



The Ultimate 2025 CX
Guide to Win Fashion
Shoppers This BFCM

PINKFRIDAY

#SUPPORTSMALLFIRST





THE BOUTIQUE HUB

This edition of our Fashion CX Guide is dedicated to Pink Friday, the shop-small-first movement led by The Boutique Hub.

Pink Friday takes place the Friday before Black Friday and celebrates independent boutiques, giving them a chance to shine before the holiday rush.



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Executive summary



It's never been more exciting to work in fashion ecommerce, yet it's never been more challenging. According to [Statista](#), the industry is expected to reach a value of over 1.6 trillion U.S. dollars by 2030. The crux of the challenge (and the opportunity) in fashion ecommerce is delicately weaving the thread of the customer journey into a seamless shopping experience.

During the busy holiday shopping season, shoppers are in buying mode, and it's important to make the online shopping experience as easy as possible. However, most fashion ecommerce experiences are still too clunky. People bounce over slow-to-load websites, sizing confusion, checkout difficulties, and clicking on the perfect item only to find it's out of stock. As a result, fashion retailers are losing billions of dollars every year due to unnecessary friction in the shopping experience.

The question is: How can fashion ecommerce businesses overcome those challenges and get a bigger piece of the BFCM pie?

To help you understand the areas where friction happens, we analyzed the online fashion buying experience and identified 15 proven ways to eliminate friction and boost conversions during the Black Friday/Cyber Monday shopping season.

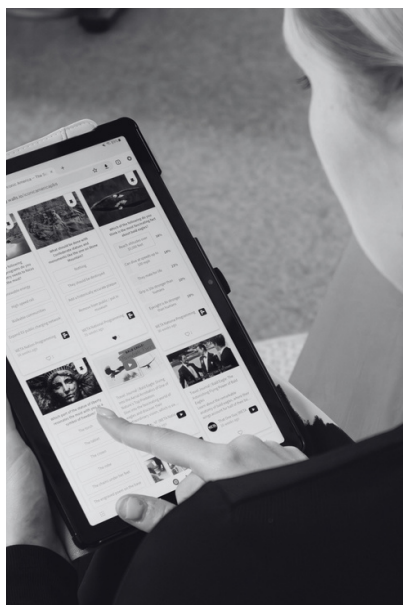
This guide is tailored for Pink Friday - the shop small, shop boutique moment that kicks off the holiday season before BFCM.



Key takeaways



Here's a summary of the findings to help you eliminate friction at every stage of the buyer's journey.

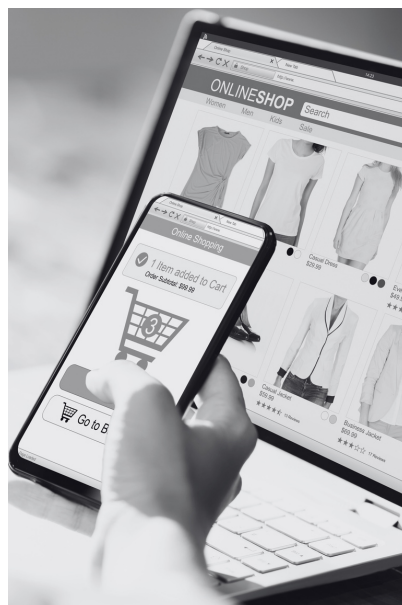


DISCOVERY

Where customers are: Scrolling, browsing, and bookmarking. Low commitment. High influence potential.

Your job: Show up with something relevant, effortless, and worth remembering.

- Curate your product grids
- Fix and simplify filters
- Improve site search
- Use visuals to give context
- Design mobile-first, accessible experiences
- Tell a story on product pages
- Personalize the experience



CONSIDERATION

Where customers are: Comparing options, checking sizes, reading reviews.

Your job: Make it easy to say yes. Remove doubts, build trust, and keep the experience friction-free.

- Add trust signals early and often
- Be transparent about costs
- Offer wishlist + back-in-stock alerts
- Use clear, action-oriented CTAs
- Boost sales with highly targeted campaigns



PURCHASE

Where customers are: Wallet out, emotions high, trust earned. Time for the last step.

Your job: Make the transaction smooth and fast, to lock the sale.

- Streamline the checkout flow
- Offer guest checkout
- Optimize load times (especially on mobile)

The fashion ecommerce path to purchase is not linear



You've heard it a thousand times: Customers move through a clearly defined funnel, going from awareness and consideration to intent, purchase, and post-purchase phase. Clean. Linear.

Too bad it's also completely different from how people actually shop for fashion.

Here's the truth: Fashion buying isn't linear. It's chaotic, emotional, and wildly personal. This remains true during the holiday shopping season.

Shoppers dive headfirst into TikTok trends, scroll Instagram until their thumbs go numb, binge "what I wore this week" vlogs, read product reviews, hunt down dupes, open 17 browser tabs, and then, mid-checkout, decide to leave your website.

Why? Sometimes it's because they are just looking for inspiration. Not every visit is about buying — at least not right now. Some are window shopping. Some are comparing prices across five tabs. Others are figuring out if they can afford next-day delivery in time for that last-minute wedding invite.

And then there are the ready-to-buy shoppers who hit a wall. Clunky user experience (UX), missing product info, unclear sizing, slow load times, or out-of-stock products. If customers are frustrated, they're gone. Probably for good.

Your job is to eliminate friction at every step and be memorable enough to matter when customers are finally ready to click "buy."

On Pink Friday, shoppers are primed to discover and support boutiques. Every friction-free touchpoint is a chance to stand out in the shop small movement.



"The future of fashion ecommerce lies in recognizing that every shopper action — no matter how small — is a signal of intent. Collecting intent data empowers brands to listen closely, respond intelligently, and build shopping journeys that feel effortless, personal, and complete."

- Arvind Krishnan, CEO of Swym

What causes friction on your fashion ecommerce site?



There's a common misbelief that friction in ecommerce usually happens during the checkout process. However, the truth is that most fashion ecommerce experiences are filled with friction at every step.



