

Connox – shop comfortably, live individually

Hanover 2016. Nearly one in four internet users in Germany has bought furniture or furnishings online – and the number is rising (BITKOM, 2013). Deciding factors for buying furniture online are; convenient home delivery, easier comparison and a bigger range of choices. Thilo Haas and Kristian Lenz were in the right place at the right time with the Connox home design shop. Connox was one of the first in the online market for designer furniture and since then has taken a pioneering role. And it's been successful.

Design Classics and New Pieces, Products with Character

Launched in 2005 from a former post office in Hanover, Germany; today Connox is one of the market-leading shops in its industry. The company positioned itself in the online market as a competent and service-orientated mail-order company that stands at its customers' sides with help and advice. In the online shop, Connox offers over 16,000 products by more than 400 brands – including furniture, home accessories, lighting and technology from a multitude of different design styles and eras.

Working closely with designers and manufacturers from all over the world allows the team to curate the multifaceted range and feel out the best designs – unique, statement pieces with history and a name. There are over 90 employees at the company headquarters in Hanover, with ever more skilled-professionals joining the team every year.

Going the Extra Mile in Customer Service

Detailed descriptions and images of every product assist customers in making a well-informed purchase, while the shop's own home design blog provides design tips and inspirational decoration ideas. Should a customer still have questions, the customer care team are contactable by telephone, email and social media, and are happy to help quickly and competently. The small team guarantees high quality service and a direct point of contact.

The majority of items on the website are directly available in the warehouse. If the ordered product is available, quick delivery is assured. With a 30 day free returns policy, customers can be in no doubt of a positive experience.

A Modern Online Shop, Newest Standards

The team works with their self-developed software "EC-Suite". This, alongside a large IT team, makes it possible for Connox to react to the fast-moving market and adapt the shop to customer needs. The result: a modern online shop with constant improvements for usability. Here too, the customer is at the centre of the work.

High Quality and Trustworthiness – Confirmed by Independent Tests

That is not enough: Thanks to their own shop software, Connox can implement new security regulations immediately. This means that customers' data is always in good hands. Connox's exemplary security standards, privacy policy and the high quality of its online shop has been certified with the TÜV SÜD s@fer-shopping quality seal by the experts from the TÜV SÜD Management Service GmbH. The Euro-Label of the EHI Retail Institute e.V. (EHI) for buying electronics in Europe, and the EMOTA European Trust Mark, also stand for the trustworthiness and security of the home design shop.

International Shops, Worldwide Delivery

Connox first opened its doors to international business in 2010 with the launch of connox.com. Since then, the online shop has delivered worldwide. With connox.at, Austrian customers were given their own country domain in October 2015, and in 2016 it was followed by Connox France, Switzerland and UK. With further websites on the cards, Connox is looking to accelerate internationalisation in the upcoming years.

The founders and managing directors of the company are Thilo Haas and Kristian Lenz.

About Connox (www.connox.co.uk)

Connox is one of Europe's leading online shops for interior design. The company, based in Germany, has websites across Europe with thousands of selected premium products, including a broad range of award-winning designer products, design classics and other beautiful items for the home. The customer comes first for the Connox team and is central to every working decision. Connox customers benefit from high quality service, a readily available customer care team and a modern shop dedicated to the user experience. The specially developed shop software "EC Suite" enables a high technological flexibility and guarantees the latest security standards.