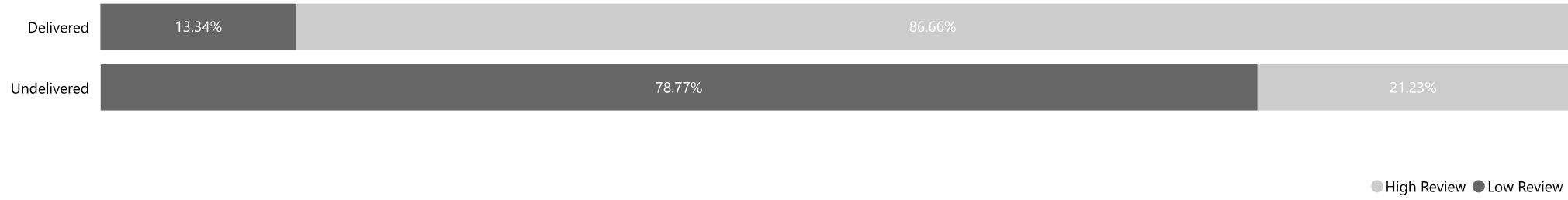


Delivery Performance & Customer Experience

Do delivery delays significantly impact customer satisfaction?

Low Reviews Are Disproportionately Concentrated in Failed or Undelivered Orders



Late Deliveries Receive Significantly Lower Average Ratings