"Fashion merchants face a unique challenge — shoppers often browse across hundreds of SKUs, juggling multiple tabs and options. That exploration is core to how people shop for fashion, but it also creates friction."

- Rudra Naik, Product Manager

Merchants face many challenges due to the unique way consumers shop for fashion online. Let's look at some of the most common causes of friction in fashion ecommerce.



UX pitfalls



Disjointed mobile shopping experience



Lack of customer engagement



Fragmented checkout experience



UX pitfalls

Useless filters, confusing sizing charts, overcrowded navigation menus, a lack of clear hierarchy or organization, and popups that interrupt the experience are just some of the most common UX pitfalls that fashion merchants should fix.

These seemingly small UX missteps quickly add up, creating friction that frustrates shoppers and drives them away before they ever reach checkout.



“Reducing friction in online buying is all about UX and a stellar user strategy. It’s important to focus on making sites always easier to navigate and check out with minimal clicks.”

-Dyandra Brown Fashion Merchandising Professor, Berkeley College



Disjointed mobile shopping experience

As reported by FashionDive, 84% of consumers use their mobile devices to browse for fashion, and 81% use their mobile devices to complete fashion transactions. In other words, if you’re neglecting mobile responsiveness and accessibility, you risk losing customers and are leaving money on the table.

Yet despite the mobile-first behavior of shoppers, a disjointed mobile experience, marked by slow load times, awkward navigation, or poor formatting, remains one of the most common points of friction in fashion ecommerce.



Lack of customer engagement

Tech-savvy players have raised the bar high when it comes to online shopping experiences. Today customers expect a seamless and engaging shopping experience. If they are not ready to buy, they expect to have the ability to save products on a wishlist.

And if a product they like is out-of-stock, they want to be notified once the product is back in stock. The ability to collect intent-driven data while at the same time offering an engaging experience for your customers is the key to success in today's fashion ecommerce landscape.

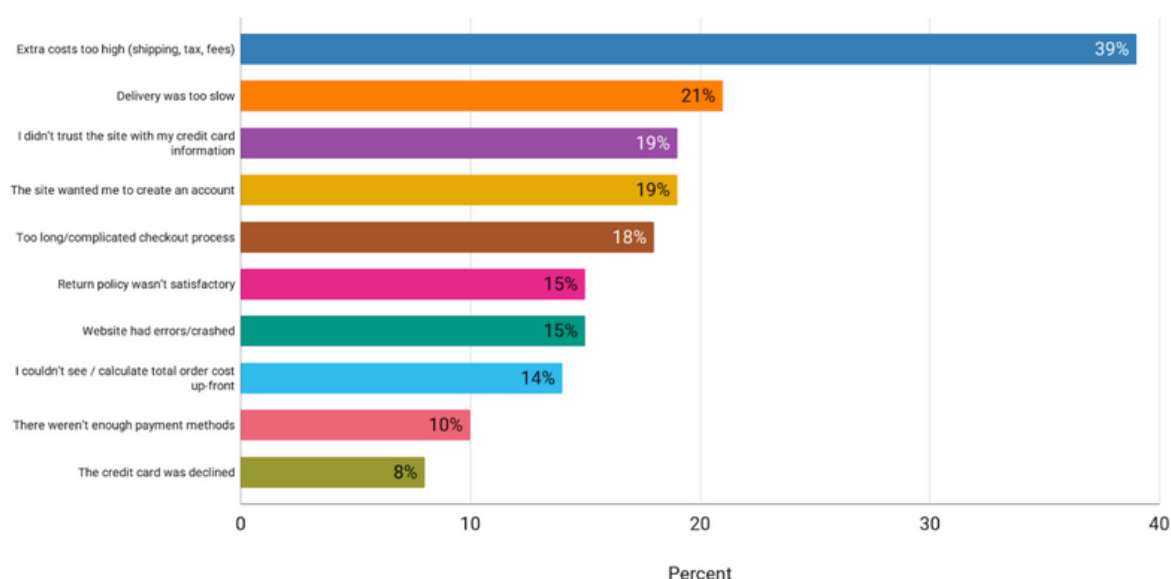


Fragmented checkout experience

According to [Baymard](#), the most common reasons for cart abandonment during checkout are related to costs, delivery and payment methods, speed, and UX. Excluding factors like extra costs and slow delivery, merchants can still address several key issues within their control — such as lack of trust when entering credit card information, mandatory account creation, and a checkout process that is too long or complicated.

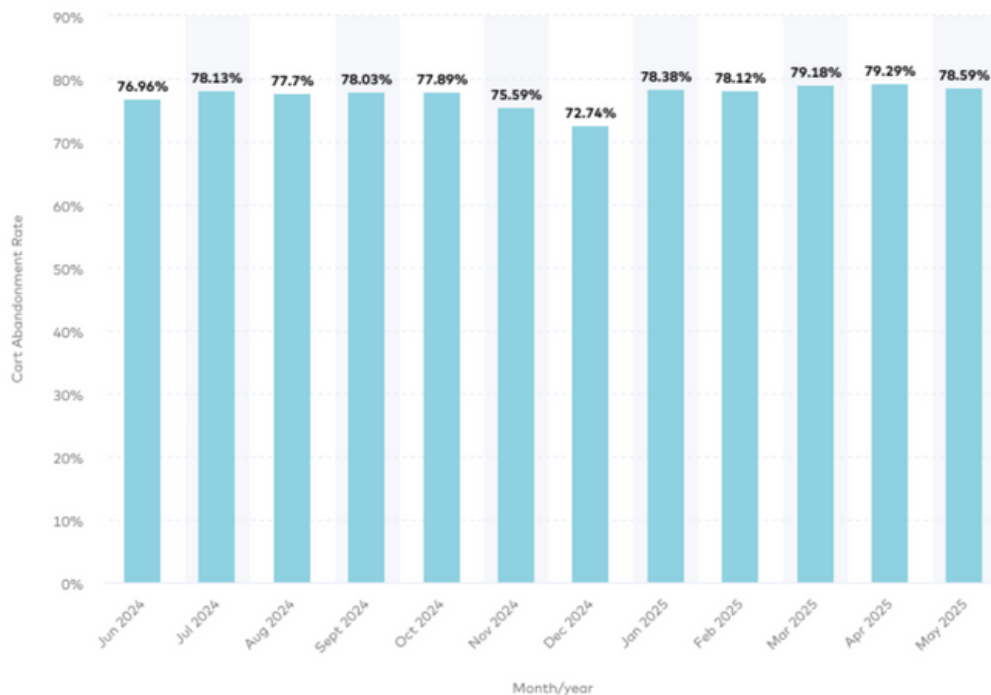
Reasons for Abandonments During Checkout

