eAwards 2016: Pisamonas wins the prize for the best Customer Service in online shopping

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Almost 200.000 followers on social media. Customer service in 5 languages and in different channels: by phone, live chat, email or social media. Free shipping and fast exchanges. Thousands of positive reviews of their service and children's shoes. Factors that took into account the professional eAwards 2016 Jury Awards and the public who voted, to carry Pisamonas to win the award for Best Customer Service Ecommerce 2016.

Barcelona, April 21st, 2016. Recently as part of the most important trade fair of electronic commerce, eShow, the eAwards2016 for the best online shop website of the year were presented. A high professional jury consisting of experts of digital commerce, evaluated hundreds of online stores to select the finalists in several categories such as Innovation, Offline to Online, International and Customer Service.

In the awards ceremony many ecommerce representatives met up, and top companies such as Imaginarium, Vueling or Wallapop were awarded. Next to them, Pisamonas stood out as the leading brand of ONLINE children' shoes SHOP and won the award for Best Customer Service. "For putting customers ahead, the speed of services, the available support channels, and the quality of response" in the words of the organization, Pisamonas was elected the best ecommerce of 2016 in that category.

Just three years ago Pisamonas launched its current online store, with a clear objective: bring kids shoes to their customers' living room, quality "made in Spain", at the best price and with the maximum assistance and attention to the customer. An easy and friendly web adapted to mobile phones and tablets, with pictures and quality videos to watch the shoes in detail, with free and fast shipping, free exchanges and returns home deliveries, a multilingual and multichannel customer service team...

Pisamonas, available in UK since 2015, also with free shipping and changes from www.pisamonas.co.uk , is remarkably growing in the country thanks to the speed of their deliveries, the quality of their shoes and the good prices it offers. Thanks to the efforts of the more than 50 people who currently work for the brand, Pisamonas has positioned itself as one of the success cases in recent e-commerce, after receiving the Ecommerce Awards for Best Startup and Best Webshop Babies & Kids in 2015, now complemented with the award for Best Customer Service in 2016.

As the partner and co founder María Torres says: "We're very thankful to the Jury, all our customers and friends that supported us and trusted in our shoes for their kids. It's an incredible award that recognizes the hard work of our customer service team and at the same time the other areas because all our customers experiences with our brand is important and all of our departments focus to give the best products and service."

About Pisamonas children's shoes store:

Pisamonas is an online shoe store for kids that in a very short time has become a top site to go when you need to buy shoes for your children, thanks to an innovative catalogue model that focuses on the shoes we've always had, the most successful shoes we're all looking for, made in Spain, high quality standards and EU manufacturing, at a great price.

Inside its special philosophy of an online shop, its unique conditions as delivery, exchange and returns for free, multichannel customer service in different languages to be always close to our customers, a very active perspective on social media and a children's shoe catalogue that collects design, quality, comfort and good prices thanks to the volume of sales and low profits.

Pisamonas today has grown up to almost 200,000 customers or friends and has a logistics centre in the outskirts of Madrid with 6,000 m2 from which we serve our products all across Europe. Pisamonas has a website in 5 different languages and this is important for international appeal and brand expansion.

To know more about us:

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