Robin - LaFlore (abandoned cart)

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**SUMMARY KEYWORDS**

abandoned cart, product esthetic, social media, handbag, budget constraints, durability concerns, Steve Madden bag, gift ideas, warranty, lifestyle feedback, Amazon gift card, product review, customer feedback, purchasing decision, quality preservation

**SPEAKERS**

Speaker 1, Speaker 2

**Speaker 1** 00:00

Your name, like on this thing, I don't think like your name is not on there. Um, what is, what is your name? Or you can give me a fake name if you want. That's also fine. My name

00:10

is Robin. Okay, hey

**Speaker 1** 00:11

Robin. My name is Yael. So, just so you know, hi, Yael. So do you remember where you even saw this product.

**Speaker 2** 00:22

I'm gonna assume I thought somewhere on social media, okay, got it. That

00:26

makes complete sense.

**Speaker 1** 00:29

And now looking at it, what kind of like what do you think kind of caught your eye?

**Speaker 2** 00:36

I like the esthetic of it. I like that it is. It looks pretty easily accessible to get in and out like that has and it's diverse, because some of the I think the one I was looking at was the bigger one, like it's a backpack or some type of, like handbag or something, okay, but I think that's kind of what caught my eye,

01:03

okay, that it's a bigger like, for what purpose?

**Speaker 2** 01:09

Well, I have children, so sometimes I need snacks, and then I also usually bring my lunch to work, so something that's bigger that I can carry more than just like a wallet. Okay,

**Speaker 1** 01:23

I'm looking at the bag. And what do you do for Burger? If you don't mind me asking, I'm a hair stylist. Oh, nice. Oh, my God, I I need to go to my hairdresser more often, but I don't. Okay, um, and so what do you use right now, like for work, like to bring to what kind

**Speaker 2** 01:45

of large handbag? Yeah, like a big bucket bag, okay, I think it's Steve Madden or something, okay, and

**Speaker 1** 01:54

what kind of what interested you about this? Like the esthetic and like being, like, easily getting in and out of it. Is there any other reason for, like, why you would be interested in this product?

02:07

Um, well, it looks cute.

**Speaker 2** 02:12

She cute. It is cute. It is handbag. Yeah, I like handbag. So, like, like, I'm a shoes and purse girl. So, like that kind of, like, I like to have, like, a variety of different styles and types of, like bags, because I feel like, rotate stuff, you know,

**Speaker 1** 02:28

okay, yeah. Um, you didn't end up buying it. Um, no, what was like the major reasons? Um, well,

**Speaker 2** 02:39

it's a want, and I am on a budget, so I can't, I can only get needs right now, not want, okay, but I do like it, and I kind of just, you know, earmark it for a possible, you know, in the future. Or sometimes, if

02:59

I keep it like, on,

**Speaker 2** 03:02

think of like, give it to like, if someone wants to, you know, like, as a birthday gift or Christmas or something, I'll usually send them a list of things and stuff that I like, and then that allows someone to like different price points, you know, okay,

03:15

yeah, yeah, 100% um,

**Speaker 1** 03:21

it's more of a want because of, like, the price point, or like, like, you just don't need another bag, like this,

**Speaker 2** 03:29

um, probably a little bit of both, right now. Okay, okay.

03:35

Like, are you happy with your Steve Madden bag?

**Speaker 2** 03:39

Yeah. I mean, she's alright. I mean, this stuff is, like, also not, maybe using her for like, a hot minute, but I do rotate bags, and they're not, like, really well made, you know. So that's the other thing too. Is like, finding spending a lot of money on bags and then having it like, break down is, like, really disappointing, okay, and but you don't know what it's going to do until you start using it. You know,

04:04

yeah, I'm taking a note of that one second.

**Speaker 1** 04:11

So you're concerned about the like, how long this bag would last?

**Speaker 2** 04:18

Oh, just bags in general. Like, investing in a piece of like, in a piece of whatever it is. You know, you don't know how well it's going to stand up in your lifestyle until you purchase it and use it. And right now I until I need something of like, similar, like, structure or type. That's part of the reason why I don't move forward in purchasing an item like that, just because, like, I already have something that works, and at that point it's like, once I don't need it anymore, or it breaks down, then I usually start looking for something else. Okay, do.

**Speaker 1** 05:01

Okay, if, kind of like, there would be some sort of like guarantee about it's how well it stands up, and how like the durable it is, and like, how well the quality is preserved. Would that give you any sense of confidence or not really.

**Speaker 2** 05:17

I mean, possibly it depends on what the guarantee is. You know what I mean. Like, warranties usually have expiration dates. Yeah, no, it's not like, don't So, and it also has caveats, of, like, you know what you can be using it for in order for it to be under that guarantee, slash warranty, right? Yeah. Okay,

**Speaker 1** 05:39

yep. Um, all right, this is really helpful. What I'm hearing, just like to recap and summarize, before we just hop off here, is, you love, like, the esthetic of it. You're also a really handbag, like shoe kind of gal. The fact that this was a bigger one was, like, appealing, because you, like, need snacks for your kids. You can bring your lunch to work. You can carry something more than a wallet. But, like, right now, you're not really in, like, it's more of a want and a nice to have than an actual need. And it's reassuring to you when you like the your one caveat or like your hesitancy is that you don't really, when you invest in peace, like a purse, you don't really know how well it will stand up, and, like, how long it'll last with your lifestyle until you actually use it. And when things break down, it's a disappointing so, like, it's kind of like a risk to invest in something like this, until you really know how well it'll like, hold up, right? Okay, am I anymore

**Speaker 2** 06:44

you know somebody that's used it and that somebody that you know personally, and then they can, like, you know, give you some lifestyle feedback. Okay, okay.

**Speaker 1** 06:59

Do you see any of the reviews on this bag or not really.

07:03

Um, I'm not sure I might have it's been a while.

**Speaker 1** 07:06

Okay, okay, makes sense, yeah, um, okay, thank you so much, Robin. I really appreciate your time, and you will be getting the Amazon gift card in your email.

**Speaker 2** 07:17

All right, glad I can help. Okay, take care. Have a good one. Okay, you too. Bye.