1,026 respondents | United States | General population ecommerce shoppers in the past 3 months | © 2025 baymard.com/research



Baymard - baymard.com/lists/cart-abandonment-rate

But there's more below the surface. According to DynamicYield, the cart abandonment rate in the fashion, apparel, and accessories industry is 78.59%, which is higher than the average shopping cart abandonment rate globally, which is 75.44%. In other words, fashion brands are losing shoppers at a faster rate than most, even when people clearly want to buy.



DynamicYield - marketing.dynamicyield.com/benchmarks/cart-abandonment-rate



“Too many fashion brands lose sales at the checkout, but understanding the preferred payment methods in each market is one way brands can increase conversion. For instance, Buy Now, Pay Later adoption ranges from 20% in Asia-Pacific to just 4% in Latin America, and digital wallet preferences shift drastically across regions. Offering the right, secure payment options for each market is just one way to reduce friction. Another is to offer the consumer full transparency, showing all taxes and duties upfront in local currency, along with estimated shipping times. Checkout shouldn't be thought of as the end of the journey — it's where trust is won or lost.”

-Tonia Luykx, Chief Revenue Officer, ESW

15 proven ways to eliminate friction in fashion ecommerce



Friction might be subtle, but its impact on conversion is anything but. These 15 proven tactics will help you streamline your fashion ecommerce experience, reduce drop-offs, and turn browsers into loyal buyers.

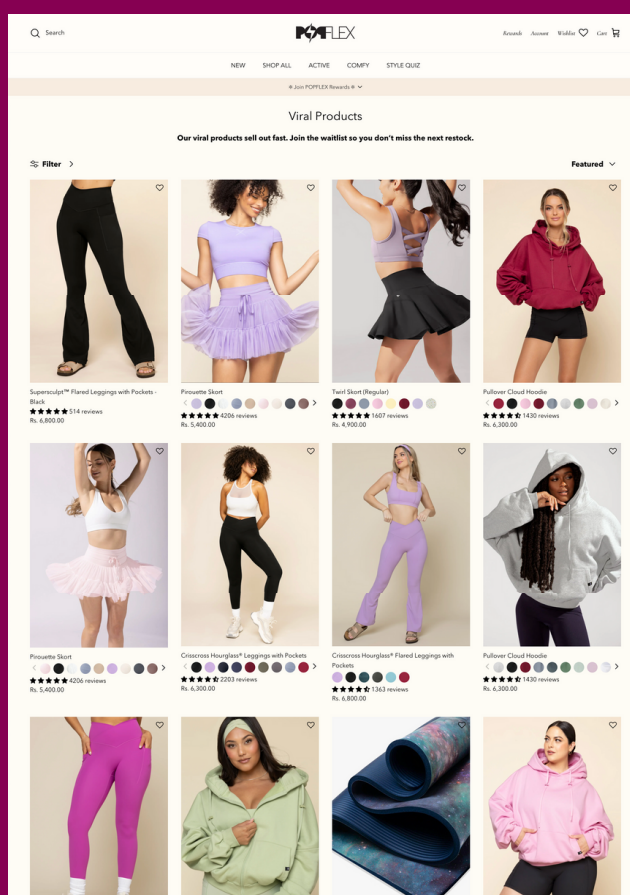


Curate your product grids

Your product grid is one of the first things your website visitors see. Your grid isn't a warehouse inventory list — it's a decision-making tool. So instead of dumping everything into a product grid, make sure you lead with bestsellers, highlight trending pieces, and surface curated collections.

Once you understand that the product grid should reduce decision fatigue, and not just look pretty, you will focus more time deciding how your product grid should look. Instead of 12 nearly identical beige sweaters clogging the first two rows, use data to guide what shows up first. What's hot? What's moving? What do people actually buy together? What do people add to their wishlists frequently?

The ultimate goal is to create a product grid that does the work of a good salesperson: clear, confident, and a little persuasive, to help shoppers decide faster.



Popflex - www.popflexactive.com

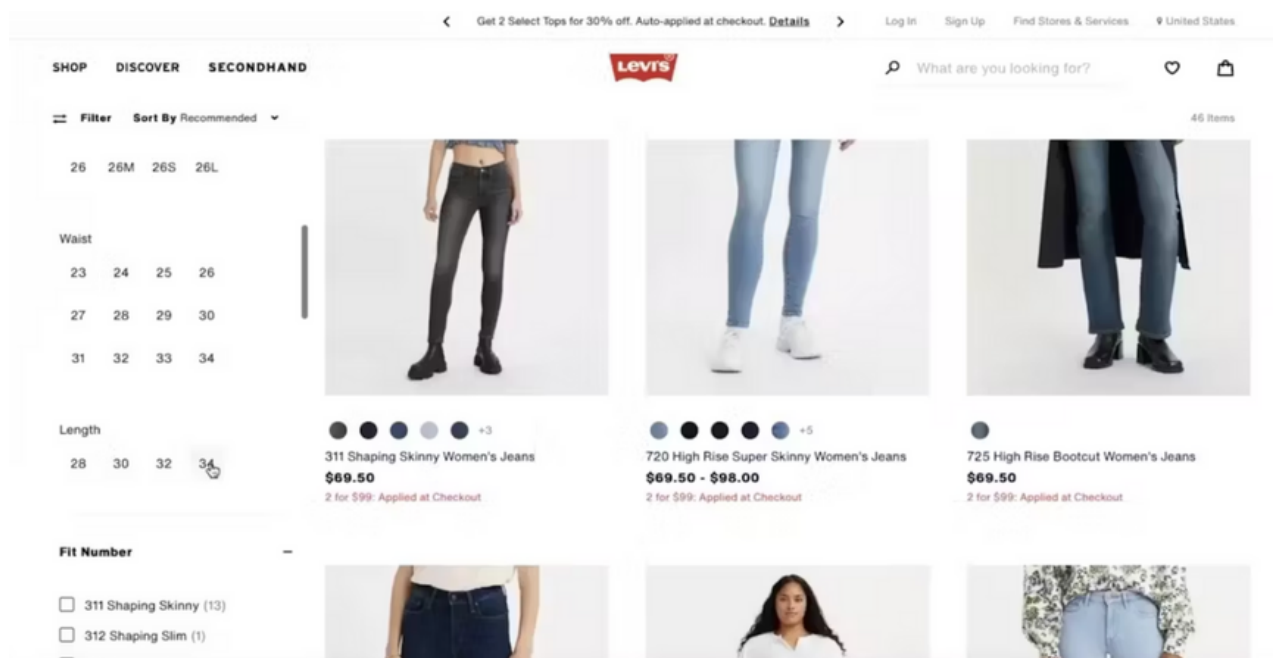
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Fix and simplify your filters

