The Ultimate “Contact Us” Page Lookbook

42 inspiring industry examples of “contact us” pages
Table of Contents

Introduction

42 Inspiring Examples of “Contact Us” Pages by Industry:
- Agencies
- Technology
- Food & Beverage
- Retail
- Transportation
- Finance
- Real Estate

Conclusion
Introduction
55% of consumers don’t trust companies they buy from as much as they used to, according to a 2018 trust survey by HubSpot Research.

We’re losing them.

And due in large part to their enhanced ability to self-educate online, consumers are feeling more empowered and independent when it comes to making buying decisions without us.

We’re becoming optional.

For business leaders, this makes relationship building with existing and prospective customers a challenge that will only continue to snowball. It also places a greater emphasis on the need for clear and convenient lines of communication for those times when someone actually does want to reach out.

Today, a thoughtful “contact us” page, while often neglected during redesign projects, could be the one thing that sways a consumer’s decision to connect with your business, making it more important than ever before. But it’s not enough to list a single phone number for a call center that's only open during business hours. Consumers want more - they expect more.

If customer loyalty, pipeline building, referrals, or increased consumer satisfaction are on your to-do list for the coming quarter, one of the simplest ways to make progress is to help customer and prospects reach solutions or gain context about your business faster, via a channel that they’ve self-selected.
To help shed some light on how you might reimagine your existing “contact us” page, we’ve curated a collection of inspiring examples, alongside tips and suggestions designed to help you build trust and connect more meaningfully with the folks expressing interest in your product or service.
42 Inspiring “Contact Us” Pages by Industry
This Germany-based branding and digital design agency chose to employ an interactive, natural language form on its contact page, creating a friendly experience for prospective clients.

The form also highlights a bit of the brand’s personality and creativity by allowing those filling it out to choose different personas – a cowboy, a pirate, Yoda, etc. – that automatically adjust the tone of the form. For example, selecting “cowboy” triggers a “howdy” sign off for your message.
If you want to chat about your project just get in touch. We’d really like to help out!

Have an exciting new venture in mind? Like to know more about our services and how we can help your business? Every new project starts with a conversation so let’s grab a coffee and talk about you.
This independent digital agency allows people to reach out in a way that makes the most sense for them - whether that be via text or voice. This approach not only lowers the barrier to outreach, but also allows for the potential client to deliver as little, or as much, context as they feel comfortable with.
CONTACT US

Fancy working together or just want to say hi? Drop us a message below.

Your Name
Enter your name...

Your Email
Enter your email...

Subject
What would you like to talk to us about?

Message
Type away :)

I'm not a robot

SEND

+44 (0) 1752 710350
hello@mutantcreative.com
@mutant_creative
Unit 10, Residence Two
Royal William Yard
Plymouth
PL1 3RP
This design studio from Amsterdam has a charming split-screen contact page. On the left, visitors will find basic location information, as well as links to the studio’s social channels.

On the right, a clickable email address pulls up an open message in your respective email client, making for a seamless transaction. If visitors prefer to provide a bit more context surrounding their outreach, they can choose what they’d like to talk about from three options that highlight the brand’s personality: your great project, meeting for a coffee, or the birds and the bees.
AGENCY

Daydream Creative

WE'D LOVE TO HEAR FROM YOU

// +44 (0) 1352 631025
// hello@daydreamdesigns.co.uk

Name

Email

Phone

Message

☐ Subscribe to mailing list

SUBMIT

WE ARE HERE

Daydream Designs,
Suite 31-32, Greenfield Business Centre,
Greenfield, Holywell, Flintshire, CH8 7GR

Get Directions
TECH

Shopify

Aware that consumers want to connect on their terms, on their time, Shopify uses the space above the fold to clearly explain that the support team can be reached 24/7 by email, live chat, or phone.

Below this call-to-action, it's listed the contact information for each office, alongside quick links to Google maps so you can easily plan for an in-person visit when applicable.
Goodbye Paperwork, Hello Productivity

To file a support ticket please go here

Tell us what you’re looking for and we’ll be in touch.

