**Problem Statement:**

XYZ Pvt Ltd is an E-Commerce Company dealing in a wide range of Healthy Products combined with the power of Artificial Intelligence. But recently it has started facing an issue of HIGH Return Rates throughout India. (A return order is when the order is in transit but a customer refuses to accept it sighting different reasons)

**Task:**

Study the attached DATASET to figure out the Return Rate Patterns amongst the customers. Every column has been carefully added for you to analyze which MAY/MAY NOT directly influence the return rates.

**Dataset:**

<https://docs.google.com/spreadsheets/d/1RWF5-XJH-CO_2LUem1ApGK9GcvJhXsKhLVntnuz8y34/edit?usp=sharing>

**Submission:**

A detailed report on patterns being HIGH RETURN RATES, LOW RETURN RATES. The number of pages of the report does not matter. What matters is how well you can visually depict the reasons/issues/patterns, how smartly you can analyze the patterns, and what is your level of depth of understanding.

**Submission Format:**

PDF/PPT accompanied by the cleaned excel file.

**Common queries:**

>> REMARKS field -> Internal field, handled by Customer Service Agents

>> IVR Field -> PAID orders are ALWAYS IVR CONFIRMED, COD ORDERS can be multiple values

>> MRP \* Quantity of each item **need not** add upto the ORDER total, as a customer can always apply discount codes at checkout.

Please Note - This is Hybrid Internship. Candidates will be required to come to our office in Gurgaon, Haryana at least 3 days a week