If your online shopping experience feels like a scavenger hunt, you're doing something wrong. Customers don't want to waste time going through thousands of SKUs trying to find what they need. They want to find their size, their fit, their vibe, fast. That means your filters need to be clear, functional, and relevant to how people shop.

Use shopper-friendly filters like size, fit, material, and occasion. Baymard found out that a lot of apparel sites fail when it comes to size filters. They either bury them in a mess of vague options or lump everything together with zero context, leaving shoppers confused, annoyed, or skipping the filter altogether.

To fix this, group size options by type (think: women's, men's, kids) and use a clear label on top. When users can instantly spot the category that applies to them, they're way more likely to engage and actually use the filter the way it was intended — to find stuff that fits. Another common best practice from renowned players such as [Levi's](https://www.levi.com) is the use of additional filters such as waist and length to speed up the browsing process.



Levi - www.levi.com

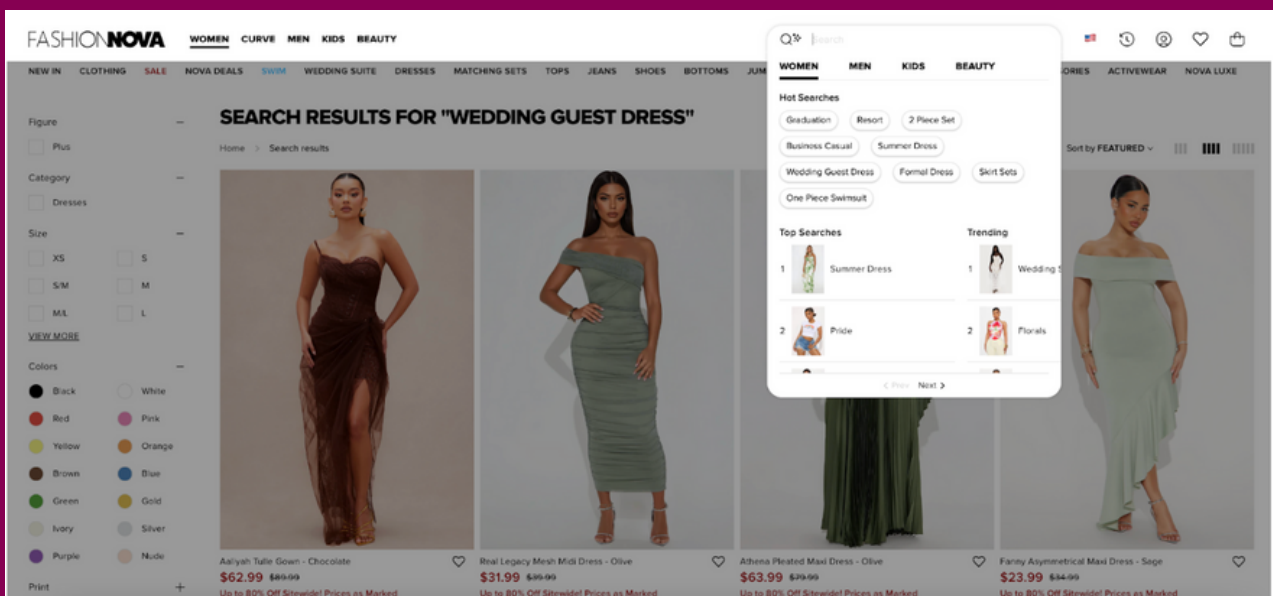
3

Improve ecommerce site search

If your site search can't handle "black midi dress size M," you are losing sales. According to [Coveo](#), bad search experiences are driving shoppers away — 72% of consumers abandon an ecommerce site when they can't find what they need quickly. Half go straight to Google. A third? To your competitors.

Why does this matter? If someone's using your search bar, they're high intent. Your job is to help them get to the "add to cart" moment in three clicks or fewer. For starters, autocomplete should actually complete. Filters should narrow things down, and AI-powered search helps serve up smarter, more relevant results without users having to spell things perfectly or guess your internal product names.

A great example is Fashion Nova, which offers advanced search. Here, customers can find top searches, trending pieces, special occasion clothing, and more.



