

ON-LINE SHOPPING

1. Your age:

- a) 0-15
- b) 16-25
- c) 26-40
- d) 41-60
- e) 60 +

2. Your sex:

- a) female
- b) male

3. You live in....

- a) village
- b) small town (up to 50 000 inhabitants)
- c) larger town (50 000 - 200 000 inhabitants)
- d) capital city

4. How often do you shop online?

- a) every day
- b) every month
- c) no more than 5 times a year
- d) never

5. Which kinds of goods do you buy the most frequently?

- a) electronics
- b) clothing
- c) food
- d) other goods

If you select d), please write which goods:

6. Which payment method do you prefer when shopping on the Internet?

- a) cash
- b) credit card
- c) instalment sale
- d) paypal

7. Which way of taking delivery do you prefer?

- a) in person - in the shop
- b) FeDex, DHL, PPL
- c) Other:



8. From your point of view, what are some advantages or disadvantages of Internet shopping? (Answer in points)

Advantages:

Disadvantages:

9. What is your reason to shop online?

- a) it's cheaper
- b) it's more comfortable
- c) it's unable to get it elsewhere
- d) other:

10. Should everyone have an access to online shopping?

- a) yes
- b) I haven't thought about it
- c) no

11. How often do you meet with the claim of the product purchased?

- a) never
- b) not too often
- c) every time (I don't believe online shopping)
- d) I am lazy to claim the product

12. Do you prefer online stores or traditional stores? (Why? Write 3 reasons)

- a)
- b)
- c)

13. Have you ever been cheated by online store?

- a) yes
- b) no

14. Have you got an account on ebay.com?

- a) yes
- b) no
- c) I'm considering it

15. How many purchases have you got on ebay.com?

- a) 0
- b) 1-10
- c) 11-100
- d) more than 100