

PROJECT OVERVIEW

Down Under Bedding, a leader in the alternative bedding industry, engaged Brandhopper Digital for a website redesign with the goal of increasing revenue and enhancing the brand's online identity.

Within 3 weeks the Brandhopper team conducted a complete redesign resulting in a 106% lift in conversion rate and a brand refresh that elevated Down Under Bedding's brand to a new level.





PROJECT GOALS

Increase revenue through a web redesign that would optimize conversion rate

Elevate the brand by creating an enhanced, consistent look and feel across the entire website including navigation, layout, imagery and graphic designs



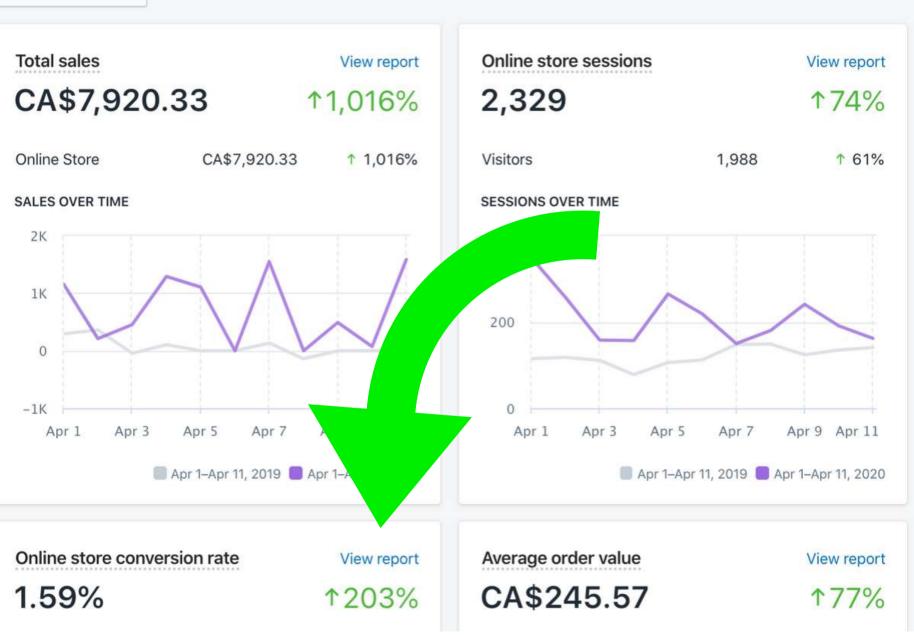






Lift in Conversion Rate Year Over Year

Overview dashboard Month to date

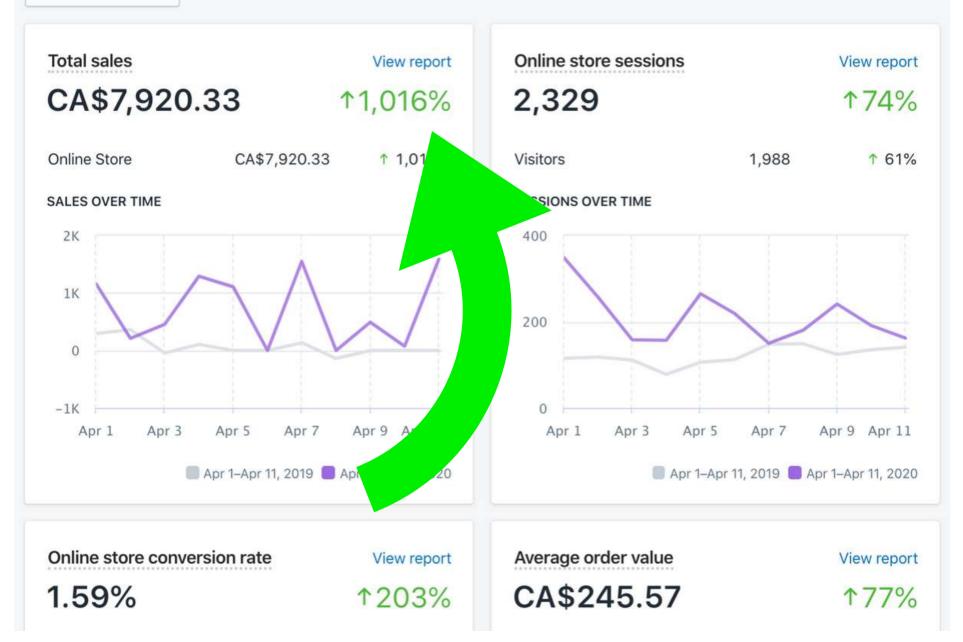


compared to Apr 1-Apr 11, 2019



Overview dashboard

Month to date compared to Apr 1–Apr 11, 2019







Lift in Sales Year Over



"This was the most professional experience I've had working with an agency. Ever."

Tony Sagar - CEO/Co-Founder Down Under Bedding





RESEARCH





RESEARCH

Before beginning design work, the Brandhopper team began collecting information from Tony Sagar, CEO of Down Under Bedding, to get a better sense of their target customer(s), the problem his business solved, key competitors, brands he admired, and product selection.

After conducting an in-depth review of the business needs including analysis of revenue distribution by product and product type, customer avatars, and discussing Tony's long-term vision for the business, the Brandhopper team began visualizing a layout that would serve as the framework for the new website.



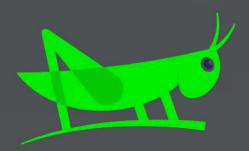
RESEARCH

The Brandhopper team believed the new website should match the natural bedding products offered by Down Under Bedding with a light, airy feeling. The website also needed to function well, be customizable to allow for new products and product collections, highlight blog posts for consumer education, be mobile enabled, and have a simplified navigation compared to the previous website.

After the team had a solid understanding of the business, including Tony Sagar's vision for the future, the Brandhopper design team began the next step: brand storytelling.



BRAND STORYTELLING



BRAND STORYTELLING

Down Under Bedding had a great story to tell, however the previous messaging was a bit scattered and the website didn't showcase the company background and mission as effectively as it could have.

The Brandhopper Digital team created a brand story focusing on a few of the company's strengths: over 30 years in business, excellent customer service, and a wide selection of alternative bedding products. The story would also highlight the brand's location as a proudly Canadian business.

Focusing on these pillars allowed the Brandhopper team to weave these strengths throughout the website, including the homepage, product pages, and most prominently, the "About Us" page.



ABOUT US PAGE: BEFORE

Home Search Contact Us v On Sale Browse Store v Customer Service v Comparision Chart v Enter Contest

Company Profile



DOWN UNDER BEDDING

Our Story: Sleep

Down Under Bedding & Mattress was born in 1989, with a goal of enhancing the lives of people with unique natural organic sleep products.

Today, our small family-business has grown into being the leader in alternative bedding products.

Down Under Bedding prides itself on our extraordinary selection of all-natural, organic, bio-degradable, and 100% Locally Sourced bedding products, where possible.

Our Mission: We Understand Everybody Sleeps Differently

To help our customers enjoy a perfect night's sleep - one person and one bed at a time.

Our Products: Wool Silk, Latex, Goose Down & More

Down Under carries a wide variety of all-natural and organic bedding products, all under one roof. We strongly believe in improving the environment through the use of our environmentally-friendly and biodegradable products. We proudly support the Canadian economy through our vast selection of 100% Canadian made products, such as our collection of duvets made by the world renowned Hutterite community of Western Canada. Down Under has always believed in providing high-quality bedding products, but we recognize that high-quality doesn't have to mean high-prices.