Fashion Nova - www.fashionnova.com

4

Use visuals to give context

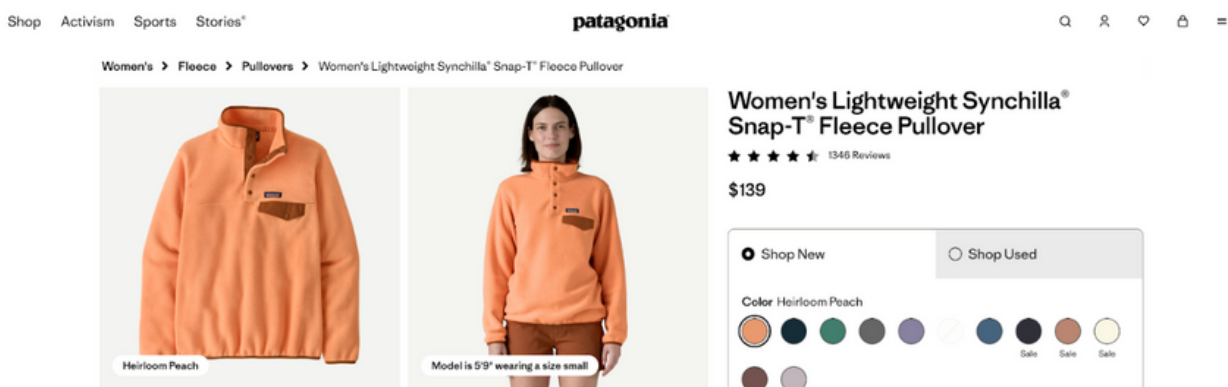
Fashion ecommerce is all about context — shoppers want to see how a product fits on a real person, how a jacket drapes, how a dress moves, how a bag sits on the shoulder. Without this, they're left imagining, which often leads to cart abandonment. However, apparel sites fail to provide images of products on human models, leaving shoppers guessing how a dress fits or how a bag hangs.

Some fashion brands go beyond providing only some "human model" images and display products on multiple models of different sizes and body types. Even though this might be costly, this can be a major benefit for products where fit is a critical concern. Here's an example from Patagonia where they use a human model, and also state the height of the model and the size of the pullover the model wears.



"In fashion, friction usually shows up at the point of confidence, be it in sizing, fit, or returns. Brands that reduce friction best are the ones that treat these not as FAQs but as core storytelling moments. Show real bodies, make returns painless, and guide customers like a stylist would and not like a dropdown menu."

-Jess Cervellon, ecommerce consultant



Patagonia - www.patagonia.com

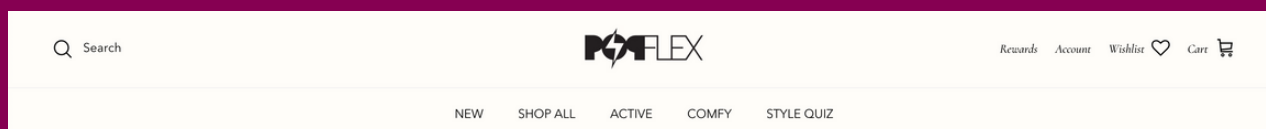
Another way to build a diverse set of real-human product shots? Let your customers do it for you. Crowdsourcing user-generated photos through reviews gives shoppers the context they crave, and it doesn't blow your content budget in the process.

5

Optimize load times - especially on mobile

Shopify analyzed data from Google, and found that reducing your site speed by just a half second can significantly increase conversion rates. Other studies back it up — especially when it comes to mobile. The faster your site loads, the smoother the experience. Less waiting means more browsing, more buying, and way fewer cart abandonments before checkout.

Start with the obvious: compress your images. You don't need billboard-sized JPEGs dragging down every page. Then take a hard look at your scripts. If you've got third-party apps or trackers you aren't even using, remove them. Every extra request slows your site down. And don't assume your site runs fine just because it loads fast on one device. Use tools that allow you to test on various device-browser combinations, identify bottlenecks, and optimize your site for different user experiences.



Popflex - www.popflexactive.com

6

Simplify navigation

Clean, intuitive navigation is one of the easiest ways to reduce friction — yet too many fashion sites still go overboard with 20+ top-level links, cryptic category names, and menus that don't work well on mobile.

Here's the fix: keep your top-level navigation short and clear (think “Women,” “Men,” “Sale”). Use subcategories sparingly, and only when they help people get to what they actually want faster. And most importantly, your navigation should work just as smoothly on mobile as it does on desktop (if not better).

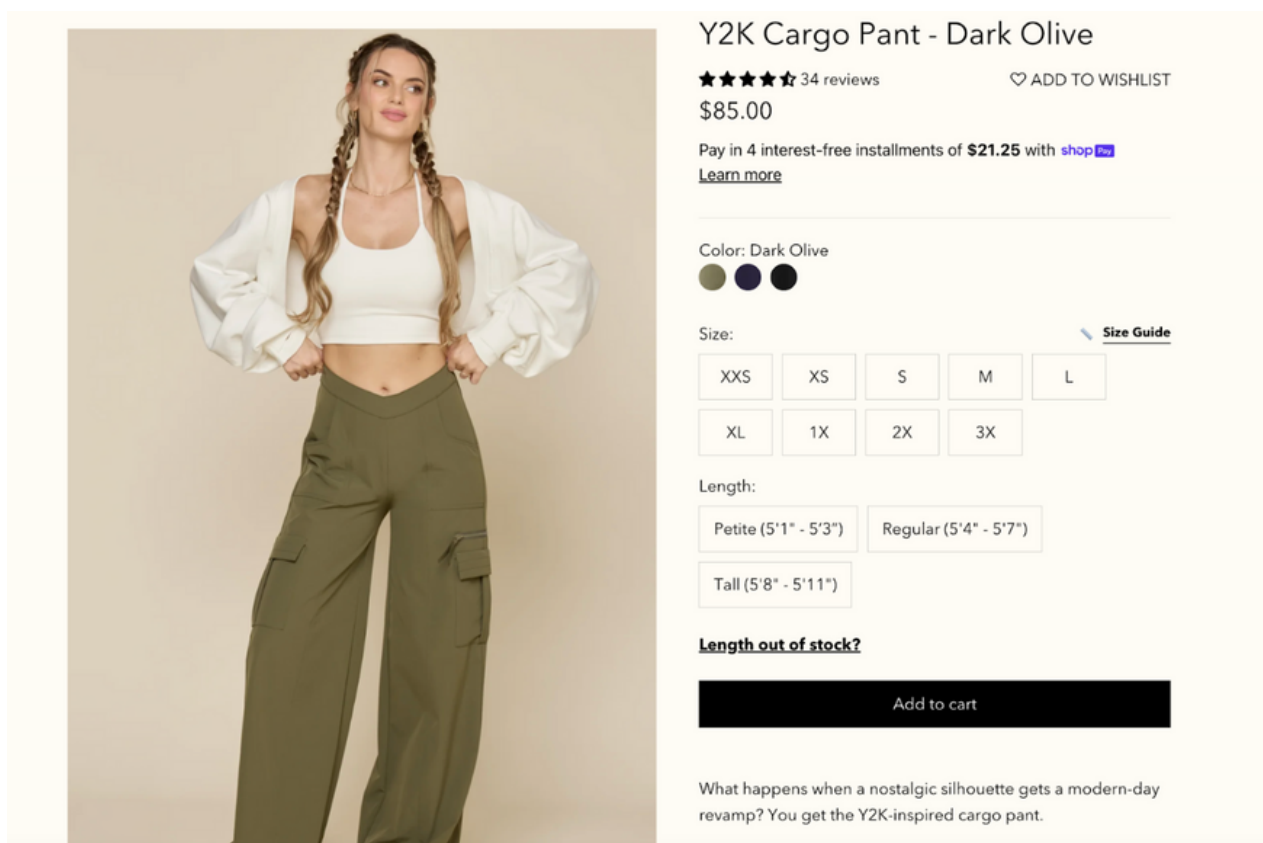
Another common point of friction is flickering menus that open and close immediately as participants hover over the menu. This results in accidental clicks, missed categories, and a whole lot of frustration. To fix this, make sure to introduce a short hover delay. This way, your navigation feels stable, predictable, and human-friendly.



