**Customer Struggles Survey Form**

**1. Personal Information**

* **Name:**
* **Email:**
* **Phone Number:**
* **City/Location:**

**2. Have you experienced issues with home appliances in the past year?**

* Yes
* No

**3. Which type of home appliances do you face issues with most frequently?**

* Air Conditioner (AC)
* Refrigerator
* Washing Machine
* Television
* Water Purifier
* Kitchen Appliances
* Other (Please specify): \_\_\_\_\_\_\_\_\_\_\_

**4. What is your biggest struggle when it comes to getting home appliances repaired?**

* Difficulty in finding reliable repair services
* High cost of repairs
* Lack of transparency in pricing
* Long wait times for service
* Poor customer service experience
* Difficulty in scheduling appointments
* Limited warranty on repairs
* Other (Please specify): \_\_\_\_\_\_\_\_\_\_\_

**5. How do you typically search for repair services?**

* Word of mouth
* Online searches (e.g., Google)
* Local repair shops
* Service aggregator platforms (e.g., Urban Company, Quikr)
* Other (Please specify): \_\_\_\_\_\_\_\_\_\_\_

**6. What would you like to see improved in repair service platforms?**

* Faster response times
* More transparent pricing
* Easy-to-use booking platform
* Verified and experienced technicians
* Real-time tracking of service progress
* Detailed breakdown of repair charges
* Extended warranty on repairs
* Other (Please specify): \_\_\_\_\_\_\_\_\_\_\_

**7. How important is it for you to have an SOS feature for urgent repairs?**

* Extremely important
* Somewhat important
* Neutral
* Not important

**8. Would you prefer to book repair services via a mobile app or website?**

* Mobile app
* Website
* No preference

**9. How often do you use online platforms for booking home services?**

* Frequently
* Occasionally
* Rarely
* Never

**10. What is the main factor that influences your decision when choosing a repair service?**

* Price
* Service speed
* Technician expertise
* Customer reviews and ratings
* Warranty on repairs
* Availability of customer support
* Other (Please specify): \_\_\_\_\_\_\_\_\_\_\_

**11. Have you ever had a negative experience with a repair service? If yes, please briefly describe the issue.**

* Yes (Please describe): \_\_\_\_\_\_\_\_\_\_\_
* No

**12. What do you usually do if you're unsatisfied with a repair service?**

* Complain to the company
* Post a negative review online
* Ask for a refund
* Ignore and move on
* Other (Please specify): \_\_\_\_\_\_\_\_\_\_\_

**13. How much are you typically willing to pay for quality home appliance repair services?**

* Less than ₹500
* ₹500 - ₹1000
* ₹1000 - ₹2000
* ₹2000+
* Depends on the appliance

**14. How important are the following features to you in a repair service platform? (Rate each on a scale of 1-5)**

1 = Not Important, 5 = Very Important

* **Ease of use:**
* **Verified technicians:**
* **Clear and transparent pricing:**
* **On-time service delivery:**
* **Customer support availability:**
* **Real-time service updates:**
* **Post-service warranty:**
* **Multiple payment options:**

**15 Would you be more likely to use a repair service app if it offered discounts or loyalty rewards?**

* Yes
* No
* Maybe

**16. How do you prefer to pay for repair services?**

* Cash
* Debit/Credit Card
* UPI (e.g., Google Pay, PhonePe, Paytm)
* Mobile wallets (e.g., Paytm, Amazon Pay)
* Other (Please specify): \_\_\_\_\_\_\_\_\_\_\_

**17. Would you be interested in a subscription plan for routine maintenance and repairs for your home appliances?**

* Yes, definitely
* Maybe, if the price is right
* No, I prefer one-time services

**18. How often do you need home appliance repairs or maintenance services?**

* Once a month
* Every 3-6 months
* Once a year
* Rarely

**19. What kind of communication would you prefer from a repair service?**

* Phone calls
* SMS updates
* Email notifications
* In-app notifications
* WhatsApp messages

**20. How would you rate your overall satisfaction with current repair services on a scale of 1-10?**

(1 = Very Unsatisfied, 10 = Very Satisfied)

**21. Would you recommend a repair service platform to friends or family if you had a great experience?**

* Yes
* No
* Maybe

**22. Any additional feedback or suggestions for improving repair services?**

* (Please provide details)