

The Ultimate "Contact Us" Page Lookbook

42 inspiring industry examples of "contact us" pages



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Introduction

55% of consumers don't trust companies they buy from as much as they used to, <u>according to a 2018 trust survey by</u> <u>HubSpot Research</u>.

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

AGENCY Young and Hyperactive

YOUNG AND HYPERACTIVE	SERVICE CASE STUDIES DAS TEAM KARRIERE WORKSHOPS KONTAKT STARTE EIN PROJEKT
	PACKEN WIR'S AN! Web Design → Brand Identity ++, stark sie ist in euch. Geeks wir finden müssen, für unser nächstes Mobile/App ++, stark sie ist in euch. Geeks wir finden müssen, für unser t. Erreichen du kannst mich immer und am besten per Mail.
	Möge die Development in, <u>ich</u> . Development
	LET'S GET CREATIVE TODAYI

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.

AGENCY Root Studio

ROOTSTUDIO

Studio Work

-Contact

Notes

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.



AGENCY Artists Web

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 has they feel comfortable with.



AGENCY Mutant Creative

CONTACT US

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



reCAPTCHA



I'm not a robot

AGENCY Yummygum

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 a 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

who y

why

what

contact the team +44 (0) 1352 631025 give us a call

WE'D LOVE TO HEAR FROM YOU // + 44 (0) 1352 631025 WE ARE HERE coast path // hello@daydreamdesigns.co.uk Daydream Designs, Suite 31-32, Greenfield Business Centre, falacre Name Greenfield, Holywell, Flintshire, CH8 7GR Get Directions Email greenfield valle Phone Message onten northop hall Subscribe to mailing list SUBMIT moel famau protected by reCAPTCHA

TECH Shopify

🛐 **shopify** Start ~ Sell ~ Market ~ Manage ~

Pricing Learn - Log in Start free trial

CONTACT

Got a question about using Shopify?

The Shopify support team is available 24/7 by email, live chat, and phone

Talk to support



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, its 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.

TECH HelloSign

LLOSIGN	INDUCTS V PRICING V CUSTOMERS V INTEGRATIONS V SOLUTIONS V API V CONTACT US LOG IN V
Goodbye Pa	aperwork, 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?
	United States
	By submitting this form I accept the Privacy Policy and Terms of Service.
	SEND
	View our Privacy Policy

TECH Typeform

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.

2 → Thanks for reach What would you		·.		
what would you) (
E	A			
A Get help using Typeform	B Contact Sales team	C Contact Billing team	D Contact Marketing & Public Relations	
]			

TECH TikTok



Home Newsroom

Contact

Business Inquiries United States : info@tiktok.com

Advertisement Inquires: advertise@tiktok.com

> Press Inquiries: pr@tiktok.com



Company Community Legal Tollow 1		
About TikTok Support Terms of Use Virtual Items		
Contact Community Policy Privacy Policy Copyright Policy	 S. 1	

TECH Stripe

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.



Join us on IRC If you have technical questions, chat live with developers in **#stripe** on **freenode**. General communication For general queries, including partnership opportunities, please email info@stripe.com

TECH Grammarly

Contact Us

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





PARTNERSHIP REQUESTS: partners@grammarly.com



MAILING ADDRESS: Grammarly 548 Market Street, #35410 San Francisco, CA 94104

FOOD & BEV RXBAR

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.

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Contact Us

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

312-624-8200 Monday - Friday 9am - 5pm CT

Address

412 N Wells Chicago, IL 60654

Send Us a Message.

FIRST NAME *

LAST NAME *

E-MAIL ADDRESS * -

- PHONE NUMBER *

MESSAGE *

REASON FOR CONTACT * -

HOW DID YOU HEAR ABOUT US? * .

SUBMIT

FOOD & BEV Sea Harvest Market





GET IN TOUCH

CALL US 0436 455 551 EMAIL US CLICK HERE

FOOD & BEV 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.



