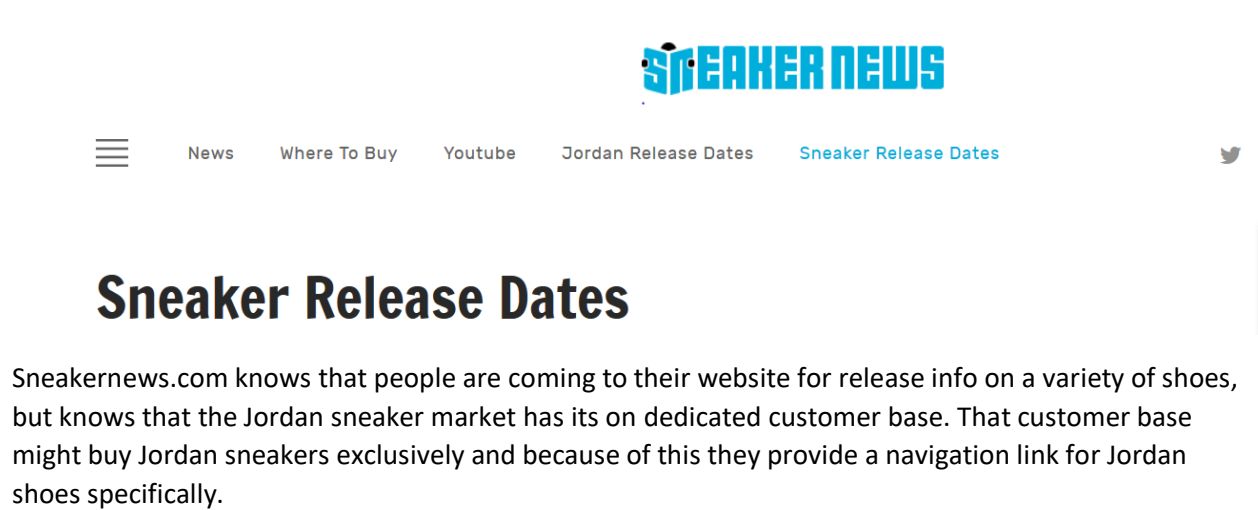
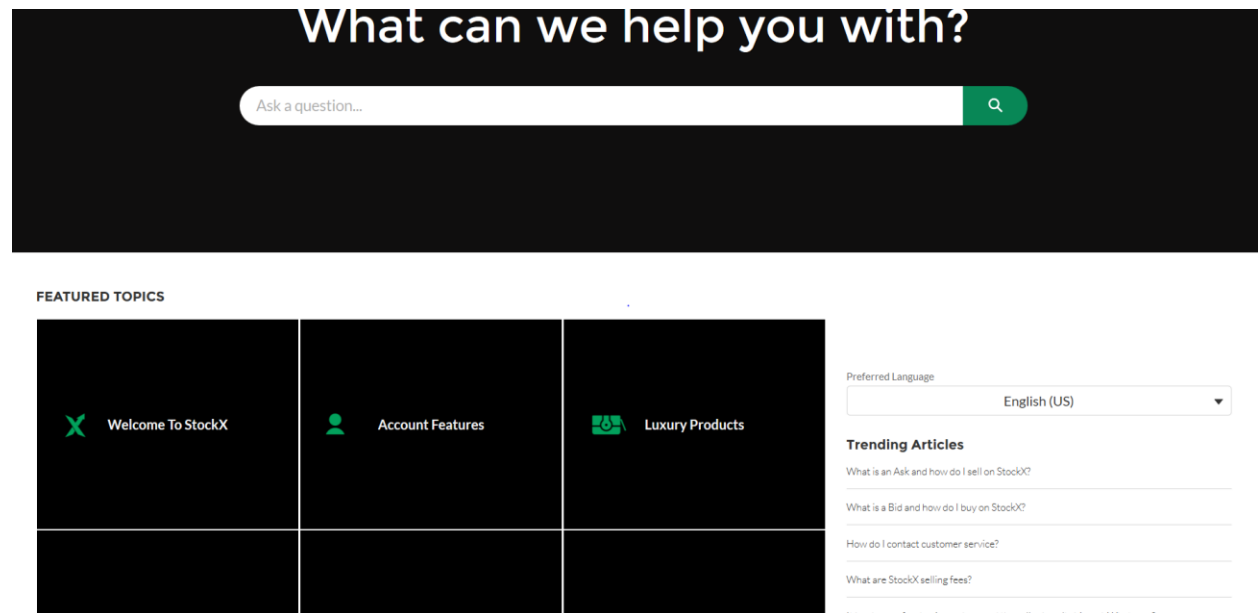


Know the main things that people want to do on your site and make them obvious and easy.



Know what questions I'm likely to have and answer them.



•

It has been a few business days, and the seller hasn't shipped. What now?

Contact Support

It has been a few business days, and the seller hasn't shipped. What now?

•

Don't worry! We are constantly working to ensure all sellers ship as soon as possible.

Our average delivery to you is 6-10 business days from order date, and it is always our goal to get the item to you sooner. If something happens and your item can't be delivered within a reasonable amount of time, we will attempt to find you another one at no additional cost. If we are unable to do so we will provide you with a full refund.

