

Mode

		RAPPORTCIJFER	BEZORGKOSTEN	PRIJSNIVEAU	KLANTENSERVICE	RETOURPROCEDURE	BEZORGING	KWALITEIT VAN PRODUCTEN	LEVERTIJD DIE WEBSITE BELOOFT	BETAALMOGELIJKHEDEN	BESTELPROCES	ASSORTIMENT	OP VOORRAAD ZIJN VAN PRODUCTEN
		PERCENTAGE TEVREDEN KLANTEN											
1	Debijenkorf.nl	8,8	83%	45%	90%	92%	94%	94%	93%	91%	91%	82%	82%
2	Wehkamp.nl	8,7	80%	73%	87%	94%	93%	88%	96%	94%	93%	91%	86%
3	Bol.com	8,6	77%	61%	79%	89%	91%	91%	89%	95%	94%	94%	87%
4	Nelson.nl	8,5	81%	71%	73%	85%	89%	94%	93%	90%	98%	85%	84%
4	Vanharen.nl	8,5	86%	87%	83%	90%	91%	85%	94%	88%	94%	88%	87%
5	Esprit.nl	8,4	79%	73%	83%	93%	88%	88%	82%	91%	93%	89%	85%
5	Omoda.nl	8,4	79%	66%	91%	93%	89%	94%	88%	96%	93%	92%	95%
6	Wefashion.nl (WE)	8,3	74%	76%	90%	98%	97%	98%	88%	95%	93%	83%	80%
6	Zalando.nl	8,3	85%	73%	74%	90%	88%	84%	84%	89%	92%	90%	79%
7	Hema.nl	8,2	78%	85%	70%	86%	86%	86%	87%	91%	87%	75%	77%
8	Lidl-shop.nl	8,1	63%	93%	76%	83%	80%	85%	79%	89%	90%	65%	76%
9	Zara.com	8,0	75%	79%	59%	88%	77%	77%	83%	87%	77%	81%	68%
10	Hm.com (H&M)	7,8	75%	84%	69%	79%	77%	58%	73%	87%	81%	83%	63%
11	Hunkemoller.nl	7,6	65%	70%	71%	76%	76%	86%	68%	85%	90%	74%	69%
12	Bon-prix.nl	7,5	44%	82%	63%	82%	79%	68%	73%	86%	86%	86%	67%
12	C&a.nl (C&A)	7,5	64%	88%	72%	74%	77%	83%	69%	85%	86%	85%	80%
13	Klingel.nl	7,3	44%	67%	75%	86%	81%	81%	62%	93%	82%	78%	65%
14	Aliexpress.com	7,2	83%	93%	47%	31%	49%	42%	37%	76%	73%	92%	76%
15	Otto.nl	7,1	40%	58%	57%	88%	68%	78%	66%	90%	82%	76%	64%