First Name
Last Name
Work Email
Phone
Product Interest
How can we help?

By submitting this form I accept the Privacy Policy and Terms of Service.
Barcelona-based software company, Typeform, leverages its own product to create a progressive information collection experience designed to help you land on the best line of communication with its team.

1️⃣ Hi! What's your name? *

Jane Doe

2️⃣ Thanks for reaching out, Jane Doe. What would you like to do? *

A️⃣ Get help using Typeform
B️⃣ Contact Sales team
C️⃣ Contact Billing team
D️⃣ Contact Marketing & Public Relations
Stripe uses a clean and minimal card design to point visitors in the right direction: sales, help & support, or media & press. Below it included a live chat option, alongside a more general outreach email alias.

The page is easy to navigate, while providing plenty of context for those looking to self-educate a bit before determining whether or not they need to hop on a call or send an email.
Tech

Grammarly

Contact Us

Have any questions? We’d love to hear from you.

Press
Are you interested in our latest news or working on a Grammarly story and need to get in touch?

Visit Press Page

Help & Support
Our support team is spread across the globe to give you answers fast.

Visit Support Page

Sales
Get in touch with our sales team to see how we can work together.

Contact Sales

PARTNERSHIP REQUESTS:
partners@grammarly.com

MAILING ADDRESS:
Grammarly
548 Market Street, #35410
San Francisco, CA 94104
This protein bar company serves as a great example of a minimal contact page done right.

Aside from containing all of the necessary contact info one would expect, RXBAR employed a few lines of genuine, customer-centric copy:

“Customer Service - real customer service - is one of our core values. So, we promise to go above and beyond to get what you need. If you can’t find your answer on our FAQ page, please see how to get in touch with us. We look forward to hearing from you.”

When selecting carefully, sometimes a few words can go a long way in helping you build trust with your existing and potential customers.

The page is easy to navigate, while providing plenty of context for those looking to self-educate a bit before determining whether or not they need to hop on a call or send an email.
Customer Service — real customer service — is one of our core values. So, we promise to go above and beyond to get what you need. If you can't find your answer on our FAQ page, please see how to get in touch with us. We look forward to hearing from you.

**Email Address**

support@rxbar.com
We typically respond within 24 business hours.
For media inquiries:
media@rxbar.com
For wholesale inquiries:
wholesalesupport@rxbar.com
Become an RXBAR Wholesaler

**Phone**

312-624-9200
Monday - Friday 9am - 5pm CT

**Address**

412 N Wells
Chicago, IL 60664

Send Us a Message.

**First Name**

**Last Name**

**Email Address**

**Phone Number**

**Reason for Contact**

**How Did You Hear About Us?**

**Message**

Submit
Sea Harvest Market

**BELCONNEN FRESH FOOD MARKETS**

10 Lathlain St, Belconnen, Canberra
Opening hours:
Wednesday - Sunday 8:00AM - 6:00PM

Christmas Hours:
19 Dec, 8:00AM - 6:00PM
20 - 23 Dec, 8:00AM - 6:00PM
24 Dec, 5:00AM - 5:00PM
25 through 28 Dec, Closed
29 & 30 Dec, 8:00AM - 6:00PM
31 Dec, 8:00AM - 3:00PM
Normal hours from 3 Jan

**FYSHWICK FRESH FOOD MARKETS**

12 Dalby St, Fyshwick, Canberra
Opening hours:
Thursday - Sunday 7:00AM - 5:30PM

Christmas Hours:
20 Dec, 7:00AM - 5:30PM
21 & 22 Dec, 6:00AM - 5:30PM
23 & 24 Dec, 5:00AM - 5:30PM
25 through 28 Dec, Closed
29 & 30 Dec, 8:30AM - 5:30PM
31 Dec, 8:00AM - 3:00PM
Normal hours from 3 Jan

**GET IN TOUCH**

CALL US 0436 455 551
EMAIL US CLICK HERE
Dunkin Donuts

Dunkin’s contact page boasts a helpful search box with the phrase, “How can we help you?” displayed prominently above it. This feature signals to visitors they the folks at Dunkin’ Donuts are here for them.

