

## **Stress Free Websites – Client Feedback**

Sarah Price – Mayne Gallery, Kingsbridge - [www.maynegallery.co.uk](http://www.maynegallery.co.uk)

We collaborated with Dan Brown of Stressfree Websites to create a new way of allowing our customers to view what we have to offer. In particular, we wanted to make sure customers could buy online safely and confidently, whilst continuing to expand the customer database.

Initially Dan had a lot of good ideas, including providing us with a utility on the site to send monthly newsletters, which has proven to be successful from a sales point of view. He was easy to talk to and instilled confidence in us about what we wanted and what we could gain from a new website. The information and knowledge he provided was exactly what we needed, fuss free and easy to understand.

Once the planning stage was over and construction began we received informative and encouraging updates frequently. He was always on hand to answer any questions we had, big or small, and made the effort to check up on our opinions and new ideas for the site. He made setting up the new site exciting rather than a headache, which was refreshing and encouraging in itself.

Now that the site is actually running we have sold for the first few times off of the website, often to people who have never been to the shop, which is exactly what we were trying to achieve. Other more frequent customers to the shop use it to show partners, friends and relatives pictures they like or are considering buying. Customer feedback from the site has been positive and we are very pleased with the look and function of the site. We now have several features running via the website, which we never thought we could have, all of which are helpful, useful and easy to use. Dan is still on hand to iron out any problems we have and continues to pop in and check the site is fulfilling our needs.

Planning, designing and setting up our new website has been an exciting venture and we would definitely recommend Stressfree Websites to anyone considering branching out onto the internet.

Thanks Dan!