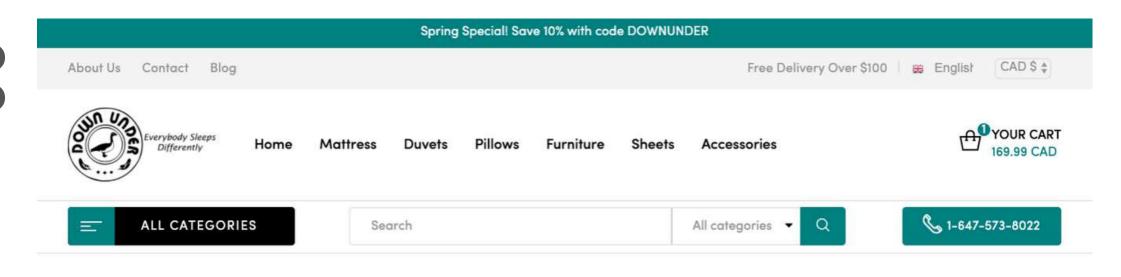
Our Service: Yes You Can Call Us

Don't you just hate big impersonal companies that you cannot even call if you have a more detailed question or concerns? For 40 years our award winning customer service keeps customers coming back

Toll-free at 1-888-624-6484



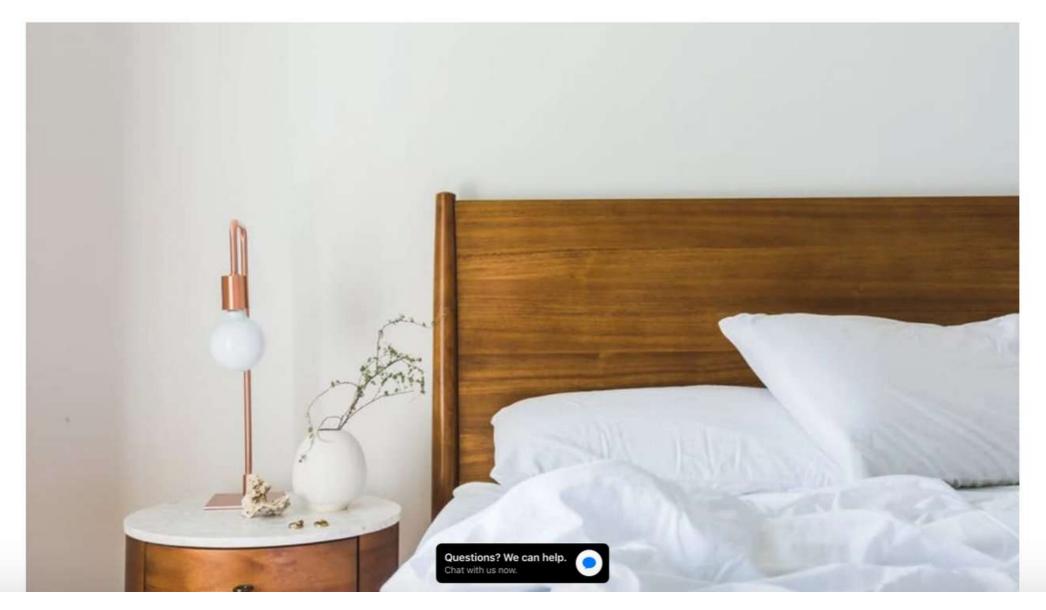




Changes made:

 Added hero image at top to introduce new brand refresh: light, airy, focused on alternative bedding products





About Us

Home > About Us



Down Under Bedding & Mattress was born in 1989 with the goal of enhancing the lives of people with unique, natural and organic sleep products.

Today, our small family-business has grown into being the leader in alternative bedding products.

Changes made:

- Added imagery that aligned with brand refresh
- Focused story on 3 key pillars that promote the company's strengths
- Clean, light, airy feeling



Excellent Customer Service

Our mission is to help our customers enjoy a perfect night's sleep; one person and one bed at a time.

Our knowledgeable team is ready to answer your questions and give product recommendations so you can have the best sleep of your life.





Natural, Trusted Sleep Products Since 1989

Shop Best Sellers

Questions? We can help. hat with us now

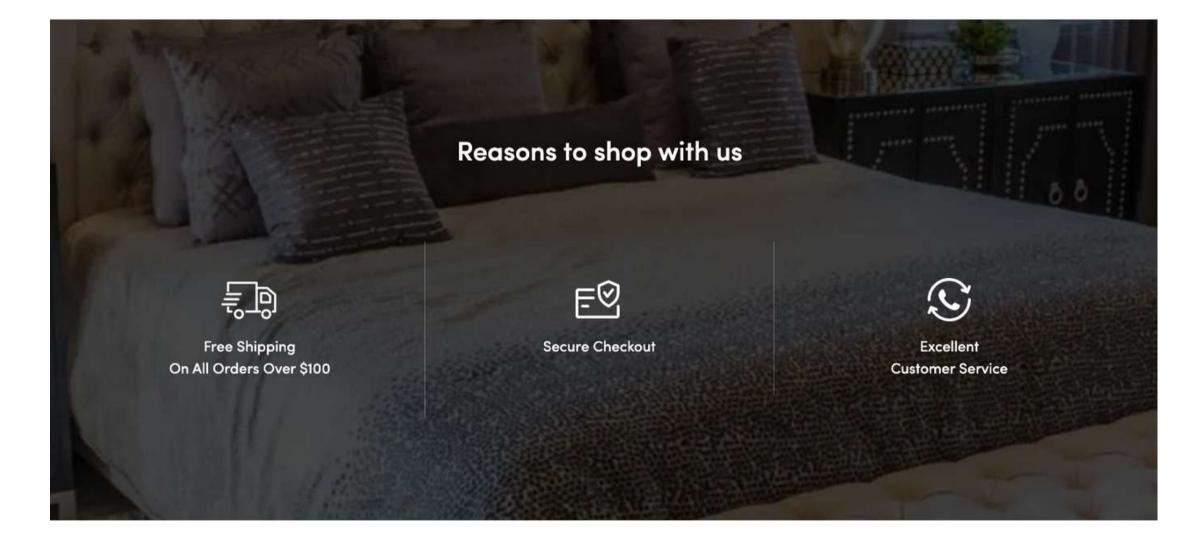




Home Mattress Duvets

Changes made:

- Added imagery that aligned with brand refresh
- Included icons to promote shopper trust
- Promoted "proudly Canadian" as part of brand story







Proudly Canadian

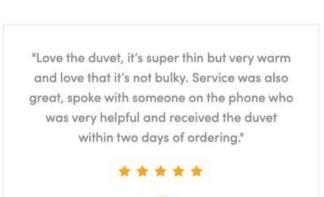
We're proud to support the local economy through our vast selection of 100% Canadian made products, such as our collection of duvets made by the world renowned Hutterite community of Western Canada.

Our centrally-located warehouse makes shipping throughout Canada and the USA a breeze.