Below the box, visitors can find quick answers to frequently asked questions. Basic contact information – mailing address, feedback phone line, etc. -- is tucked away into a simple dropdown menu to ensure a digestible design experience.
This organic, cold-pressed baby food company offers a comprehensive contact page that covers all the bases - from office hours to FAQs to an inquiry form.

Note: If you sell product that are available in a variety of retail locations, it’s a great idea to include a product locator (like you see here) on your contact page to help visitors narrow their focus in real time.
FOOD & BEV

Ben & Jerry's

Contact Us

Got a question about...? Looking for help with...? Wanna share your thoughts on ...? Need to know who, what, where, why or when...?

We've got all kinds of ways to help you find out. Here's how you can contact us for customer service.

FAQs

- Can you send me some coupons?
- Can pregnant women eat Ben & Jerry's ice cream?
- Are there GMO ingredients in your products?
- I have a food allergy, can I eat your ice cream?
- Which of your flavors are certified kosher?
- Where can I find my favorite flavor?
- Can I get a donation for my event?
- Are the cows that supply your milk & cream, as well as their offspring, treated humanely?
- Where do the eggs used in your products come from?
- Our dairy supply
- Social Mission Goals and Objectives
- What does Fairtrade Mark mean?

Live Chat:

By Phone:
Call 802-846-1500 Monday - Friday, 8:30am - 4:30pm EST. (Ask for Consumer Services)
Waterbury (Vermont) Factory Tours Info: 802-882-1240 or toll-free (866) BJ-TOURS (866-258-6877)
Often times, contact pages feel forgotten: they get left out of redesigns, resulting in a disconnecting look-and-feel when compared to the rest of the site. For Bon Bon Bon, this is not the case.

This sweets shop’s contact page is full of brand personality without sacrificing clarity. All of the essential contact information is available, alongside thoughtful design touches and a helpful navigation.
Purple’s contact page covers a whole lot of information – yet it still feels easily navigable. One small inclusion that we think is worth highlighting?

The decision to include a list of dates that the company will be closed to observe holidays, as this is commonly difficult information to uncover with certainty in any other instance.
MVMT offers an original watch line designed to disrupt the overpriced accessory space. Sticking with the crisp design approach across its website, MVMT’s contact page is simplistic, while managing to set visitor’s expectations surrounding customer service.

Have a question for the team? They’ll get back to you within 24-48 hours, a claim they chose to make three times across the page to reinforce a sense of consistency in their service.
RETAIL

Scrollino

The Right Place to Say Hello!
Want to let us know what you think? Have a question that is not answered elsewhere? Send us a message and we’ll give you an

NANTES
Scrollino® Creative Studio
France + 33 (0)6 78 44 01 47
info@scrollino.com
www.scrollino.com

36 Bd Joliot Curie
44 200 Nantes
France
Visits are by appointment only.

PRAGUE
Scrollino® Head Office
Intl. +420 775 156 736
info@scrollino.com
www.scrollino.com

Rakovskeho 3164/12
143 00 Prague
Czech Republic
Scrollino® is registered at the above address.
The copy on JetBlue’s contact page – “Just ask. Get Answers.” -- aims to highlight how simple it is to get what you need from them. And the contact options below – reach us by phone, write us an email, or request a receipt – prove this airline is committed to meeting you where you are.

We also love that they’ve adopted a live chat feature, for those that might not have time to wait on a response. In the airline industry, a few minutes wasted could mean a missed flight and a headache, so features like this are incredibly valuable to visitors.
Rather than supplying a universal customer support line, Greyhound takes an organized approach to helping visitors gain access to the right team.

