

Top Questions to Ask an eCommerce Development Company

Instructions: Use this resource to take notes during interviews with e-commerce development companies.

Company Name:

Top 6 Questions to Ask an eCommerce Development Company

1. What platforms do you specialize in?
2. Do you have experience in my industry?
3. Which aspects of my site can you customize?
4. What is your anticipated timeline and budget?
5. What specs can I expect (site size, load time, etc.)?
6. Do you offer ongoing maintenance and support?

Must-have Features

Use this checklist to determine whether or not the e-commerce development company you're considering offers all of the tools and features your business requires.

Note: There may be features beyond this list that you require, so be sure to study it carefully and add any other services you need.

Must-Have Feature	Why It Matters	Is It Offered?
Industry-specific experience	E-commerce stores can vary widely based on what products you sell and where you ship them. Your developer should have experience working with businesses that are similar to yours.	Y: [] N: []
Credentials and certifications	Some developers build e-commerce sites from scratch, while others use platforms like WooCommerce and Magento. Find out what framework your developer specializes in, and what certifications they have.	Y: [] N: []
Responsive, user-friendly design	Many customers access e-commerce stores on their mobile devices. Make sure your developer uses responsive design, and writes code that will load quickly on all devices and browsers.	Y: [] N: []
Secure payment processing	Your developer should be able to build a payment gateway for your website that adheres to the latest financial security standards.	Y: [] N: []
An easy-to-use CMS	Depending on which platform your site is built on, you'll need a reliable CMS (content management system) to add product listings, blog posts, and other content to your site.	Y: [] N: []
A clear budget and timeline	Find out what's included in the price and how long it will take to build your site. Some companies offer additional services like logo design, but others offer development services only.	Y: [] N: []
On-going maintenance and support	Ideally, your development company will be available for on-going support and maintenance. If not, ensure that you own the code and can take your site elsewhere for support.	Y: [] N: []