Tell a story on product pages

Good product pages tell a story. Use lifestyle imagery that shows the product being used, not just on a white background. Include rich, descriptive copy that goes beyond “100% cotton.” What does it feel like? When would someone wear it? Why does it matter? Add styling tips, model measurements, or complementary pieces to help people see themselves in it.

Context creates confidence. Emotion drives action. When shoppers connect with a product on a personal level, it stops being “a shirt” and starts being their next favorite shirt. In this example from POPFLEX, you can see how they go beyond the standard description and tell a story.



Popflex - www.popflexactive.com

8

Add trust signals early and often

Trust is crucial for every ecommerce business, and fashion merchants are no exception. To achieve this, make sure to have clear shipping information and a return policy and display secure payment badges upfront.

Another way to instill trust is by displaying real reviews and user-generated content (UGC). Shoppers trust other shoppers way more than they trust you. Consider incorporating customer reviews and UGC on your product pages to boost customer confidence and get them closer to the “add to cart button.”

9

Streamline the checkout flow and offer guest checkout

The checkout process is the last step in the path to purchase, and the moment when all the efforts pay off. However, it can often turn out to be a stumbling block. Too long and complicated checkout process is one of the five most common reasons for cart abandonment.

To overcome this challenge, make sure to reduce steps, auto-fill wherever possible, and show a clear progress indicator so shoppers know where they are (and how close they are to being done). Moreover, supporting digital wallets like Apple Pay and Shop Pay can help customers save time and thus be more willing to finish the process.

Another best practice is to let users buy without creating an account, then offer sign-up post-purchase. The requirement for account creation is the fourth most common reason for cart abandonment. If you want customers to make an account, make sure to offer an incentive. According to [Baymard](#), 57% of sites don't provide compelling benefits for creating an account at their site, which is why they struggle with a low number of accounts created.

10

Add trust signals early and often

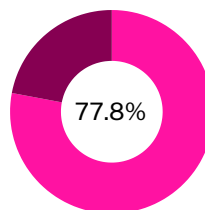
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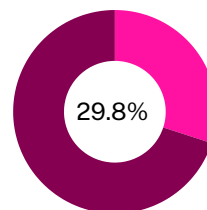
Offer a wishlist and back-in-stock alerts

Imagine a customer who finds the perfect leather jacket after filtering by size, color, and style. The customer is hyped and ready to click “add to cart,” but the item is out of stock in their size. Instant disappointment.

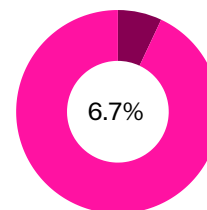
By adding a back-in-stock alert, you can capture real intent. When that jacket is back in stock, you can automatically reach out to the customer with a hyper-relevant, personal nudge, turning frustration into a second chance.



Average Revenue Increase



Higher conversion rate on average.