Whether its baggage info, disability assistance, or app support, its contact page provides quick links that reveal more context upon click, making it easier and faster to get in touch or reach a solution.
Bird is an electric scooter rental service on a mission to introduce the public to clean, car-free transportation. Bird’s minimalist contact page included quick links to reach out via phone or email – as well as specified contact points for press and universities.
Customer Care

We're here to help. Search our FAQs or use one of the popular links below. If you still need assistance, please visit your local Jeep dealer.

Dealer Locator

Roadside Assistance
FAQs
Mopar Vehicle Protection
Connected Services
Contact Us
Recall Information
This contact page encourages self-education through the implementation of a keyword-guided knowledge base, as well as a clear and concise FAQ section. For those looking to connect with a human, American Express also offers simple pathways to chat, call, or write.
Betterment’s contact page is balanced and direct. Above the fold, a friendly customer service representative is displayed alongside some reassuring copy that promises Betterment support’s availability, seven days a week.

Contact our Customer Support Team.

Our Customer Support team is available seven days a week. They’re here to help answer questions about your account, including how to set up an IRA or complete a 401(k) rollover.

FAQs

Visit our frequently asked questions to quickly answer your questions about how Betterment works.

Tax Center

Visit our tax support center to learn everything you need to know about tax season.
FINANCE

Truebill

Contact
How can we help you?

Have a question, comment, suggestion, or just want to get in touch? We'd love to hear from you. Fill out the form below and someone will get back to you asap.

- General
- Press
- Partnerships
- Other
- Support

Full Name

Email Address

How can we help you?
Spendee’s contact page is fairly straightforward, covering all of the essential information to help visitors get in touch. The interesting element? The Facebook Messenger bot at the bottom. When prompted, this bot strikes up an engaging conversation to help visitors familiarize themselves with what Spendee has to offer.
FINANCE

Bread

We’re here to help

I’m a Business
Contact us to start growing your e-commerce sales with Bread.

I’m a Consumer
If you have questions about using Bread, we’re here to help.
When you reach out to a company, you want to know that you’re reaching out to a human. Parkbench’s contact page plays into that idea by highlighting its team of friendly faces in the header image. This really helps to humanize the brand.

Below the team photo, specific email addresses are made available to solve for individual visitor needs – customer support, sales, general inquiries, etc.
REAL ESTATE
Resolution Reality
Capital Pacific’s clean design paired with friendly copy create a welcoming experience on its contact page. Simplified contact information for each of its three offices is displayed prominently below the header, covering addresses, phone and fax numbers, and an email address.

Rather than just displaying its social media icons to encourage visitors to connect, Capital Pacific leveraged an opportunity to set expectations for each channel. For example, next to the Twitter icon, you’ll find the copy, “what we’re reading.”
Talk about a stunning design! RIPCO Real Estate blends bold header copy (“Real Estate. Real Talk.”) with a sleek card-style design to highlight the contact information across four offices.

We especially like that each office offers a CTA to “Meet the Team,” as it allows visitors to put faces to the company and begin to build trust in the process.
CONTACT

Tell Us About Yourself

Use our online form to send your initial thoughts and let us know what you need help with. Whether it's buying a home and finding the property of your dreams, or getting your home sold on the market, we're eager to assist you.

We value your privacy, and your information will not be shared, sold, or exchanged with anyone else.

YOUR INFO

First Name: ___________________________ Email: ___________________________

Phone: ___________________________ Preferred Method of Contact: ___________________________

What area are you interested in?
Conclusion
Feeling inspired?

No matter your industry or what your buyer personas are like, every business should strive for a great “contact us” page. A well-thought contact page design will make it easy to engage with your audience as well as create a positive, long-lasting relationship with them.

Don’t leave this opportunity on the table. Take the learnings from this collection of well-designed pages back to your business and use them to rethink the impression you are making.

Are you clearly presenting multiple options for prospective and current customers to get in touch?

Are you setting expectations for a response time?

Are you giving them a reason to reach out in the first place?

Revisit your contact page and give these questions some thought -- your customers will notice, trust us.
Provide customers with support when they need it, and where they want it.

Get started with Service Hub to build a modern customer support system.