

## Business Case : Aerofit Descriptive Statistics & Probability



**HELPING YOU FROM  
FIT-LESS TO FITNESS**

CARDIO / STRENGTH / ACCESSORIES



### About Aerofit:

Aerofit is a leading brand in the field of fitness equipment. Aerofit provides a product range including machines such as treadmills, exercise bikes, gym equipment, and fitness accessories to cater to the needs of all categories of people.

### INTRODUCTION:

AeroFit is popular for its reliable performance, easy maintenance, and features that support different fitness levels — from beginners to advanced users. AeroFit products often include various workout modes, heart-rate monitoring, and comfort-focused designs to help users achieve their fitness goals effectively. The company aims to promote a healthy lifestyle by making fitness accessible to everyone through safe, efficient, and innovative equipment.

### PROBLEM STATEMENT:

AeroFit wants to understand the purchasing behavior of its customers to improve product recommendations, marketing strategies, and overall sales. Although the company offers multiple treadmill models with different features and price ranges, customers often choose products without clear patterns. This makes it difficult for AeroFit to target the right customer groups and design products that meet their needs. The problem is to analyze customer demographics (such as age, gender, income, fitness level, etc.) and identify the factors that influence the choice of a particular AeroFit treadmill model. By understanding these patterns, AeroFit can make better business decisions, create focused marketing campaigns, and improve customer satisfaction.

### Analysis the Basic Metrics:

```
In [ ]: # Importing the Libraries.

import numpy as np
import pandas as pd
import matplotlib.pyplot as plt
import seaborn as sns
```

```
In [ ]: # Load the Dataset.

df=pd.read_csv("/content/aerofit_treadmill.txt")
```

```
In [ ]: # To Check the Dataset.

df
```

```
Out[ ]:
```

	Product	Age	Gender	Education	MaritalStatus	Usage	Fitness	Income	Miles
0	KP281	18	Male	14	Single	3	4	29562	112
1	KP281	19	Male	15	Single	2	3	31836	75
2	KP281	19	Female	14	Partnered	4	3	30699	66
3	KP281	19	Male	12	Single	3	3	32973	85
4	KP281	20	Male	13	Partnered	4	2	35247	47
...	...	...	...	...	...	...	...	...	...
175	KP781	40	Male	21	Single	6	5	83416	200
176	KP781	42	Male	18	Single	5	4	89641	200
177	KP781	45	Male	16	Single	5	5	90886	160
178	KP781	47	Male	18	Partnered	4	5	104581	120
179	KP781	48	Male	18	Partnered	4	5	95508	180

180 rows × 9 columns

```
In [ ]: # To Check First Five Data.

df.head()
```

```
Out[ ]:
```

	Product	Age	Gender	Education	MaritalStatus	Usage	Fitness	Income	Miles
0	KP281	18	Male	14	Single	3	4	29562	112
1	KP281	19	Male	15	Single	2	3	31836	75
2	KP281	19	Female	14	Partnered	4	3	30699	66
3	KP281	19	Male	12	Single	3	3	32973	85
4	KP281	20	Male	13	Partnered	4	2	35247	47

```
In [ ]: # To Check the Shape of Data - It means how many rows and columns are present in data.

df.shape
```

```
Out[ ]: (180, 9)
```

```
In [ ]: # To Check the Statistics.
```

```
df.describe().T
```

	count	mean	std	min	25%	50%	75%	max
<b>Age</b>	180.0	28.788889	6.943498	18.0	24.00	26.0	33.00	50.0
<b>Education</b>	180.0	15.572222	1.617055	12.0	14.00	16.0	16.00	21.0
<b>Usage</b>	180.0	3.455556	1.084797	2.0	3.00	3.0	4.00	7.0
<b>Fitness</b>	180.0	3.311111	0.958869	1.0	3.00	3.0	4.00	5.0
<b>Income</b>	180.0	53719.577778	16506.684226	29562.0	44058.75	50596.5	58668.00	104581.0
<b>Miles</b>	180.0	103.194444	51.863605	21.0	66.00	94.0	114.75	360.0

```
In [ ]: # To Check the Data Types of all the attributes.
```

```
df.info()
```

```
<class 'pandas.core.frame.DataFrame'>
RangeIndex: 180 entries, 0 to 179
Data columns (total 9 columns):
 #   Column      Non-Null Count  Dtype  
 --- 
 0   Product     180 non-null    object  
 1   Age         180 non-null    int64  
 2   Gender       180 non-null    object  
 3   Education    180 non-null    int64  
 4   MaritalStatus 180 non-null    object  
 5   Usage        180 non-null    int64  
 6   Fitness      180 non-null    int64  
 7   Income        180 non-null    int64  
 8   Miles        180 non-null    int64  
dtypes: int64(6), object(3)
memory usage: 12.8+ KB
```

## Data Cleaning:

```
In [ ]: # To Check the Missing Values.
```

```
df.isna().sum()
```

	0
<b>Product</b>	0
<b>Age</b>	0
<b>Gender</b>	0
<b>Education</b>	0
<b>MaritalStatus</b>	0
<b>Usage</b>	0
<b>Fitness</b>	0
<b>Income</b>	0
<b>Miles</b>	0

**dtype:** int64

## Non-Graphical Analysis:

- Non-graphical analysis helps in understanding the basic structure and distribution of data without using visualizations. We can perform this analysis using methods such as value\_counts() and nunique() in Python (Pandas).