OUR MOST FREQUENTLY ASKED QUESTIONS.

Do I need to register a DD Card in DD Perks and add value to it?

Yes. In order to make the most of DD Perks, your DD Card must be enrolled, registered and loaded with money. You can add value online, via the Dunkin' app or at any participating Dunkin'.

Can I register more than one DD card to my account?

You sure can! Register multiple DD Cards to your account on this site or in the Dunkin' app. You will earn DD Perks points for qualifying purchases made on any



FOOD & BEV Coca Cola



Email Send us an email Call 1.800.GET.COKE (800.438.2653) Write The Coca-Cola Company P.O. Box 1734 Submit An Idea Submit an Idea

FOOD & BEV Once Upon a Farm

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.





We're Here to Help Call Us: 888.983.1606

FOOD & BEV Ben & Jerry's

BENGJER	FLAVORS SHOPS & CATERING VALUES ABOUT US WHAT'S NEW 🗮		ዾ 🕈 📰 🗖
			_
	Contact Us		
	000 CO CO CO CO		
	Got a question about? Looking for help with? Wanna share your thoughts on? Nee	d 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.		
	Can you send me some coupons?	•	
	Can pregnant women eat Ben & Jerry's ice cream?	Ð	
	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?	Ð	
	Can I get a donation for my event?	Ð	
	Are the cows that supply your milk & cream, as well as their offspring, treated humanely?	Ð	
	Where do the eggs used in your products come from?	Ð	
	Our dairy supply	•	
	Social Mission Goals and Objectives	Ð	
	What does Fairtrade Mark mean?	Ð	
	Live Chat-		

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)

RETAIL Bon Bon Bon

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.



RE	TAIL
Lulus	

NEW BESTSELLERS DRESSES SHOES CLOTHING ACCESSORIES SALE

CUSTOMER SERVICE

HELP & INFO HOME	CONTACT US	\Box
SHIPPING INFORMATION United States	First Name*	Have a question? We can help with orders, sizing, style advice, & more!
Canada	Last Name*	CHAT NOW
International		
RETURNS & EXCHANGES	Email*	₽°
United States		Email Us
Canada	Select a Topic*	✓ <u>love@lulus.com</u>
International	Order Number (optional)	
ORDERS & PAYMENTS		ß
ACCOUNT HELP	Message*	Give Us A Call
		5AM - 9PM PT 1 (866) 918-5858
GIFT CARDS & ONLINE CREDIT		<i>h</i>

RETAIL Purple Mattresses

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.



Purple will be closed in observance of the following holidays:

Thanksgiving Day Eve - Close Early 3pm (Wednesday, November 21) Christmas Eve (Monday, December 24) Christmas (Tuesday, December 25) New Year's Eve - Close Early 3pm (Monday, December 31)

General inquiries

Email us at info@purple.com. **Press inquiries**

Email us at press@purple.com.

Influencer inquiries

Drop us a line if you're an influencer and would like more information on the Purple ambassador program.

RETAIL





RETAIL MVMT

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.

FREE SHIPPING ON ALL ORDERS									
MENS	WOMENS	BRAND			account A	CART 🤤 0	Q		
CONTACT US Get in touch! We're here to quickly provide you with the info and services you need & answer any question you may have.									
		US AN E	MAIL: L GET BACK TO YOU WITHIN 24-48 HOURS.	CHAT WITH US: IF YOU HAVE AN ISSUE OR QUESTION T ASSISTANCE, YOU CAN CLICK BELOW TO CUSTOMER SERVICE REPRESENTATIVE. IF DROP US AN EMAIL TO THE LEFT AND W HOURS. CHAT OFFLINE	O CHAT LIVE WITH A				

RETALL Scrollino

How to Use Our Story Press

Scrollino.

Shop Login / Register Cart 💿



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

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Visits are by appointment only.



PRAGUE

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Rakovskeho 3164/12 143 00 Prague Czech Republic

Scrollino[®] is registered at the above address.

TRANSPORTATION JetBlue

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.