Testimonials

Changes made:

- Highlighted testimonials to promote customer trust
- Showcased brands represented to promote quality of product set

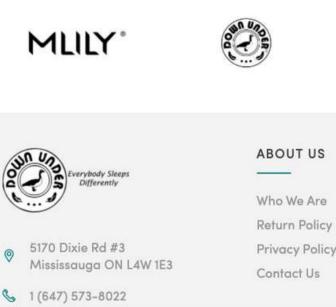


verybody Sleeps

Mattress

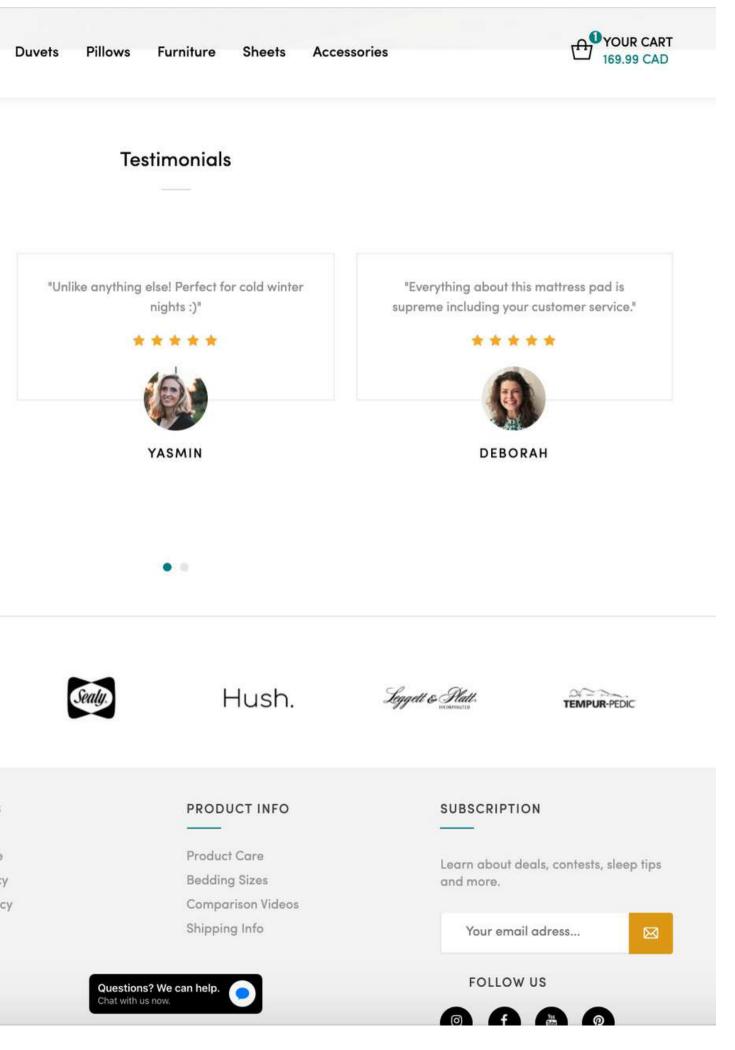
Home





🖾 dwnunderbedding@gmail.com



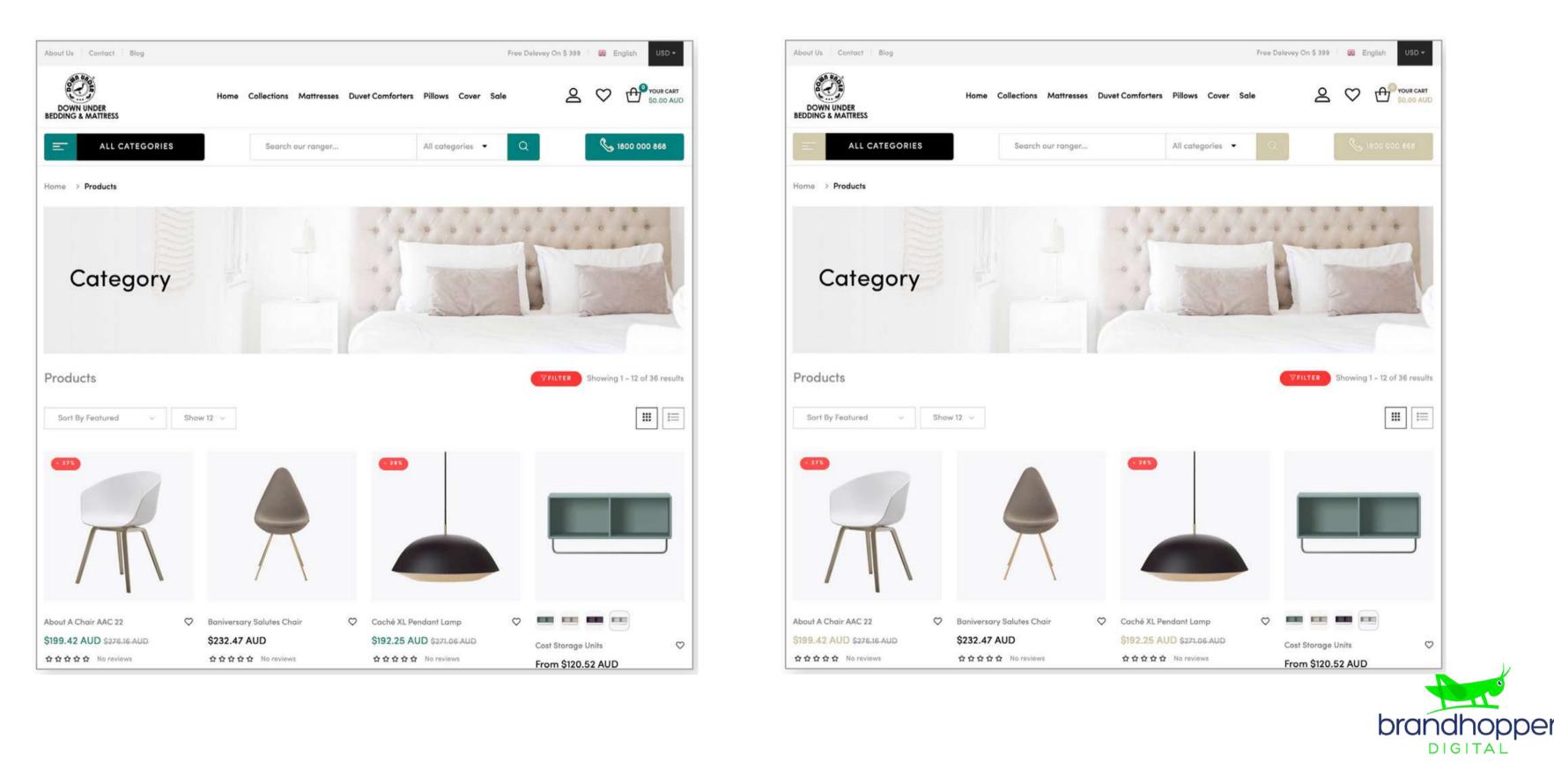


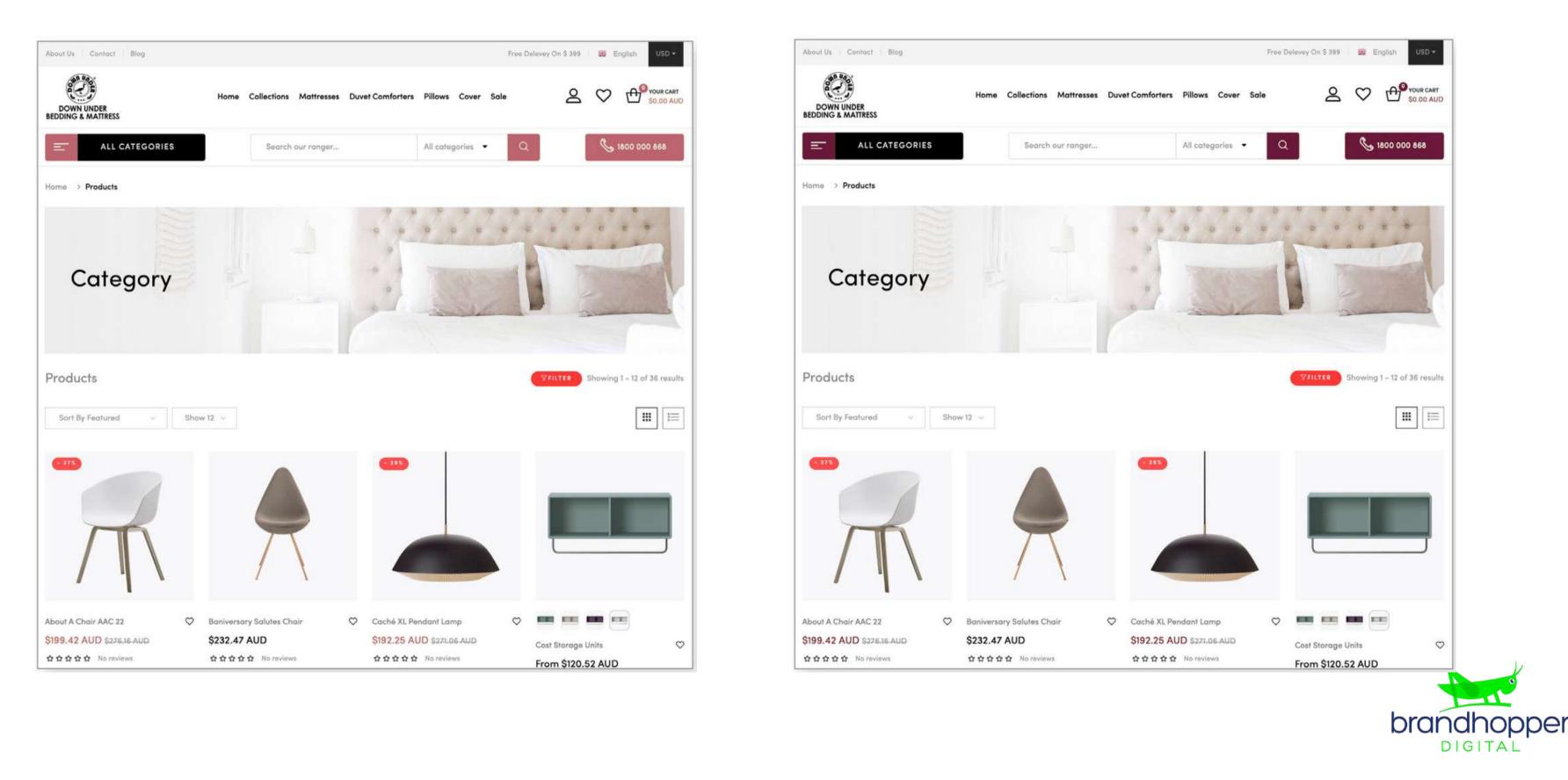
The Brandhopper team believed the Down Under Bedding brand would be more attractive to customers with an accent color to make the website "pop".

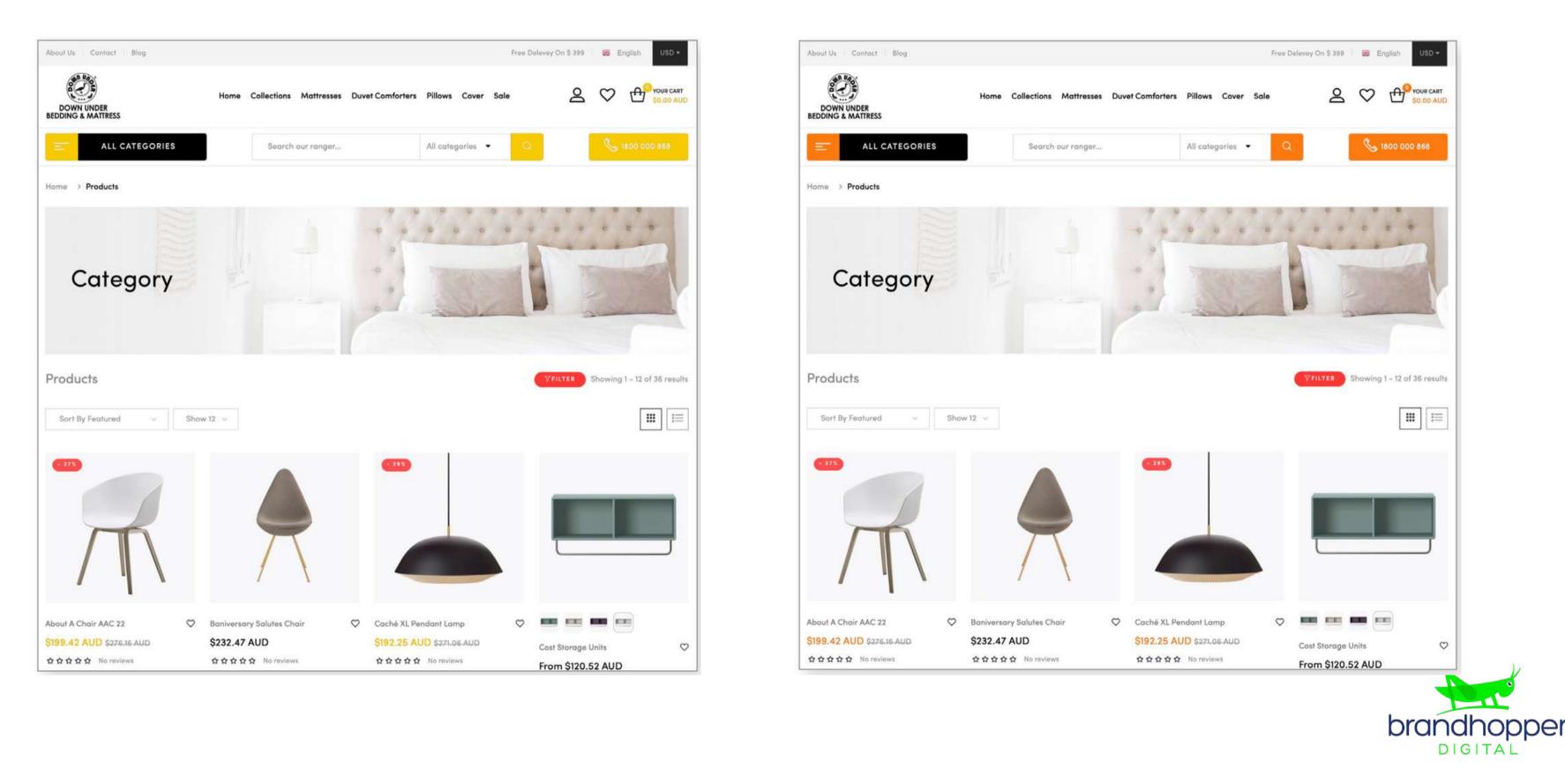
Leveraging the right accent color would also elevate the brand and tie visual assets together throughout the consumer flow, including banner images, blog post images, and other graphic designs.

The Brandhopper Team presented Tony Sagar with over a dozen color accent options to review - focusing on a few favorites - in order to identify the color accent that best aligned with a brand refresh.









DESIGN + DEVELOPMENT

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DESIGN GOALS

Improve Navigation + User Flow

Build Consumer Trust

Remove Obstacles to Purchase





Enhance the Brand



IMPROVE NAVIGATION + USER FLOW

An important step in optimizing for conversion rate is removing any distractions or unnecessary elements on a page that do not guide users further down the purchase pathway.

It's also important to provide navigation options that match the consumer's preferred search method.