### Value Counts:

- Product:**

```
In [ ]: # Identifies the most and Least preferred product.
```

```
df['Product'].value_counts()
```

	count
<b>Product</b>	
KP281	80
KP481	60
KP781	40

**dtype:** int64

- Gender:**

```
In [ ]: # Shows count of Male and Female customers.
```

```
df['Gender'].value_counts()
```

	count
<b>Gender</b>	
Male	104
Female	76

**dtype:** int64

- Marital Status:**

```
In [ ]: # Shows distribution of Single vs Married customers.
```

```
df['MaritalStatus'].value_counts()
```

Out[ ]: count

**MaritalStatus**

Partnered	107
Single	73

dtype: int64

- **Fitness:**

```
In [ ]: # Shows how customers rate their fitness level (1-5 scale).
df['Fitness'].value_counts()
```

Out[ ]: count

**Fitness**

3	97
5	31
2	26
4	24
1	2

dtype: int64

- The **value\_counts()** function helps identify the most frequent occurrences of categorical data.

**Unique Attributes:**

- **Age:**

```
In [ ]: # Tells how diverse the age distribution is:
df['Age'].nunique()
```

Out[ ]: 32

- **Education:**

```
In [ ]: # Number of distinct education levels in the dataset.
df['Education'].nunique()
```

Out[ ]: 8

- **Miles:**

```
In [ ]: # Number of distinct weekly miles values.
df['Miles'].nunique()
```

Out[ ]: 37

- **Usage:**

```
In [ ]: # Number of distinct usage frequency levels.
df['Usage'].nunique()
```

Out[ ]: 6

- **Income:**

```
In [ ]: # Number of distinct income values.
df['Income'].nunique()
```

Out[ ]: 62

- The **nunique()** function tells how many unique values each column contains.

## Visual Analysis:

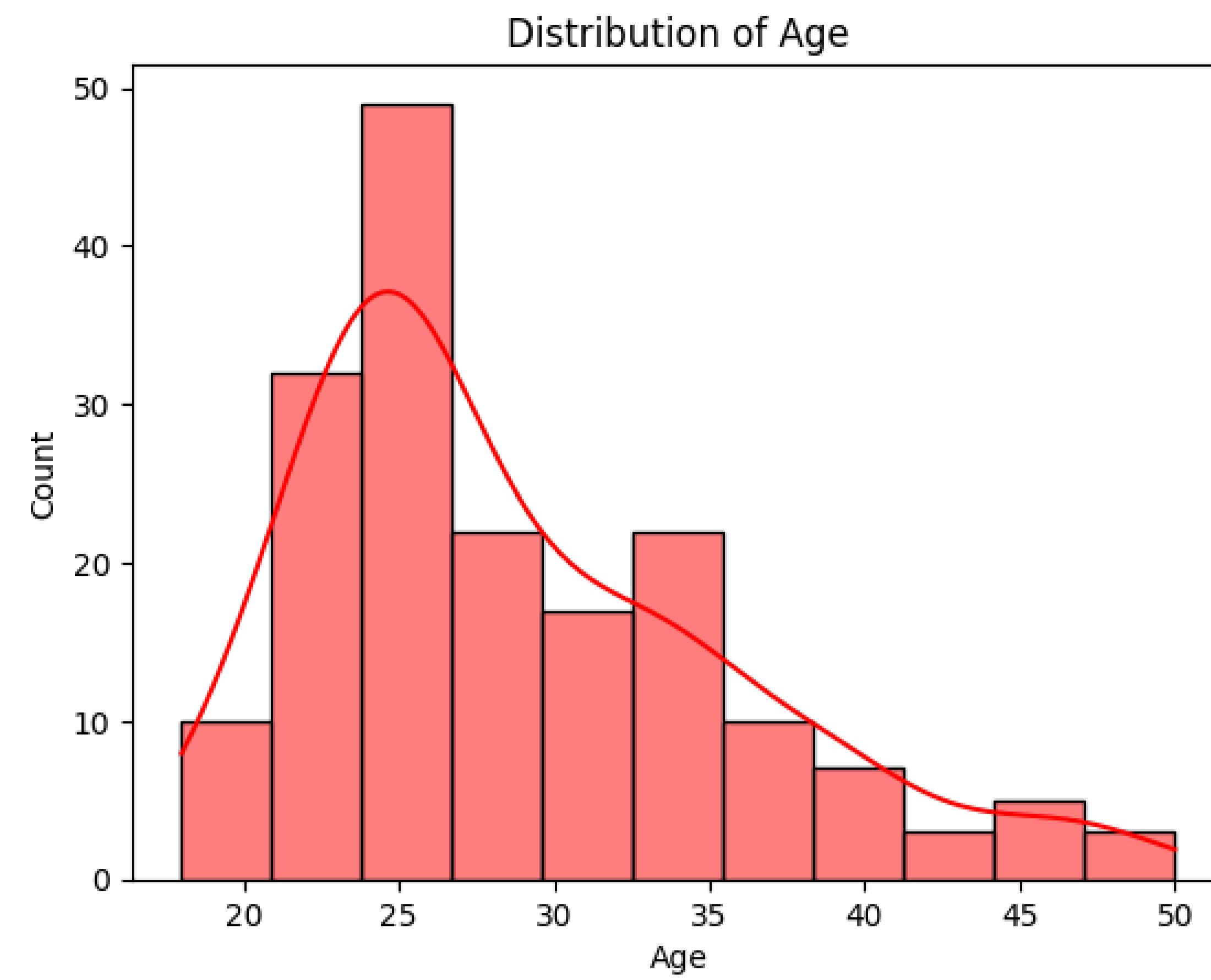
### Univariate Analysis:

