

Persoonlijke verzorging en gezondheid

		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	Bol.com	8,6	77%	61%	79%	89%	91%	91%	89%	95%	94%	94%	87%
1	Iciparisxl.nl	8,6	77%	73%	63%	87%	83%	99%	91%	90%	85%	95%	86%
2	Deonlinedrogist.nl	8,5	65%	79%	85%	81%	88%	92%	91%	82%	86%	84%	86%
3	Parfumwinkel.nl	8,4	67%	84%	72%	64%	91%	98%	91%	94%	87%	79%	82%
4	Drogistplein.nl	8,3	66%	91%	77%	71%	90%	91%	94%	90%	90%	86%	90%
4	Hollandandbarrett.nl	8,3	69%	66%	77%	76%	89%	93%	93%	86%	89%	86%	90%
5	Douglas.nl	8,1	73%	52%	62%	62%	83%	93%	83%	82%	86%	90%	79%
5	Drogisterij.net	8,1	57%	77%	68%	60%	86%	94%	84%	86%	89%	83%	75%
5	Rituals.com	8,1	69%	44%	71%	70%	89%	95%	92%	91%	85%	86%	89%
6	Drogist.nl	8,0	67%	75%	63%	65%	84%	87%	89%	86%	87%	86%	86%
6	Kruidvat.nl	8,0	68%	87%	67%	78%	85%	91%	85%	85%	85%	83%	73%
6	Vitaminstore.nl	8,0	69%	54%	76%	54%	86%	91%	88%	89%	86%	85%	77%