IMPROVE NAVIGATION + USER FLOW

Actions taken:

- Removed or minimized all menu options that didn't advance the shopper's path to purchase
- Consolidated several messaging apps into one
- Removed blog posts from product search resultsRecategorized header menu options to focus on the best-selling and most valuable product categories
- Added side-bar menu to offer navigation by product material and size
- Consolidated sales messaging and discounts into one general offer
- Highlighted best-selling and most-profitable product categories throughout homepage
- o one general offer duct categories



HEADER NAVIGATION BEFORE

Home	Search	Contact Us 🗸	On Sale	Browse Store 👻 Cus	stor	ner Service 🖌 Compari	
				ALL PRODUCTS			
				DUVETS COMFORTERS	>	Down Duvets	
				MATTRESSES		Silk Duvets	
				SHEET SETS		Wool Duvets	
				DUVET COVERS	>	Synthetic Duvets	
	Continu		PILLOWS	>	Bamboo Duvets		
	SOLDA	Sort by Featured v		MATTRESS PAD TOPPER	۲ >	Quilts	
	Feature			FURNITURE		Bed In a Bag	
				SALE ITEMS		ACO	
	Duvets/0	Comforters		GIFT CARD		The same the same	
	Down Du Silk Duve			ALL STOR		Company and	



ision Chart 🗸 🛛 Enter Contest





HEADER NAVIGATION AFTER

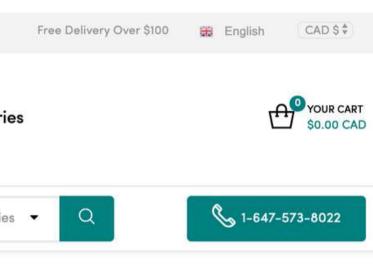
About Us Contact Blog			
Differently	Mattress Duvets	Pillows Furniture	e Sheets Accessor
	Search	Adjustable Beds Platform Beds	All categorie
Home > Adjustable Bed Frames		Storage Beds Shelving + Storag	e

Adjustable Bed Frames









Showing 1 - 6 of 6 results





HEADER NAVIGATION AFTER

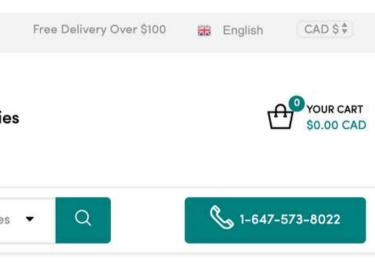
About Us Contact Blog



= ALL CATEGORI	ES	Search	All categories
Shop by Product	>	Twin Single	
Shop by Size	>	Double Full Queen	
Shop by Material	>	King	
		California King	
Sort By Best Selling 🗸 🗸	Sho	w 12 🗸	







Showing 1 - 6 of 6 results



leggett & platt.

finely crafted tranquility





BUILDING TRUST

Establishing trust for an e-commerce brand is one of the most challenging things to do with a web design project, however the team did this by highlighting images, text and designs all meant to build credibility with consumers.



BUILDING TRUST

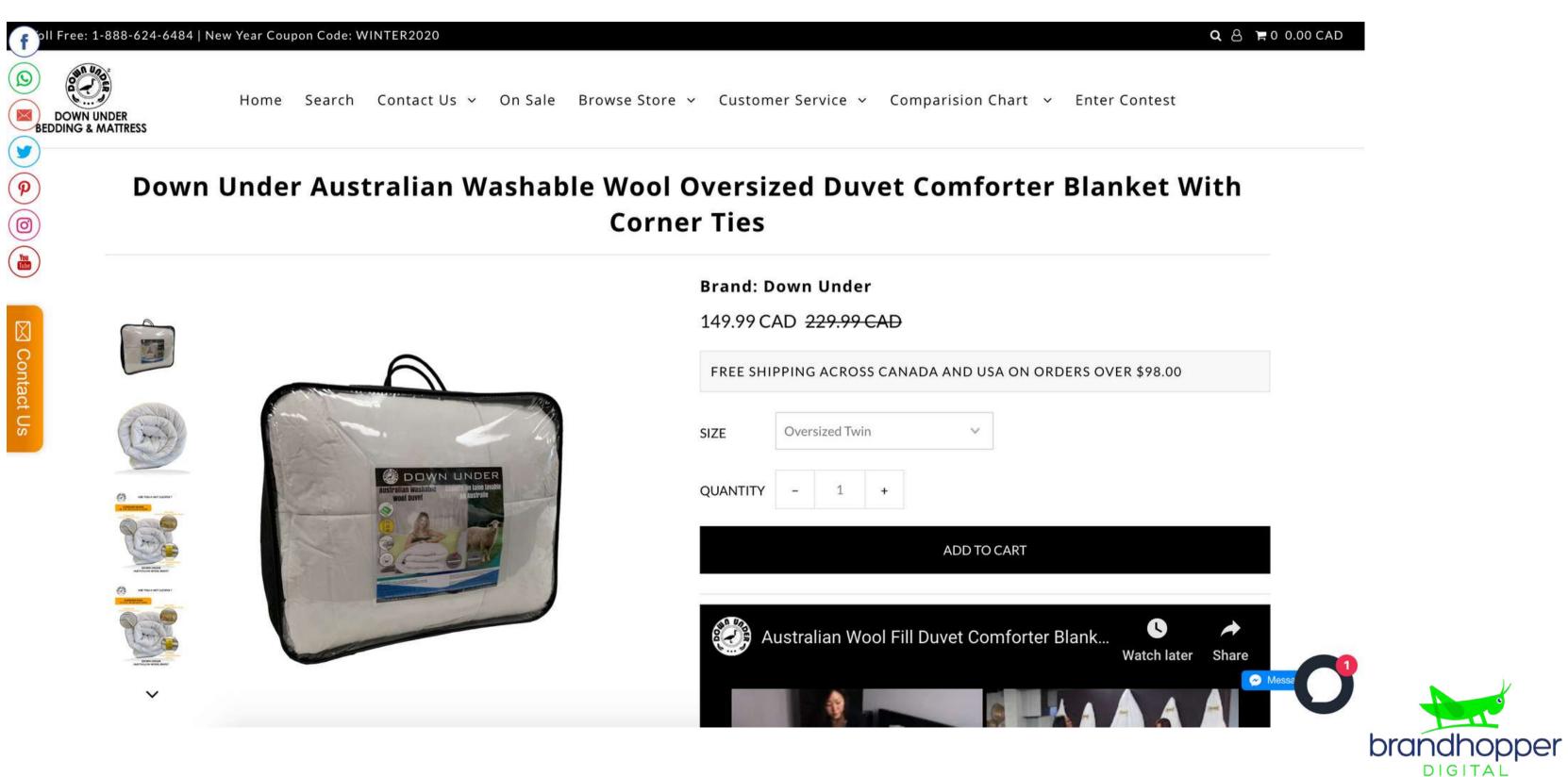
Actions taken:

- Made phone number more prominent throughout website
- Added credit card icons on product pages + cart page
- Highlighted customer reviews
- Resized images for consistency
- Embedded video into product image scroll
- Added icons showing:
 - 30 years in business
 - Free shipping over \$100
 - Easy returns

