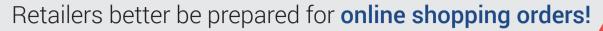
Shoppers to Retailers: How To Make Our Holidays Happy in 2018









plan to purchase half or more of their gifts from **Amazon.com**

how much?



Consumers expect correct and on-time delivery during the holidays!



87% have higher expectations for accurate, on-time deliveries during the holidays than any other time





48% expect to receive purchases within 2 days using standard shipping



72% will abandon the retailer online if package does not arrive within 2 days of promised delivery date

or lose a customer.



26% will abandon the retailer altogether if they receive a single incorrect item due to retailer error

Consumers want to be heard! Protect your brand!

78% of consumers will share their negative shopping experiences online



Voxware, a leading provider of cloud-based voice and analytic supply chain solutions, polled 500 consumers about their holiday shopping habits and expectations in the biennial Voxware Holiday Survey.