StockX is a sneaker marketplace that acts as an unbiased shoe authenticator and electronic middle man between shoe sellers and buyers. When you purchase a shoe at a price agreed to by the seller that seller has 2 days to ship the shoes to stockX. If this doesn't happen you may be left wondering what happens next. StockX conveniently has a section about this in their help section.

Hiding information that I want.

•

It has been a few business days, and the seller hasn't shipped. What now?


Contact Support

If you can't find what you're looking for


Create Case

* Email


you@example.com

Primary Order Number 

* Type

-- none selected -- 

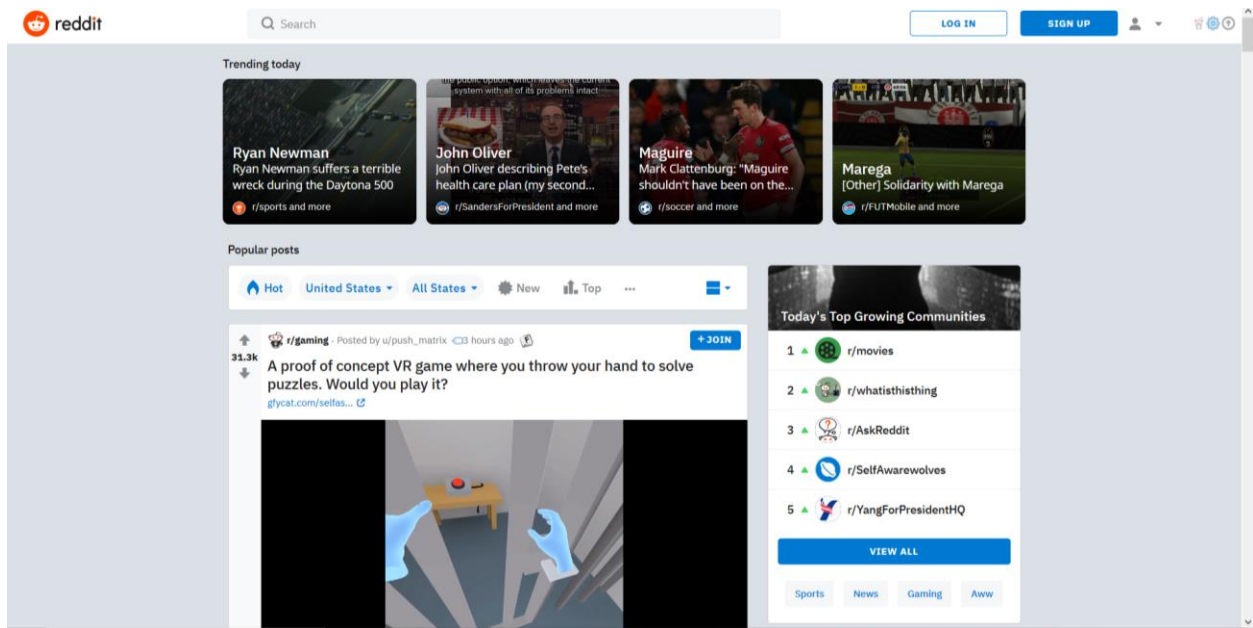
* Description



Next

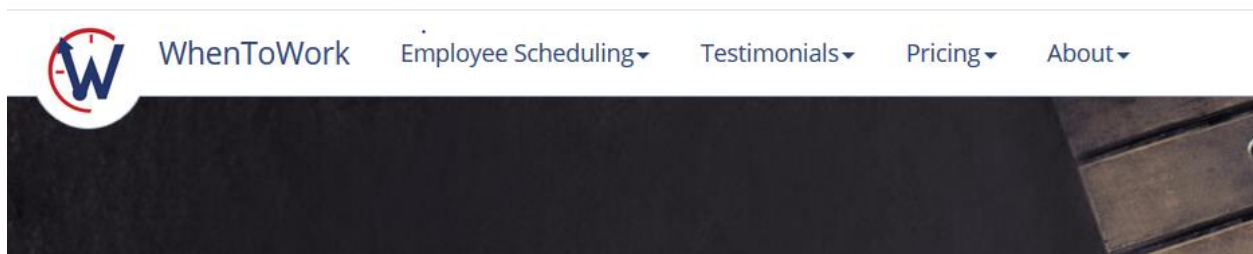
StockX doesn't make everything easy though. That contact support button takes you to a page without any actual contact information regarding StockX. The Contact Support does allow you to send a support ticket of sorts through a form. When you get a response to an inquiry it is through a noreply email address, so back to the form you go to reply to any correspondents from StockX.

Your site looks amateurish.



Given how incredibly popular and heavily trafficked (430 million unique monthly users) reddit.com is the site doesn't look that great. This might be due to the site's popularity on mobile platforms but the actual site could use some design work.

Make it easy to recover from errors.



Whentowork.com is an online scheduling tool. They make it easy to recover from errors like clicking on the wrong link by providing a home button using conventions to place it on the far left in the site-wide navigation bar at the top of the page.