ut website page



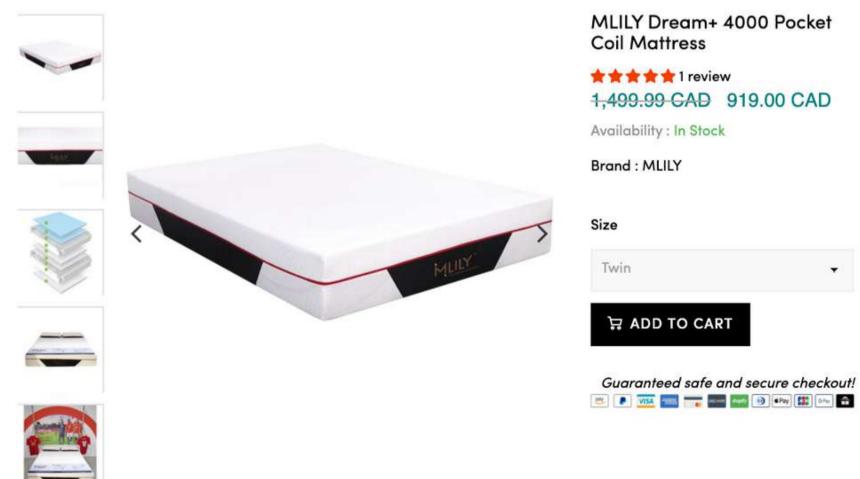
PRODUCT PAGE BEFORE

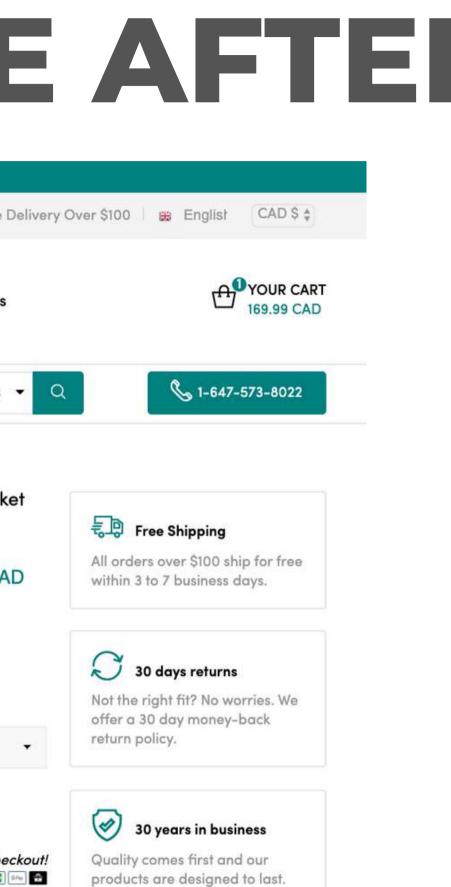


PRODUCT PAGE AFTER

	Spring Special! Save 10% with code DOWNUNDER					
About Us Contact Blog						Free I
Everybody Sleeps Differently Home	Mattress	Duvets	Pillows	Furniture	Sheets	Accessories
	Sec	arch				All categories

Home > Mattresses > MLILY Dream+ 4000 Pocket Coil Mattress







REMOVING OBSTACLES

Consumers today have more options than ever before when making an online purchase, so it's imperative to remove any potential obstacles they have when shopping online.

A few technical updates were included to customize the storefront for Down Under Bedding's domestic + international customer base.

Actions taken:

- Translation to 92 Languages
- Currency conversion to Canadian + US Dollars



ENHANCING THE BRAND

Brands that create a positive emotional connection with consumers can sell products for higher prices, earn more repeat business, and gain more trust with first-time visitors.

Brandhopper Digital focused on creating a premium look and feel across the entire website by enhancing the images, graphic designs and navigation elements to align with the new brand refresh.

A consistent color scheme + typography was used throughout the newly designed website.

Our team also consolidated all discounts and sales into one consistent, subtle offer, to maintain a premium feel throughout the consumer experience.



ENHANCING THE BRAND

Actions taken:

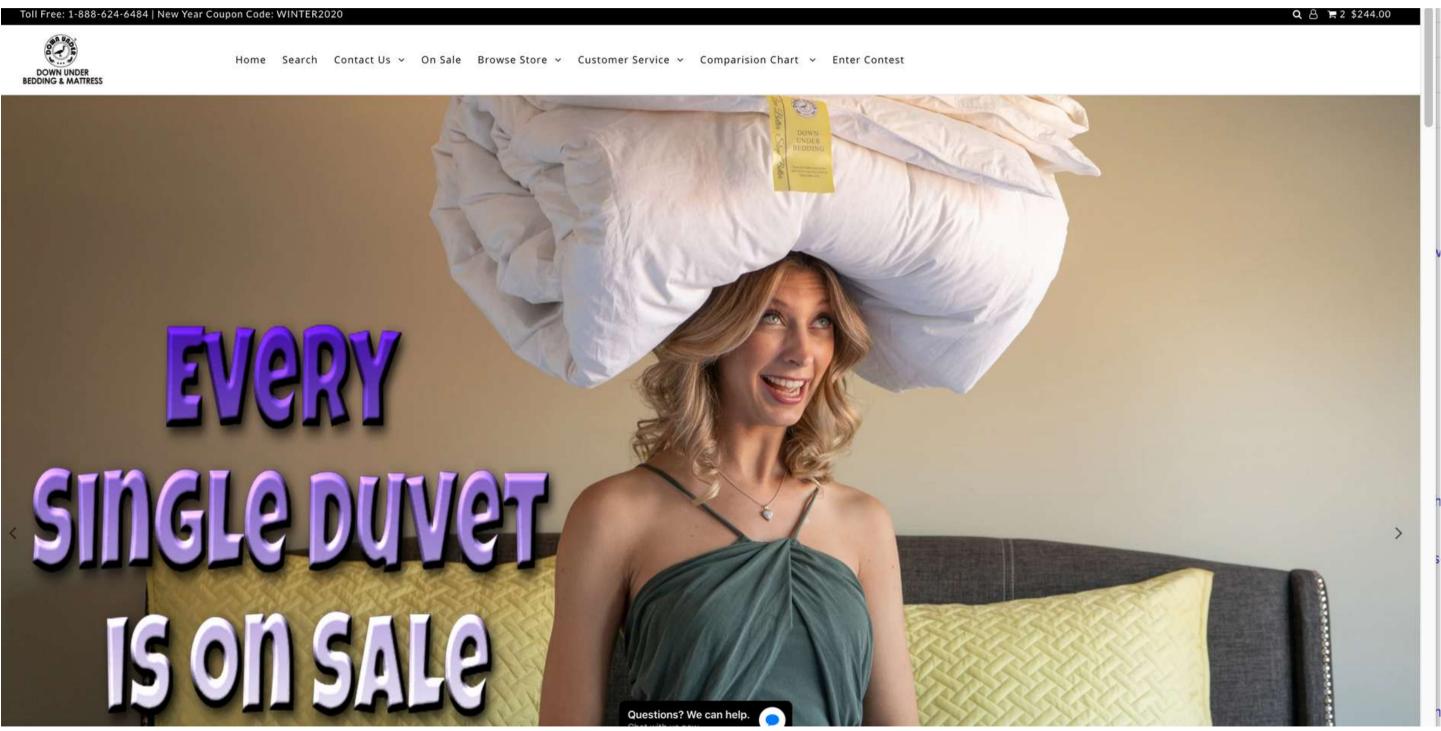
- Updated all images and banners to match the light, airy feel of the brand
- Used consistent typography + coloring throughout the entire website
- Resized all images to allow for a more consistent scroll and layout for product collection and blog collection pages
- Created a new About Us page with a fresh brand story, focusing on 3 pillars of the business, social proof, and a product brand showcase
- Redesigned all product care and information sheets for a consistent look and feel
- Sourced new images for all page headers including Return Policy, Shipping Policy, Privacy Policy and Contact Us pages
- Designed new email opt-in pop-up to align with the new online brand identity



HOMEPAGE BEFORE

oll Free: 1-888-624-6484 | New Year Coupon Code: WINTER202







HOMEPAGE BEFORE

Toll Free: 1-888-624-6484 | New Year Coupon Code: WINTER2020



Home Search Contact Us v On Sale Browse Store v Customer Service v Comparision Chart v Enter Contest

