

KNOWLEDGE BASE · PUBLIC DOCUMENT

A contact page that gets used: what to put on it

SEO & Marketing

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Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

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The short answer: the contact page is the one a customer who has decided looks for **before buying**. If they do not quickly find a way to talk to you, they leave. A good page has **several routes** (phone, WhatsApp, e-mail, form), **the address as text** and says **when you reply**.

What to put, in order

Element	How to do it
Phone and WhatsApp	As text and as a link you can tap on a phone. See Putting WhatsApp on your site .
E-mail	An address on the company's domain, not a free one: Which addresses to create .
Form	Short: name, contact, message. Fewer fields, more messages. Test that it arrives: A contact form that actually reaches your inbox .
Address and map	As text, with landmarks for getting there. An embedded map helps, but write the address too.
Hours and reply time	Say when you answer and how fast you reply. Someone who knows you will reply the same day waits without anxiety.
Social media	The links, underneath, for those who prefer to write there.

How to get it right

1

Put the contact in the footer and at the top of every page too, not only on this one.

2

Be the same everywhere: phone and hours identical to the Google Business Profile: **Being found on Google.**

3

Actually reply. A message unanswered for a week costs more than having no form.

4

Protect the form from spam without bothering the people writing: **A safe, spam-free form.**

Do not put your e-mail as plain text if you do not want a lot of spam; use the form, or an image that cannot be copied, only as a complement. And say on the page what happens with personal data sent: **Personal data protection.**

Want an opinion on your contact page? Open a ticket with the address.

[Open a support ticket](#)

SEE ALSO

A contact form that actually reaches your inbox

Putting WhatsApp on your site: the link, the button and the ready-written message

Which e-mail addresses a business should create: role addresses and personal ones

What goes on your home page: five things a visitor looks for in the first ten seconds



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OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed