

# COMMUNITY SERVICE PROJECT

ON

## A STUDY ON ONLINE PURCHASES

Submitted By

GONNA KRISHNA

ID NO : 120130803059

Under the Supervision Of

Smt. K.INDIRA

Assistant professor



DEPARTMENT OF COMMERCE

Mrs. A. V. N. DEGREE COLLEGE, VISAKHAPATNAM

Mrs . A . V . N . DEGREE COLLEGE, VISAKHAPATNAM  
DEPARTMENT OF COMMERCE



**DECLARATION**

I declared that this community service project entitled **Online Purchases** has been carried out by me and work, or part thereof, has not been submitted for the Award of any degree of project or any other college

*G. Krishna*

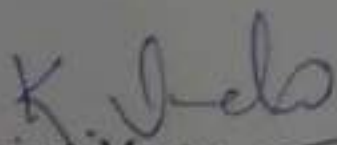
**GONNA KRISHNA**  
3rd B. Com ( EM )  
**Signature of the student**

**Mrs . A . V . N . DEGREE COLLEGE ,VISAKHAPATNAM**  
**DEPARTMENT OF COMMERCE**



**CERTIFICATE**

This is to certify that the community service project entitled **Online Purchases**  
a confide record of project work done by **GONNA KRISHNA**  
(IdNO.120130803059)  
in the department of commerce, **Mrs. A. V. N. DEGREE COLLEGE ,**  
Visakhapatnam 530001.

  
Project Mentor,


**Smt.K.INDIRA**  
Assistant professor,  
**Mrs. A. V. N. DEGREE COLLEGE,**  
Visakhapatnam 530001

**Singture of the mentor**



# **Program Book**

## **Community Service Project**



**AP STATE COUNCIL OF HIGHER  
EDUCATION**

(A STATUTORY BODY OF GOVERNMENT OF ANDHRA PRADESH)

# Program Book for Community Service Project

Name of the Student: GONNA KRISHNA

Name of the College: Mrs. A.V.N. DEGREE COLLEGE

Registration Number: 120130803059

Period of CSP: 1 month From: 09/10/22 To: 19/11/22

Name & Address of the Community/Habitation: Block NO: 10, T 1 B

Jnnuram Houses, Saikanth Nagar

Aailova, Visakhapatnam,

Andhra Pradesh.

Pin Code :- 530040.

# Community Service Project Report

Submitted in accordance with the requirement for the degree of B.Com

Name of the College: Mrs. A.V.N. Degree College

Department: B.Com

Name of the Faculty Guide: Smt. K INDIRA

Duration of the CSP: From 21/11/22 To 19/11/22

Name of the Student: GONNA KRISHNA

Programme of Study Community Service Project on online Purchasing

Year of Study: 3<sup>rd</sup> year B.Com [2020 - 2023]

Register Number: 120150803059

Date of Submission:

## Student's Declaration

I, Ganma Krishna a student of CSP Program, Reg. No. 120130803059 of the Department of B.Com, Mrs. A.V.N. College do hereby declare that I have completed the mandatory community service from 09/10/22 to 19/11/22 in Azilota (Name of the Community/Habitation) under the Faculty Guidship of Smt. K. Indira (Name of the Faculty Guide), Department of Commerce in Mrs. A.V.N. Degree College

G. Krishna

(Signature and Date)

### Endorsements

K. Indira  
Faculty Guide 23/11/22

[Signature]  
Head of the Department 23/11/22

[Signature]  
Principal

PRINCIPAL  
MRS. A.V.N. COLLEGE  
VISA KHAPATNAM

## Certificate from Official of the Community

This is to certify that GOMNA KRISHNA (Name of the Community Service Volunteer) Reg. No. 120130803059 of Mrs. A.V.N. Degee (Name of the College) underwent community service in Aarilova (Name of the Community) from Aarilova to Purnamarket.

The overall performance of the Community Service Volunteer during his/her community service is found to be Good (Satisfactory/Good).

Authorized Signatory with Date and Seal





## Instructions to Students for Community Service Project

Please read the detailed Guidelines on Community Service Project hosted on the website of AP State Council of Higher Education <https://apsche.ap.gov.in>

### Link:

<https://apsche.ap.gov.in/Pdf/Guidelines%20for%20the%20OJT%20Internship%20Community%20Service%20Project.pdf>

1. It is mandatory for all the students to complete 2 months (180 hours) of Community Service Project as a part of the 10-month mandatory internship/on the job training.
2. Consider yourself as a committed volunteer in the community, you work with.
3. Every student should identify the village/community/habitation for Community Service Project (CSP) in consultation with the College Principal/the authorized person nominated by the Principal.
4. Report to the community/habitation as per the schedule given by the College. You must make your own arrangements of transportation to reach the community/habitation.
5. You will be assigned with a Faculty Guide from your College. He/She will be creating a WhatsApp group with your fellow volunteers. Post your daily activity done and/or any difficulty you encounter during the programme.
6. You should maintain punctuality in attending the CSP. Daily attendance is compulsory.
7. You are expected to learn about the community/habitation and their problems.
8. Know the leaders and the officials of the community/habitation.
9. While in project, always wear your College Identity Card.
10. If your College has a prescribed dress as uniform, wear the uniform daily.
11. Identify at least five learning objectives in consultation with your Faculty Guide. These learning objectives can address:
  - Information about the community, including the realities and problems of the society.
  - Need for creating awareness on socially relevant aspects/programs.
  - Acquiring specific Life Skills.
  - Learning areas of application of knowledge and technologies related to your discipline.
  - Identifying developmental needs of the community/habitation.

12. Practice professional communication skills with team members, and with the leaders and officials of the community. This includes expressing thoughts and ideas effectively through oral, written, and non-verbal communication, and utilizing listening skills.
13. **Be regular in filling up your Program Book. It shall be filled up in your own handwriting. Add additional sheets wherever necessary.**
14. At the end of Community Service Project, you shall be evaluated by the person in-charge of the community/habitation to whom you report to.
15. There shall also be evaluation at the end of the community service by the Faculty Guide and the Principal.
16. Do not indulge in any political activities.
17. Ensure that you do not cause any disturbance to the inhabitants or households during your interaction or collection of data.
18. Be cordial but not too intimate with the persons you come across during your service activities.
19. You should understand that during this activity, you are the ambassador of your College, and your behavior during the community service programme is of utmost importance.
20. If you are involved in any discipline related issues, you will be withdrawn from the programme immediately and disciplinary action shall be initiated.
21. Do not forget to keep up your family pride and prestige of your College.
22. Remember that you are rendering valuable service to the society and your role in the community development will become part of the history of the community.

## ACKNOWLEDGEMENTS

The satisfaction that accompanies the successful completion of any work would be incomplete without mentioning the people who made it possible and whose encouragement and guidance has been a source of inspiration throughout the course of the project.

We are thankful to the Sanctum Mrs. A.V.N. Degree college Visakhapatnam, for giving us the opportunity to fulfill our aspirations. We are taking the opportunity to express our heartfelt thanks to our beloved principal Mr. Simhadri Naidu for their kind support in doing this project.

We are privileged to express my sincere honorable gratitude to Mr. H.I. Prasanna Kumar Head of the department, Dept of Bachelor of Commerce for giving his continuous support and guidance in our endeavors.

Am privileged to express my sincere gratitude to Smt. K. Indira Menon, Assistant professor in Commerce & for giving his continuous support and guidance in our project.

G. Kaishna.

Signature of the Student

## CHAPTER 1: EXECUTIVE SUMMARY

The community service report shall have only a one-page executive summary. It shall include a brief description of the Community and summary of all the activities done by the student in CSP and five or more learning objectives and outcomes.

Community programs can expand the opportunities for youth to acquire personal and social assets and the experience the broad range of features of positive developmental settings.

The activities I performed in the community service are that I had made a small survey in our community and I have selected the topic of "online purchasers" so, the different types of behaviours of consumers in online shopping were noticed.

- Some people were interested in quality of the commodities.
- And some people were interested in price more than quality of the commodity.
- There were some people, who want the best price and also the best quality of the commodity.
- Most of the people were choosing online shopping very frequently because of easy payment, time saving, good models in online etc, are the reasons of online purchases.

## CHAPTER 2: OVERVIEW OF THE COMMUNITY

- About the Community/Village/Habitation including historical profile of the community/habitation, community diversity, traditions, ethics and values.
- Brief note on Socio-Economic conditions of the Community/Habitation.