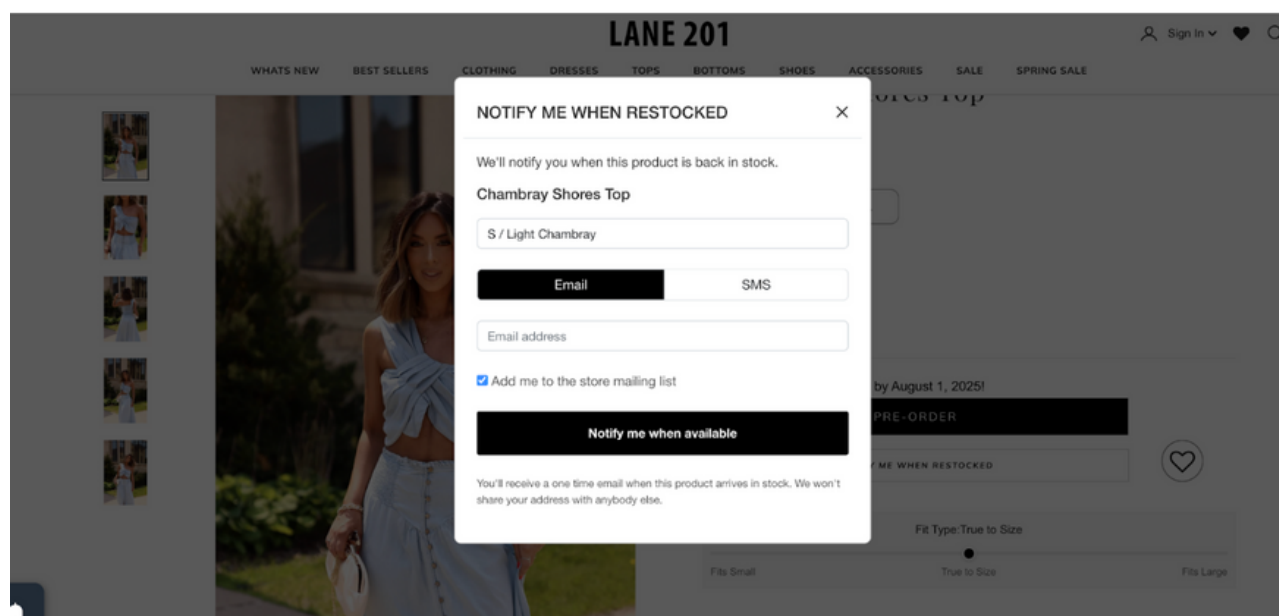
Higher AOV



“Every Wishlist, Back in Stock alert, or Save for Later action captures real, measurable intent. For fashion and apparel brands, this intent translates into action. Shoppers often wishlist items while exploring full looks, save their favorites during drop cycles, or wait for restocks in their exact size or preferred color.”

- Archana Govindachari, Customer Experience Lead at Swym

Lane 201 allows customers to add products to their wishlist from any page they are browsing on. They can also pick their size and color preferences while adding a product to their wishlist, making their experience much more tailored. Moreover, Lane 201 added back-in-stock alerts to collect intent and notify customers once the product is available for purchase.



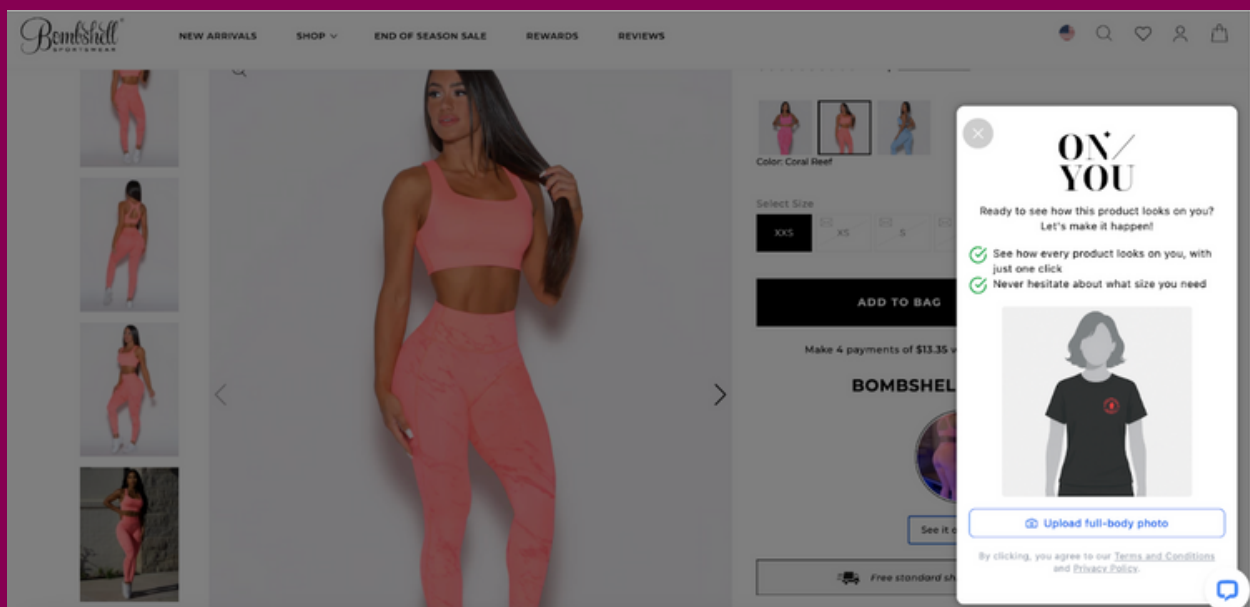
12

Personalize the experience

We live in a mecommerce world. Customers expect personalized shopping experiences. Real personalization is about relevance. When done right, personalization feels like a great store associate — it remembers what you like and makes thoughtful suggestions.

Another way to remove friction from the experience is to recommend products based on what someone's actually browsed, added to cart, or bought, not just what's trending. And when it comes to personalization, you can always go the extra mile.

Bombshell Sportswear offers customers the possibility to see how a product looks on them by uploading a photo. This way, customers are sure that they are making the right choice when it comes to the size and option they select, and Bombshell Sportswear gets more sales — a win-win.



Bombshell - www.bombshellsportswear.com

13

Use clear, action-oriented CTAs

Shoppers shouldn't have to decode what "Explore Options" or "Proceed" means. Be blunt. Be clear. Good CTAs tell people exactly what will happen when they click — "Add to Bag," "Get My Size," "Check Availability," "Complete Purchase." There's no room for mystery in a high-converting funnel.

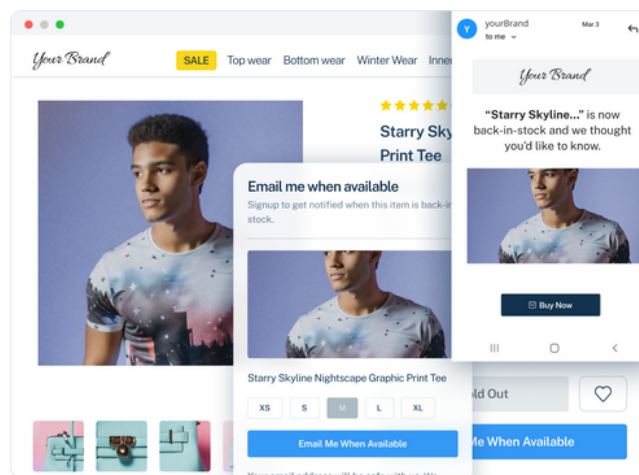
Also, placement matters. CTAs should live where users actually need them: right under the product title, after the size selection, or at key moments in checkout. And don't forget, CTAs should stand out. Use bold colors, readable text, and enough spacing to make the button feel tappable, especially on mobile. Clear, well-placed CTAs reduce hesitation and drive action.