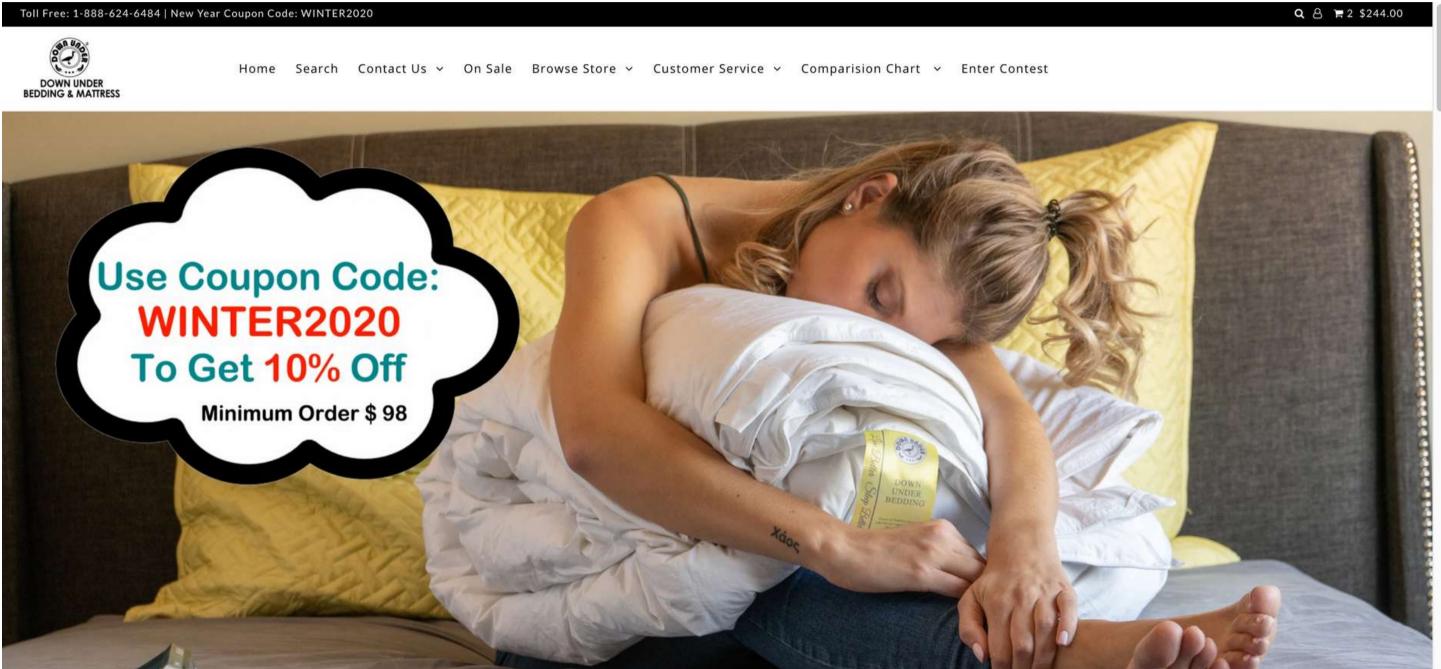


Q 🛆 🐂 2 \$244.00



HOMEPAGE BEFORE



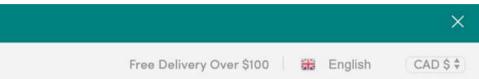




Spring Special! Save 10% with code DOWNUNDER About Us Contact Blog verybody Sleeps Furniture Sheets Home Mattress Duvets Pillows Accessories Differently ALL CATEGORIES Search

Sleep Better with Australian Wool Shop now Questions? We can help. Chat with us now.









Q

\$ 1-647-573-8022

DON'T MISS THESE DEALS

Best Selling Down Duvets and More

Shop now

MOST POPULAR

Super-Soft Silk Collection





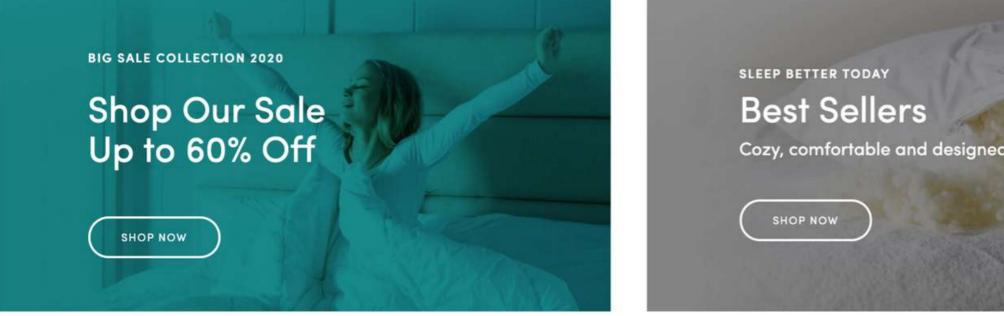
Shop now



Pillows Mattress Duvets

Home

Furniture Sheets Accessories



LATEST NEWS







Cozy, comfortable and designed to get you more zzz's.







Pillows Home Mattress Duvets Furniture Sheets

LATEST NEWS



DECEMBER 26, 2019

What is a mattress pad versus a mattress topper?



OCTOBER 22, 2019

How to choose the perfect pillow

Read more

Read more



Accessories





MAY 23, 2019

Can you wash a duvet comforter?

Read more





Home

Mattress Duvets Pillows

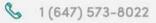
Sheets Furniture

Accessories





5170 Dixie Rd #3 0 Mississauga ON L4W 1E3



🛛 dwnunderbedding@gmail.com

ABOUT US

Who We Are **Return Policy Privacy Policy** Contact Us

PRODUCT INFO

Product Care Bedding Sizes Comparison Videos Shipping Info







Questions? We can help.



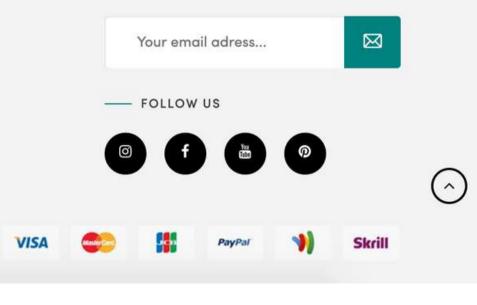
WE ACCEPT





SUBSCRIPTION

Learn about deals, contests, sleep tips and more.





EMAIL OPT-IN: BEFORE VS AFTER

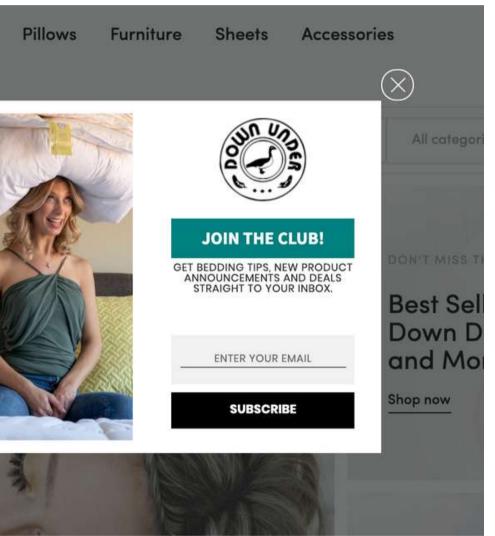
DDING'S PREMIUM SILK WOOL & DOWN FILLED DUVETS COMFORTER BLANKETS 🌸 DOWN UNDER AUSTRALIAN WASHABLE WOOL OVERSIZED DUV

stralian Washable Wool Oversized Duvet Conforter

	WAIT! LEAVING SO SOON ENTER YOUR EMAIL ADDRESS TO RECEIVE OUR BEST BLACK FRIDAY DEALS ENTER YOUR EMAIL ENTER YOUR FIRST NAME ENTER YOUR LAST NAME SUBMIT	D USA ON
Australian mediciliati wood downt australia	QUANTITY - 1 +	
		ADD TO CART

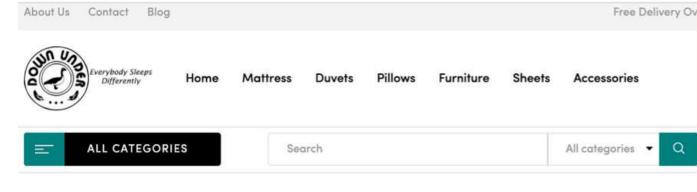
Mattress Duvets







BLOG PAGE: IMAGES RESIZED



Home > News

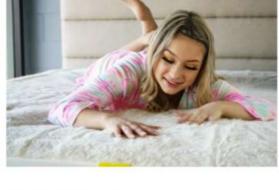
News



JANUARY 09, 2020

Read more

What is the oversized extra-large California King Size?