The place where I done my project is in Barilowa. Most of the people in this area were middle class living families. And also some are rich and poor families. So in my survey on the topic of online purchases, I had noticed the behaviour of consumers, each person is differed from another person.

In my community, most of the middle-class families were living. There online purchases are taken by the middle class families and also rich families. But whereas, poor people were not using the online transactions for online shopping due to unaware of technology and no financial support.


So, most of the time, I spent to my survey because, when I visited poor people houses there are no answers for my questions. But the only answer is that they are unaware of technology for, no financial support to enter into online shopping.

### CHAPTER 3: COMMUNITY SERVICE PART

Description of the Activities undertaken in the Community during the Community Service Project. This part could end by reflecting on what kind of values, life skills, and technical skills the student acquired.

In my community service part, most of the people preferred to quality commodities and few were preferred to price of the commodity than the quality of the commodity. And the people who are choosing prices of commodities are most of the middle class families and the people who are choosing the quality as first priority than the price of the commodities are most of the rich families. And comparing to middle class families, rich families were shopping online very frequently. Due to suffice works, as being employees and other professional works coming to middle class families, they were choosing online shopping once for once or twice in a month. Also, more commodities were being purchased by rich families comparing to middle class families.

### ACTIVITY LOG FOR THE FIRST WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	I visited to my area for community service project and the people I visited responded greatly.	I learnt interaction and communicating with others.	
Day - 2	Some of the people didn't respond due to their office work, but few people were responded both.	I learnt the skills of preparation of documentation.	14. Jan 2021
Day - 3	Today, one of the family member asked me about CSP very briefly and then he responded.	I learnt the way of explanation about a topic clearly.	D. Parthasarathy
Day - 4	People rejected for answering to my survey so I visited to another house and responded.	I learnt to be with patience.	G. H. Prasad
Day - 5	Today, I visited another colony in Aarilova and a family responded to CSP very fairly.	I learnt to speak fairly with others.	J. Manjunath
Day - 6	Two houses were rejected my survey and the 3rd house responded to me somewhat better.	I learnt to be strong when I got rejections.	D. Ganesh

## WEEKLY REPORT

WEEK - 1 (From Dt. 09/10/22 to Dt. 14/10/22)

### Objective of the Activity Done:

Price, Quality on online purchases

### Detailed Report:

I visited to my area for community service project and the people I visited responded greatly.

Some of the people didn't respond due to their office work, but few people were responded better.

Today, one of the family member asked me about "CSP" very briefly and then he answered to my questions.

People rejected for answering to my survey questions. So, I visited to another house, and responded.

Also, I visited another colony in Sarilova, and a family responded to

Community service project very fairly.

Two houses were rejected my survey and the 5<sup>th</sup> house responded to me somewhat better and finally I had completed my first week survey project.



## ACTIVITY LOG FOR THE SECOND WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Today, one of the family member, asked me about CSP very briefly and then he responded	I learnt to give proper explanation to others.	K. Sathya
Day - 2	So many houses rejected for answering to my survey and finally one house responded.	I learnt to be loyal from the responded house.	G. Madhu
Day - 3	I visited more than in members in a family to get the accurate answers.	I brought the large matter to ask the data.	A. Jagendra
Day - 4	Many of families rejected, last but not the least one was responded	I came to know the problems very clearly	N. Dinesh
Day - 5	They were not interested in online shopping and interested in offline shopping.	More usage of technology is danger.	N. Ganesh
Day - 6	Today, one of family has responded with great loyalty.	I learned the skills of convincing others.	K. Ramu

## WEEKLY REPORT

WEEK - 2 (From Dt. 15/10/22 to Dt. 20/10/22)

### Objective of the Activity Done:

Consumer's satisfaction on shopping

### Detailed Report:

Today, one of the family member asked me about community service project very briefly and then he responded.

So, many houses rejected for answering to my survey and finally one house responded.

I visited more than 4 members in a family to get the more accurate answers.

Many of families rejected my survey, finally last but not the least one was responded.

And few families were not interested in offline shopping and only interested in online shopping due to its benefits. And one of family has responded with great loyalty and answered very fairly on each and every question in my community service project, on the topic of online purchases of consumer's behaviour while doing online shopping.

