**Reason for Score Comment**

* **Positive Feedback:** Customers mention smooth and easy checkout processes, appreciating the site's efficiency.
* **Negative Feedback:** Issues such as technical difficulties during checkout, problems with payment processing, and website design flaws are highlighted. There are specific mentions of troubles using certain browsers for payment, difficulties adding items to the cart, and frustrations when finding out that items are unavailable at checkout.

**Open Comment**

* **Suggestions for Improvement:** Customers suggest improvements in website functionality, particularly around the checkout process, such as clearer item display, more reliable stock information, and easier navigation.
* **Specific Issues:** Some comments detail specific problems, like glitches in adding items to the cart, issues with the shared cart feature, and unavailability of certain payment methods.
* **General Frustration:** There's a sense of frustration from customers facing repeated issues, suggesting a need for better website management and customer support.

This summary gives an overview of the primary concerns and praises customers have regarding the checkout process on this site. I will now proceed to summarize the comments from the next tab, "Value for Money." ​​

The second tab, "Value for Money," also contains comments in both the 'Reason for Score Comment' and 'Open Comment' sections. These comments reflect customers' perceptions of the value for money offered by the products and services. Here's a summary:

**Reason for Score Comment**

* **Positive Feedback:** Customers appreciate good sale prices, competitive pricing, and the availability of quality products. They also commend the website's ease of use and clarity in displaying sale items.
* **Negative Feedback:** Some customers express dissatisfaction with the sale prices not being as low as expected or comparable to competitors like Amazon. There are also mentions of frustration over items being out of stock, discrepancies in promotional and actual pricing, and high prices of certain products.

**Open Comment**

* **Price Concerns:** Customers discuss specific pricing issues, such as sale items changing to regular prices unexpectedly and inconsistencies in discount percentages.
* **Website Navigation Issues:** There are comments about difficulties in finding prices for certain services or products on the website.
* **Comparisons to Competitors:** Some customers compare the site's prices unfavorably to those of competitors, mentioning higher prices or questioning the validity of claimed discounts.

This tab reveals that while customers appreciate sales and competitive prices, there are concerns about pricing accuracy, stock availability, and the ease of finding price information. I'll now proceed to summarize the comments from the next tab, "Product - Availability." ​​

The third tab, "Product - Availability," also includes comments in the 'Reason for Score Comment' and 'Open Comment' sections, focusing on the availability of products. Here's a summary:

**Reason for Score Comment**

* **Positive Feedback:** Some customers appreciate the website's ease of navigation and the ability to check stock availability at local stores. There are mentions of a good shopping experience when items are available as advertised.
* **Negative Feedback:** A common complaint is the discrepancy between the stock information shown online and the actual availability in stores. Customers express frustration about items being listed as available but then found to be out of stock. There are also issues with online orders being canceled due to unavailability.

**Open Comment**

* **Stock Availability Issues:** Customers discuss problems with the website showing items as in stock when they are not, leading to confusion and wasted trips to the store.
* **Website Functionality:** There are mentions of glitches on the website, especially on mobile devices, and difficulties with the 'ship to store' option.
* **Suggestions for Improvement:** Customers suggest more accurate stock updates and removal of out-of-stock items from the website to improve the shopping experience.

These comments highlight the importance of accurate and up-to-date stock information and the need for a more reliable online shopping system. Next, I'll summarize the comments from the fourth tab, "Site Stability." ​​

The fourth tab, "Site Stability," contains comments about the website's performance and user experience. Here's a summary:

**Reason for Score Comment**

* **Positive Feedback:** Some users find the website easy to use with good information available.
* **Negative Feedback:** Common complaints include difficulty in sorting and searching for products, issues with logging into accounts, and problems with adding items to the cart. Users also mention experiencing errors during checkout and inconsistency in messages about item availability.

**Open Comment**

* **Technical Issues:** There are several mentions of technical glitches, such as images not displaying correctly, issues with the website's layout, and problems with the site not loading or being slow, especially during sales periods.
* **Navigation and Functionality Problems:** Users report difficulties in finding products, viewing reviews, and booking services due to website errors or poor layout design.
* **Comparisons to Other Sites:** Some comments compare the website unfavorably to other retail sites, pointing out that competitors' websites work more reliably.

These comments suggest that there are significant issues with the website's stability and user interface, affecting the overall customer experience. Next, I'll summarize the comments from the final tab, "Ease of Navigation." ​​

The final tab, "Ease of Navigation," covers comments about the user experience in terms of navigating the website. Here's a summary:

**Reason for Score Comment**

* **Positive Feedback:** Many users praise the website for being easy to navigate, with a good selection of products and a quick checkout process. They appreciate the site's organization and efficient presentation.
* **Negative Feedback:** There are some criticisms about difficulty in adding items to the cart, and a few users find the website not as easy to navigate as expected.

**Open Comment**

* **Navigation Challenges:** A few comments highlight issues like forced sign-ins impacting the browsing experience and repeated requests for feedback during a single browsing session, which some users find intrusive.
* **Overall Experience:** Despite some navigation challenges, the overall sentiment about the website's ease of use is generally positive, with customers finding it well-organized and user-friendly.

This tab indicates that while the website is generally well-regarded for its navigability, there are areas for improvement, particularly in making the browsing experience more seamless and less intrusive.