

# Website/App Feedback Email Templates - Example #2

Subject: Share Your Thoughts and Shape Your Experience!

Dear [Customer's Name],

At [Your eCommerce Store Name], we are constantly working to enhance your shopping experience and provide you with the best service possible. We value your opinions and insights, and that's why we're reaching out to you today.

We would greatly appreciate it if you could take a few minutes to participate in our brief feedback survey. Your feedback will help us understand your needs better and make improvements to our website/app to ensure that your shopping journey is as seamless and enjoyable as possible.

Survey Details:

Question 1: How easy was it for you to navigate our website/app and find the products you were looking for?

Question 2: Did you find the product descriptions and images helpful in making your purchase decisions?

Question 3: Were you satisfied with the checkout process and payment options available?

Question 4: How would you rate your overall experience with our customer support, if you had any interactions?

Question 5: Would you recommend [Your eCommerce Store Name] to your friends and family?

Question 6: Is there anything else you would like to share with us to help us improve your shopping experience?

We believe that your feedback is invaluable in shaping the future of [Your eCommerce Store Name]. By participating in this survey, you'll be making a direct impact on the improvements we make.

To take the survey, simply reply to this email with your answers to the above questions. Your responses will be treated with the utmost confidentiality and will only be used to enhance our services.

As a token of our appreciation for your time and effort, we will be offering a [Discount Percentage]% off coupon on your next purchase as a thank you for your participation.

Thank you for being a valued part of the [Your eCommerce Store Name] community. We look forward to hearing from you and continuing to provide you with exceptional shopping experiences.

Best regards,  
[Your Name]  
[Your Title]  
[Your Contact Information]

P.S. Your feedback matters! Help us improve and enjoy [Discount Percentage]% off on your next purchase.