Some more families were not interested in online shopping, the reason was they can offline shopping, the reason was they can see their offline purchases and can get satisfied by their offline purchases. These are the activities done in my 2nd week survey.

## ACTIVITY LOG FOR THE SECOND WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	I visited more than 5 members in a family to get accurate answers.	Trying hard you're getting accurate answers.	K. Satish
Day - 2	They were interested only in online shopping and not interested in offline shopping.	I learnt the benefits of facilities provided by the technology.	G. Kiran
Day - 3	To day, one of the family has responded to me with great care.	I learnt the loyalty given by their family.	T. Pavan
Day - 4	Most of the house does not respond, but finally one has responded with great honour.	Showing my gratitude towards them for showing their care.	U. Ramu
Day - 5	Today, only one member has responded, that too without interest for answering to me.	Thanking to him for his responding even with interest.	P. Binitha
Day - 6	I visited to a new colony again in aarilava one of the family responded well.	I liked their concern shown to me and to my hand work.	A. Vani

## WEEKLY REPORT

WEEK - 3 (From Dt. 21/10/22 to Dt. 26/10/22)

Objective of the Activity Done:

Reasons for Online Shopping




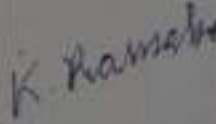
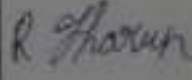
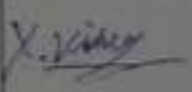
Detailed Report:

In this 3<sup>rd</sup> week, I visited more than 5 members in a family, in a house to get more accurate answers for my Community service project survey on the topic of consumer's behavior on online purchases. And one of the family is only is interested in online shopping. one of the family has responded with great attention and not interested the house doesn't and care. Most of one house has responded with great honor.

And in this 3<sup>rd</sup> week, on the day 5, only one member has responded, that too without interest for answering to me and that person's behaviour is some-what different, and he is moving very hurriedly for something emergency. In that emergency situation also, he answered to me, so I was satisfied for his attention towards me.

And finally, on day six, I entered a new colony and in that colony most of the houses were responded well.

## ACTIVITY LOG FOR THE FOURTH WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	They were interested only in online shopping and not interested in offline shopping.	I learnt the benefits of facilities provided by the technology.	
Day - 2	Today only one member responded that do without interest for answering to my questions.	Thanking do him for show my career towards me.	
Day - 3	Many of families rejected but finally one house has great respond.	I came to know the problems very clearly.	
Day - 4	They were not interested in online shopping and interested in offline.	More usage of technology is danger.	
Day - 5	Today, one of family asked briefly about CSP and then responded to my questions.	I learnt the way of explanation about a topic clearly.	
Day - 6	3 houses were rejected my survey and finally one house has a great respond towards me.	I learnt to be strong, when I got rejections.	

## WEEKLY REPORT

WEEK - 4 (From Dt. 27/10/22 to Dt. 11/11/22)

### Objective of the Activity Done:

Frequent Purchase on Online

### Detailed Report:

In this week - 4, I had prepared a few questions on online purchases which are related to online purchases, such as the number of times that people are doing online shopping.

So, after my completion of asking my actual questions which are there in my questionnaire, then I had asked about the frequent purchase on online.

In this week - 4, on day 1, they were interested only in online shopping and not interested in offline shopping.

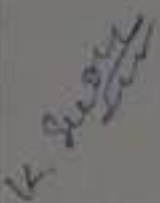
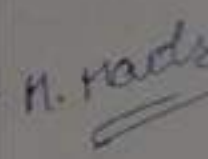


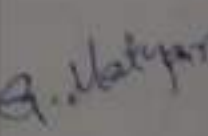
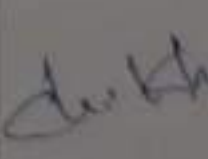
On day 2, only one member has responded that too without interest for answering to my questions.

On day 3, many has not responded but finally one family has a great response.

On day 4, they were not interested in online shopping and only interested in offline shopping.

On day 5 and 6, some are not responded and some are briefly asked about "CSP" and then had a great response.

