Australiaâ€™s favourite online retailers announced

26-07-2019

After a nationwide search and a month of consumer voting, the winners of the Australia Post Online Retail Industry Awards (ORIAS) Peopleâ€™s Choice 2019 have been announced.

Kogan.com has once again been crowned Australia's favourite large online retailer, while Riff Raff & Co has taken out the prize for Australia's favourite small online retailer. This year more than a quarter of a million Australians cast a vote in the hotly contested ORIAS People's Choice Awards, the only ORIAS to be chosen by consumers.

Daniel Beahan, Director of Logistics & Customer Care, Kogan, credited their win with a customer-led approach.

"There is no vote more important than our customers', so it is an absolute honour to be voted Australia's favourite online retailer. Our customers drive every decision in our business and we are constantly working to deliver better value and customer experience - it's what makes us jump out of bed in the morning, and drives our team to continually innovate."

Emma Kruger, CEO and Founder of Riff Raff, is equally honoured to join such an esteemed alumnus of ORIAS winners.

"We're so thrilled and privileged to receive this award, one that we put down to our passion around customer experience. We're obsessed with our customers, and we hope they're equally obsessed with us."

Australia Post Executive General Manager, Business and Government, Gary Starr said more than 1350 online retailers were in the draw for this year's ORIAS People's Choice Awards, a threefold increase since the awards started.

"We are proud to once again acknowledge and support Australia's eCommerce market leaders," Mr Starr said.

Mr Starr said the high calibre of entries proved exemplary customer experience will always be noted and rewarded, and congratulated the winners on their loyalty and commitment to their customers.

"These awards provide a platform for hardworking Australian online retailers to be acknowledged. Australia Post supports online business, large and small, and we will continue to help them deliver outstanding customer service."

The 2019 winners join previous ORIAS People's Choice Awards winners Catch.com.au (large online retailer) and Koh and Beserk (small online retail winners).

Source: Australia Post

CLASSIFICATION: CORPORATE | WWW.IPC.BE © 2026