

Top 10 consumer electronics retailers

Top 10 Online Stores for Consumer Electronics Brands (2023)

Several tech makers that sell directly to customers--Apple, Dell, Logitech, and HP--fill out the top 10. Amazon also made that list; it ties for overall satisfaction with the technology-only ...

In 2023, amazon was the leading consumer electronics e-commerce retailer in the United States, with e-commerce net sales of almost 37 billion U.S. dollars, followed by apple with 25.8...

In 2023, the top five online stores in the U.S. Consumer Electronics market are amazon , apple , walmart , bestbuy , and dell . amazon leads this market with revenues of US\$36,939.2 million in 2023. Followed by apple with sales of US\$25,857.1 million and then walmart with sales of US\$5,844.2 million. Together, the top ...

In today's tech-saturated world, you have more options than ever when it comes to buying the electronics you need. Whether you're shopping for a new smartphone, a graphics card for your PC, or even just a set of batteries for your TV remote, the range of available retailers is vast. You can order online from the comfort of your home, visit a local big box store, or even buy directly from the manufacturer's website. Each option has its own perks. But with so many choices, how do you decide where to shop? Which retailer offers the best overall experience, whether online or in-person?

Last year, we set out to answer those questions with our first-ever Readers' Choice survey for Retailers. We asked thousands of PCMag readers to share the stores they buy electronics from and rate them on a wide range of qualitative measures, including things like prices, product availability, payment options, shipping, and even the quality of the onsite product descriptions and images. The result was a definitive, data-backed ranking of the best tech retailers in the US.

This year, 34 retailers qualify for inclusion in our results. The following charts break down the ratings for online, brick-and-mortar, and hybrid retailers (ie, companies that run online and physical stores). We also take things a step further this year by comparing different store types, including mobile carriers, tech manufacturers with retail chains, and big box/warehouse stores.

In other words, next time you go shopping for anything electronic, these are the outlets you should head to first.

For 2024, we introduced a key change to the survey: instead of giving stores a single overall satisfaction score, they now receive separate scores for their online and in-person experiences. We combine these ratings for retailers that meet our survey threshold in both categories and give the score a weight based on the number of

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responses it received for online versus offline shopping. This methodology helps us get a more accurate picture of the companies that excel at both online and in-person retail.

Using the aforementioned scoring system, Micro Center earns the highest combined satisfaction score for both online and physical store experiences, and thereby secures our Readers' Choice Award. Although the company has a limited number of brick-and-mortar locations, customers who visit those stores or shop via microcenter are overwhelmingly satisfied.

(Note: Click the down, left, and right arrows in our interactive charts to view different elements of our survey results.)

However, Micro Center's victory isn't a landslide. Costco comes in a close second in both overall satisfaction and likelihood to recommend, which is definitely worth keeping in mind if you prefer to shop in person. There might not be a Micro Center store near where you live, but there's more likely a Costco within driving distance.

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