**ACTIVITY LOG FOR THE FIFTH WEEK**

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Some people in a family didn't responded due to office work and one has responded greatly	I understood the urgency of their work	
Day - 2	Today, I visited another new colony in my area and every one has responded greatly.	I'm honoured to their loyalty towards me.	
Day - 3	I visited more than 10 members in a family for accurate answers.	I brought the large matter to ask the data.	
Day - 4	Today, everyone in a family has responded with great care	I learnt the loyalty given by their family	
Day - 5	Everyone in a family answered me very urgently because they were going outside	showed my gratitude towards them, for their attention	
Day - 6	To day, no one in a family was using online shopping	I learnt to avoid business for visiting shops outside	

## WEEKLY REPORT

WEEK - 5 (From Dt. 12/11/22 to Dt. 18/11/22)

### Objective of the Activity Done:

Note Quality Products on online

### Detailed Report:

In this week 5, I had created

some more questions on the topic of quality products on online. But before this, I had completed my actual survey question in community service project

On Day 1, some people in a family didn't respond due to office work and one has responded greatly.

On Day 2, I visited another colony in my community area, and everyone has responded greatly with answering fairly.

On Day 3, I visited more than 4 members in a family, for getting accurate answers.

On Day 4, Every one in a family has responded with great loyalty and care and gave fair answers.

On Day 5, Every one in a family answered me very urgently because they were going outside.

And final day of the survey on day 6, they answered me that, no one in their family was using online shopping but they were educated family only.



## CHAPTER 5: OUTCOMES DESCRIPTION

Details of the Socio-Economic Survey of the Village/Habitation. Attach the questionnaire prepared for the survey.

My survey was done on each and every house for project purpose some are too lower in their earnings and some are too rich and well-settled and some are middle-class families. Some families are not having the televisions also.

They are too poor and can't live like everyone - so far. They are not having sufficient food and money to survive like others.

So, these kind of families didn't answered to my questions for community service project.

Because, they don't even know how to use mobile phones also, and my topic is on online purchases. So they don't know about this particular topic.

These are the details, which I was noticed in my area, which I went for community service project.

## Describe the problems you have identified in the community

I faced so many problems in my surrounding areas.

I faced how to develop and make to develop my creologies.

Meeting with people and knowing their poor financial status.

Meeting all the senior citizens in my community area, to know the accurate problems that they were facing and I doo faced many problems, because many of the citizens were not answering too my questions.

Meeting with all the individuals that too personally, made me to face lot of troubles in my area.

thing television problems in community and habitation in the problem in my area were facing.

They are asking money to service for atleast maintenance.

They can't able to purchase minimum electronic gadgets. So, these are the problems the people are having in my area and do know these all I doo faced many problems and struggled.

Short-term and long term action plan for possible solutions for the problems identified and that could be recommended to the concerned authorities for implementation.

### SHORT-TERM ACTION PLANS :-

- ① Every family should be provided awareness on benefits of online shopping.
- ② Every family should change their ideology and behaviour on the product occurring through online.
- ③ Every family should be facilitated with the source of online transactions and online shoppings frequently.
- ④ There were many uneducated families in my community area so they must be educated. Then they will automatically come to know about the benefits of online shopping and online transactions and also they will come to know about the usage of online shopping.

### LONG-TERM ACTION PLANS:-

- ① There should be separate course on life skills.
- ② There should be separate course on personality development.
- ③ Every family should have to be involved in small-scale industries, and they must be aware of it.

**Description of the Community awareness programme/s conducted w.r.t the problems and their outcomes.**

I learned to many classes in the program of community service conducted by my college management.

I learned to give proper explanation on particular to give topic to others.

I learned the way of interacting with others and communicating and get to know the problems they were facing.

I learned the way of preparation of documentation on the problems of people.

I learned to be stay with patience, when others are not answering to my community service project questions.

I learned to speak straight for word and fairly with other people.

I learned to be stay strong, when I got objections to answer for my community service project questions.

I learned to store more data and large matter to ask for other people in my community service project.

I got the feedback from my community area people, that usage of more technology is danger and not at all good, and also it makes the people becoming laziness.