14

Be transparent about costs

Nothing tanks trust faster than getting hit with unexpected fees at checkout. One minute your customer's ready to buy, the next they're rage-closing the tab because shipping, taxes, and mystery charges magically appeared at the last second.

To prevent this, show total pricing as early as possible, including shipping, taxes, and any extra fees. If something depends on location or cart total, give a clear estimate or let users calculate costs ahead of time.



[Image source](#)

15

Boost sales with highly targeted campaigns

Supercharge your marketing with laser-focused campaigns driven by rich low-funnel data. Use browsing behavior, purchase history, wishlists, and cart activity to build laser-focused campaigns that matter to the person receiving them. Someone saved a sold-out dress in size M? Hit them with a "Back in Stock" alert the second it lands. Another shopper saved a bag on their wishlist? Notify them once the price drops.

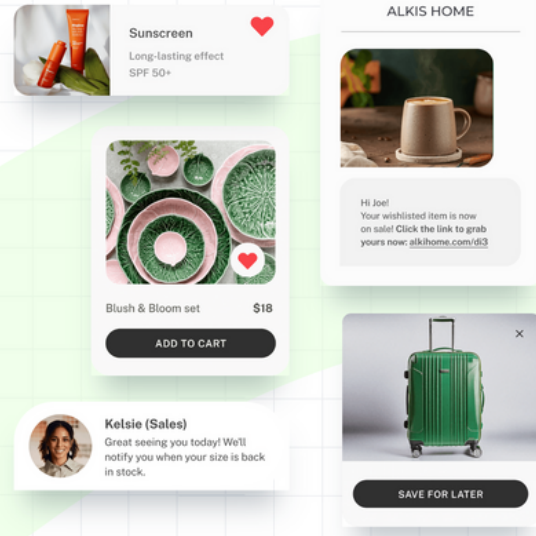
The best part: You can automate these triggers via email, push, or SMS, and create highly targeted campaigns without the heavy lifting. When campaigns are timely, relevant, and feel personal, they drive purchases.

Engage shoppers. Improve Conversions. Maximize Sales.

Delight shoppers with interactive features they love that generate rich, permission-based data. Bring them back to a personalized experience with hyper-relevant campaigns.

[Get Started →](#)[Schedule a Demo →](#)

Over 1.3K 5 star reviews



About swym

Founded in 2012, Swym is a shopper engagement platform for eCommerce merchants.

There are over a million ecommerce stores that run on turnkey platforms like Shopify, BigCommerce, and Magento today. These platforms make it easy to get up and running quickly, but they deliver a generic shopping experience and lack advanced marketing and personalization functionality out of the box.

That's where we come in.

We make it easy for merchants to adapt the shopping experience on their websites to solve their unique challenges and workflows. They leverage our platform to allow shoppers to pick up where they left off, collaborate with others throughout their shopping journey, and deploy high-performance retargeting campaigns.

Your customers deserve the best — and we're here to help you deliver it. Let's build the ultimate online fashion shopping experience together and boost your bottom line.

BFCM Fashion Ecommerce Readiness Checklist



Now that you know the best practices around optimized CX for your apparel brand, the next step is to take action before the holidays to ensure you're on track to deliver a top-notch shopping experience well before the hectic shopping season begins.

The checklist below will help you get a solid grasp on your online store's pre-holiday readiness and help ensure you're positioned to drive maximum conversions and sales in Q4.

Discovery - Capture Intent

- ☐ Add "Add to Wishlist" buttons on all product grids
- ☐ Feature "Most Wishlisted" sections prominently
- ☐ Show wishlist count as social proof on popular items
- ☐ Enable wishlist functionality from category pages
- ☐ Add wishlist status indicators in search results

Consideration - Build on Intent

- ☐ Show "X people have this wishlisted" social proof
- ☐ Automatically enable back-in-stock alerts for out-of-stock wishlisted items
- ☐ Allow size/color preferences in wishlist saves
- ☐ Create "Complete Your Wishlisted Look" product bundles
- ☐ Display reviews from customers who previously wishlisted items

Pink Friday Readiness

- ☐ Highlight Pink Friday offers prominently on your homepage and emails
- ☐ Leverage Boutique Hub + Pink Friday branding to reinforce the 'shop small' message

Purchase - Convert Wishlists to Sales

- ☐ Add "Move All to Cart" option for entire wishlists
- ☐ Show low stock alerts for wishlisted items
- ☐ Send price drop notifications for wishlist items
- ☐ Create wishlist-based bundle discounts
- ☐ Enable one-click purchasing from wishlists

Technical Setup

- ☐ Ensure wishlist sync across all devices
- ☐ Make wishlist buttons easily tappable on mobile
- ☐ Allow guest wishlist migration to account
- ☐ Optimize wishlist page load times
- ☐ Enable shareable wishlist links

Automated Campaigns

- ☐ Set up abandoned wishlist recovery emails
- ☐ Create back-in-stock alert notifications
- ☐ Send weekly wishlist reminder emails
- ☐ Automate price drop notifications
- ☐ Create seasonal wishlist conversion campaigns

BFCM Strategy

- ☐ Launch "Build Your BFCM Wishlist" campaign 2 weeks before
- ☐ Send immediate notifications when wishlisted items go on sale
- ☐ Create exclusive wishlist member flash sales
- ☐ Enable wishlist-based early access to deals
- ☐ Send real-time stock alerts for popular wishlisted items

Key Metrics to Track

- ☐ Wishlist-to-cart conversion rate
- ☐ Back-in-stock alert conversion rate
- ☐ AOV increase from wishlist users
- ☐ Overall conversion rate improvement

This Pink Friday, powered by The Boutique Hub, we're proud to support independent boutiques everywhere. Together, we can turn shopper intent into holiday wins



www.getswym.com

