#### **Customer Reviews:**



## **Customer reviews**

1 star





## Cheapest Electrical

Cheapest Electrical storefront

★★★★★ | 89% positive in the last 12 months (440 ratings)

FEE	DBACK	FROM BUYER/PRICE	
0	Arrive next day, like Amazon Prime. Phone better than described. Thank you. Iphone	e***a (651★)	
	13 pro max	£679.95	
	Apple iPhone 12 Pro Max 128GB 256GB 512GB Unlocked All Colours - Good		
	(#294442567942)		
0	Fast delivery, as described and a good price. Cannot ask for more than that.	0***1 (1102*)	
	Apple MacBook Pro Core i7 2.6GHz 15 inch 2016 256GB 512GB 1TB SSD 16GB Ram	£609.00	
	Touch (#255412481307)		
0	Exactly what I ordered very good Quality	0***n (369★)	
	Apple iPhone 12 Pro Max 128GB 256GB 512GB Unlocked All Colours - Very Good	£649.95	
	(#294428961582)		

All received Feedback Received as buyer

1%

Received as seller Left for others

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	30 days	90 days	12 months	Lifetime
Positive	84%	87%	89%	93%
Neutral	2%	2%	3%	2%
Negative	14%	12%	8%	<b>5</b> %
Count	43	121	440	13,897



# BloomBoutiqueUK Personalised Jewellery Gifts Totnes, England

39,035 Sales | ★ ★ ★ ★

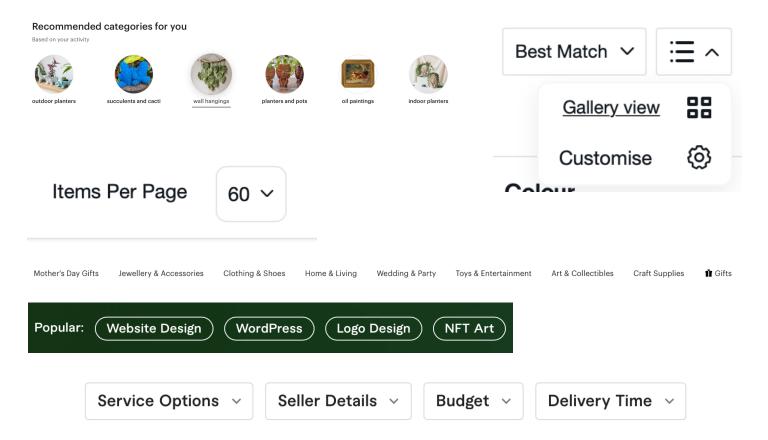


A common trend found among all the different websites, is that they all show the exact number of reviews each user has as well as the number of reviews. This would be a good thing to incorporate into our platform because each buyer will be able to see how trustworthy each seller is. Also, in one of the examples the review is separated by "received as buyer" and "received as seller". This would be very effective in our system especially in the case of

those people only offering services, because any user would know what to expect from both the buyer and seller. A further possibility, would be to break down the reviews, so the user is able to view the review from the most recent to the oldest, this would reassure any buyer of the

authenticity of the review, while also showing that both buyers and sellers are maintaining a high quality.

### Page Functionality:



Across several websites, they allowed users to browse the website for potential goods/services. So it would also be good for us to allow users to just come on the website and select the category they want, and browse through the users that offer those goods/services. This recommended list would comprise a combination of the most frequent search and the most frequent categories selected. This will increase the usability of the website, because it would allow users to not always have to search for the things they need.

Another tool we should definitely implement is the ability to change the amount of items the user can view on each page. Some users may find it cumbersome to keep clicking next as they reach the bottom of each page, but by allowing them to choose the number of items they want to see, this would allow them to view all the products / services that match their search. Furthermore, this would allow us to implement endless scrolling, which would increase the possibility of someone purchasing something.

Another common theme I found across all the different websites was the placement of the categories on the left side of the page. We would be wise to follow this convention, so that even new users won't have any difficulty navigating their way around the website.