## Student Self-Evaluation for the Community Service Project

Student Name: GONNA KRISHNA

Registration No: 120130808059

Period of CSP: From: 9/10/22 To: 19/11/2022

Date of Evaluation:

Name of the Person in-charge:

Address with mobile number: B.NO.10-T13 Innam Houses, Adilova, U.S.P

Please rate your performance in the following areas:

Rating Scale: 1 is lowest and 5 is highest rank

1) Oral communication	1	2	3 ✓	4	5
2) Written communication	1	2	3	4 ✓	5
3) Proactiveness	1	2	3	4 ✓	5
4) Interaction ability with community	1	2	3	4	5 ✓
5) Positive Attitude	1	2	3	4 ✓	5
6) Self-confidence	1	2	3	4	5 ✓
7) Ability to learn	1	2	3 ✓	4	5
8) Work Plan and organization	1	2	3	4 ✓	5
9) Professionalism	1	2	3	4 ✓	5
10) Creativity	1	2	3	4	5 ✓
11) Quality of work done	1	2	3	4 ✓	5
12) Time Management	1	2	3	4	5 ✓
13) Understanding the Community	1	2	3	4	5 ✓
14) Achievement of Desired Outcomes	1	2	3	4	5 ✓
15) OVERALL PERFORMANCE	1	2	3	4	5 ✓

Date:

Signature of the Student

## Evaluation by the Person in-charge in the Community/Habitation

Student Name: *GOUNNA KRISHNA*

Registration No: *120130803059*

Period of CSP: From: *9/10/22* To: *19/11/22*

Date of Evaluation:

Name of the Person in-charge:

Address with mobile number: *B.NO. 10-T13, Jnnuram Houses, Axilova, U.S.P*

Please rate the student's performance in the following areas:

Please note that your evaluation shall be done independent of the Student's self-evaluation

Rating Scale: 1 is lowest and 5 is highest rank

1) Oral communication	1	2	3	4 ✓	5
2) Written communication	1	2	3	4	5 ✓
3) Proactiveness	1	2	3	4 ✓	5
4) Interaction ability with community	1	2	3	4	5 ✓
5) Positive Attitude	1	2	3	4	5 ✓
6) Self-confidence	1	2	3	4 ✓	5
7) Ability to learn	1	2	3	4	5 ✓
8) Work Plan and organization	1	2	3	4 ✓	5
9) Professionalism	1	2	3 ✓	4	5
10) Creativity	1	2	3	4 ✓	5
11) Quality of work done	1	2	3 ✓	4	5
12) Time Management	1	2	3	4	5 ✓
13) Understanding the Community	1	2	3 ✓	4	5
14) Achievement of Desired Outcomes	1	2	3	4 ✓	5
15) OVERALL PERFORMANCE	1	2	3 ✓	4	5

Date:

Signature of the Supervisor



## Questionnaire

1. Which platform do you prefer for the shopping ?  
 ( A ) Online ( B ) Retail
2. How often do you go shopping on an average ?  
 ( A ) Regularly ( B ) Once in week  
 ( C ) Monthly ( D ) Occasionally
3. Are you as a consumer, exposed to products on the internet that you Typically wouldn't have seen in a local store ?  
 ( A ) Yes ( B ) No
4. Do you trust online shopping ?  
 ( A ) Yes ( B ) No
5. Do social networking advertisements influence you on any purchase ?  
 ( A ) Yes ( B ) No
6. Then price is important when you shopping online ?  
 ( A ) Agree ( B ) Neutral  
 ( C ) Disagree
7. The speed of delivery is important to you ?  
 ( A ) Strongly agree ( B ) Agree  
 ( C ) Disagree
8. Online shopping is as secure as traditional shopping ?  
 ( A ) Yes ( B ) No



9. The service quality of the seller is important ?

- ( A ) Strongly agree ( B ) Agree  
( C ) Neutral ( D ) Disagree

10. Why are you choosing shop online ?

- ( A ) Time saving ( B ) Low price  
( C ) Product variety ( D ) Others

11. The info given about the products and services on the internet is sufficient ?

- ( A ) Strongly agree ( B ) Agree  
( C ) Indifferent ( D ) Disagree

12. Which e-Commerce website do you use for online shopping ?

- ( A ) Amazon (  ) E-Bay  
( C ) Flipkart ( D ) Myntra  
( E ) Alibaba ( F ) Others

13. If the product has the same price both in shops and on the internet, where do you prefer to buy ?

- ( A ) Offline (  ) Online

14. Please tick the top 3 reasons why you choose offline shopping ?

- prefer to touch the product  
 instant gratification  
 better return policy  
 so end quantity time with friends and spend