DECEMBER 26, 2019

What is a mattress pad versus a mattress topper?

Read more









DECEMBER 22, 2019

Down Under Bedding featured in the Wall Street Journal







PAGE HEADERS BEFORE















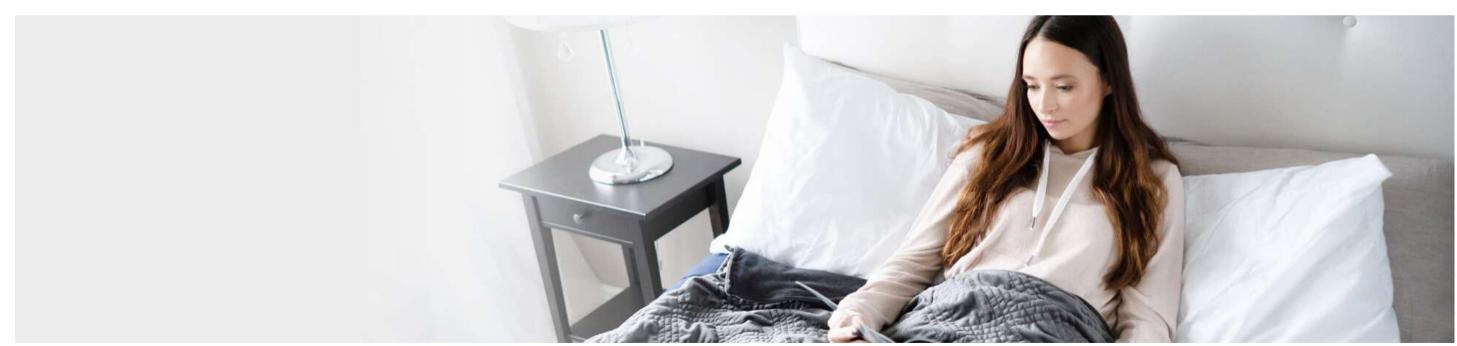
FREE Shipping Across Canada





PAGE HEADERS AFTER

Shipping Policy







PRODUCT CARE BEFORE & AFTER







Can I wash pillows in the washing machine?

Please check the washing instructions on your particular pillows. Down or feather filled pillows cannot be machine washed. Spot clean only for these products. Some synthetic or natural wool pillow can be washed. Carefully follow the washing instructions on the labels sewn to your pillow, or go on their website.

PILLOWS

How can I best care for my pillow?

Always use a good quality pillow protector and pillowcase on your pillow and wash those frequently. Down or feather pillows need to be re-lofted to get to their original shape. Remember some pillows need to be replaced as early as six months after purchase.



Can I wash my duvet in the washing machine at home?

Check carefully the type of fill and the washing instructions on the label of your product. Down or feather duvets or comforters cannot be machine washed. Spot clean only. However synthetic polyester filled duvets or washable silk or washable wool can be washed usually in a commercial size washing machine. Please read your manufacturer's instructions.

How can I best protect my duvet /comforter?

Always use a duvet cover on your duvet which is preferably 100% cotton, so it breathes better and feels softer. Wash the cover frequently. Air out your duvet outside in the summer time yearly. This refreshes the down or feathers inside. Many people have a Fall/Winter comforter which is usually goose down for insulation and a spring summer duvet which is usually wool or silk filled.



Duvets

CAN I WASH MY DUVET IN THE WASHING MACHINE AT HOME?

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HOW CAN I BEST PROTECT MY DUVET/COMFORTER?

Always use a duvet cover on your duvet which is preferably 100% cotton, so it breathes better and feels softer. Wash the cover frequently. Air out your duvet outside in the summer time yearly. This refreshes the down or feathers inside. Many people have a Fall/Winter comforter which is usually goose down for insulation and a Spring/Summer duvet which is usually wool or silk filled.







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DRY CLEAN







DOWN CARE BEFORE & AFTER

Down Under Bedding

How to Take Care of **Down Filled Products?**

Do not wash down & feather filled products as this could cause leaking of the fill.

Best to air outside on a nice summer day to refresh down and feathers.

Dry clean if necessary, spot clean recommended.

Use of duvet covers and pillow protectors strongly recommended.









How to take care of down filled products?

CARE INSTRUCTIONS

Do not wash down and feather filled products as this could cause leaking of the fill. It's best to air these products outside on a nice day to refresh the down and feathers. Dry clean if necessary, spot clean recommended. The use of duvet covers and pillow protectors is strongly recommended.

How to take care of wool filled products?

CARE INSTRUCTIONS

We recommend only washing at a laundromat in a heavy-duty machine, in cold water, delicate cycle, with a small amount of soap. Do not wash at home. Wash in cold water in the delicate cycle. Use a small amount of soap. Tumble dry on low heat. It's best to air dry in the sun when slightly damp. Avoid fabric softeners.







AIR OUTSIDE







QUESTIONS? WE'D LOVE TO HELP! Call us toll free at 1 (888) 624-6484 or email us at info@downunderbedding.com



BEDDING **SIZES BEFORE & AFTER**

BED LINENS



SIZES 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38

BED LINENS	INCHES	CENTIMETERS
Twin Fitted Sheet	39° x 75°	99cm x 190cm
Twin Flat Sheet	66" x 96"	167cm x 244cm
Twin Extra Long Fitted Sheet	39" x 80"	99cm x 203cm
Double Fitted Sheet	81" x 96"	205cm x 243cm
Double Extra Long Fitted Sheet	54" x 80"	137cm x 203cm
Queen Fitted Sheet	60" x 80"	152cm x 203cm
Queen Flat Sheet	90" x 102"	228cm x 259cm
King Fitted Sheet	78" x 80"	198cm x 203cm
King Flat Sheet	108" x 102"	274cm x 259cm
Standard / Queen Pillowcases	20" x 30"	50cm x 76cm
King Pillowcase	20" x 36"	50cm x 91cm

DISCLAIMER:

All sizes are approximate

Bedding Sizes

	BED LINENS	INCHES	CENTIMETRE
	Twin Fitted Sheet	39" x 75"	99cm x 190cm
	Twin Flat Sheet	66" x 96"	167cm x 244cm
	Twin Extra Long Fitted Sheet	39" x 80"	99cm x 203cm
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-	King Pillowcase	20" x 36"	50cm x 91cm
_			

*All sizes are approximate

Queen King King Oversized

*All sizes are approximate



QUESTIONS? WE'D LOVE TO HELP! Call us toll free at 1 (888) 624-6484 or email us at info@downunderbedding.com



DUVETS AND DUVET COVERS	INCHES	CENTIMETRE
Twin	64" x 88"	162cm x 223cm
Double	78" x 88"	198cm x 223cm
Queen	88" x 90"	223cm x 228cm
King	102" x 90"	259cm x 228cm
King Oversized	100" x 110"	254cm x 279cm

RINGS	INCHES	CENTIMETRE	
	39" x 74"	99cm x 188cm	
	54" x 74"	137cm x 188cm	
	60" x 80"	152cm x 203cm	
	76" x 80"	193cm x 203cm	
	39" x 80"	99cm x 203cm	
	54" x 80"	137cm x 203cm	



"I would highly recommend Brandhopper to any business that wants a company to come in, understand their needs and accomplish a project on time and at their budget."

> Tony Sagar - CEO/Co-Founder **Down Under Bedding**



Do you want to take your e-commerce to the next level?

Contact our team to discuss elevating your brand.

hoptastic@brand-hopper.com