TRANSPORTATION J.B. Hunt Transport, Inc.



Contact Us | Load Board | Get A Quote | Track a Shipment | Log in | Biog | Locations C J.B. HUNT 360 SHIPPERS CARRIERS INVESTORS CAREER

Contact Us

1-800-4JBHUNT

Customer.Experience@jbhunt.com

 \boxtimes

MAILING ADDRESS J.B. Hunt Transport, Inc. P.O. Box 130 Lowell, AR 72745 •

PHYSICAL ADDRESS J.B. Hunt Transport, Inc. 615 J.B. Hunt Drive Lowell, AR 72745-9142

TRANSPORTATION Greyhound

Rather that 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.

	MEXICO SITE	CANADA SITE	JOIN ROAD REWARDS	FOR FREE	Email or ID	Password	
Grayhaund	BOOK A TRIP	EXPLORE PLACES	DISCOVER GREYHOUND	MANAGI YOUR TRI		ID ROAD REWARDS	
Contact us Got a question or need to speak get you to the right team.	-	hing? Choose fro	m the list below so w	e can		freg Free in al	LIVE CHAT X
TICKET, FA General inquiries	RE&T			hanges		*Email Phone	
BAGGAGE Lost Baggage Dar	naged Baggag	e Lost &	Found Items				Start Chatting

TRANSPORTATION Vespa





TRANSPORTATION Bird

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.


TRANSPORTATION Jeep

Customer Care

Mexico

Canada

Home

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









Mopar Vehicle Protection

RUBICON





FINANCE American Express

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.

My Account Cards	Travel Rewards Business		Help Log In
	Hi. How car	we help?	
Enter a keyword or topic			Q
п Forgot Login	Create an Online Account	Replace My Card	Confirm My Card
See All Personal Cards	Dpen a Dispute	IIIn Free Credit Score	ස්උප Traveling Soon
Chat With Us Please log in using your User ID an	nd Password.		
Call or Write Find the phone number or address	s you need.		Contact Us

FINANCE Happy Money

HappyMoney.

CONTACT



CAREERS

Join The Team

If you'd like to join our team, view our current openings or send an email to careers@happymoney.com.

PRESS AND MEDIA

Write About Us

If you'd like to cover our story, send an email to press@happymoney.com for more information.

BRANDS AND PARTNERS

HOME

PHILOSOPHY

TEAM

CAREERS

MOVEMENT

PRESS

CONTACT

Join The Movement

Brands or financial institutions interested in helping people live happier lives, send an email to movement@happymoney.com.

FINANCE Betterment

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.



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.



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

FINANCE Truebill

改 Truebill	About Security Lower My Bills We're Hiring!	Log In
	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 Parterships Other Support	
	Full Name	
	Email Address	
	How can we help you?	

FINANCE Spendee

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



l'm a Business

Contact us to start growing your e-commerce sales with Bread.



l'm a Consumer

If you have questions about using Bread, we're here to help.



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REAL ESTATE Parkbench

When you reach out to 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

Ŕ		CH LISTINGS BUY	COMMUNITIES SEI	LL SHORT SALES	ABOUT US CONTACT
	Our Info MAddress Resolution Realty 2580 Saint Rose Parkway Suite 335 Henderson, NV 89074 Menderson, Menderson, Menderson		Last Name *	Ontact with us? n help, and we will get in Phone *	touch Recovering Welcome to Resolution Realty! How can I help you?
		Best time to call * As soon as possible	•		I SEND

REAL ESTATE Capital Pacific

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."



REAL ESTATE Leatherman Homes



RIPCO Real Estate

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.



REAL ESTATE Brandi Pratt

ABOUT LISTINGS BUYERS SELLERS

bp)

COMMUNITIES

RESOURCES BLOG CONTACT

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.

Email

YOUR INFO

What area are you interested in?

First	Name	
Pho	ne	

Preferred Method of Contact





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.

HubSpot

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.

Get Started