- Univariate = analyzing one variable at a time.

**(a) For Continuous Variables.**

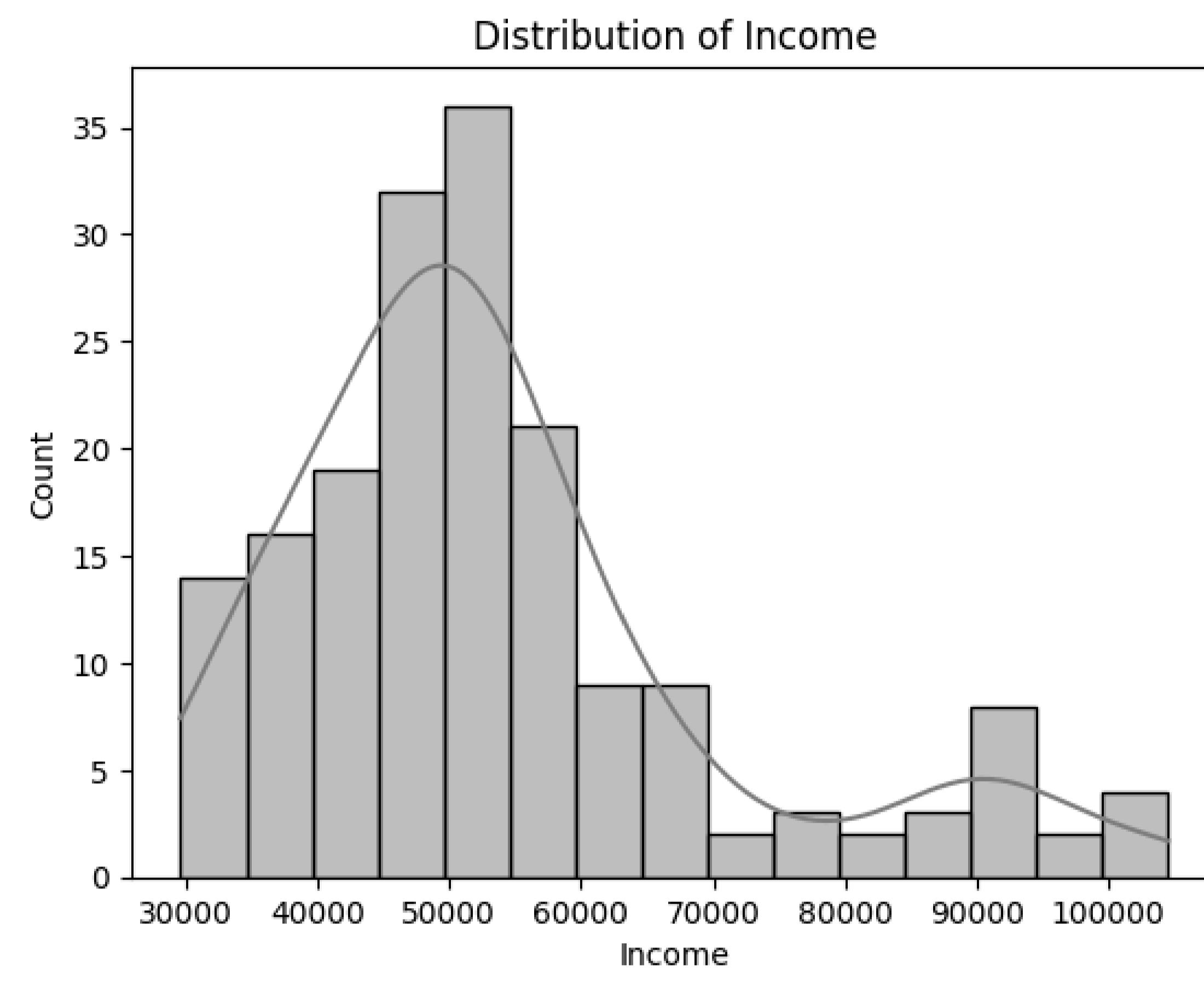
- **Age:**

```
In [ ]: sns.histplot(df["Age"], kde=True, color='red')
plt.title("Distribution of Age")
plt.show()
```



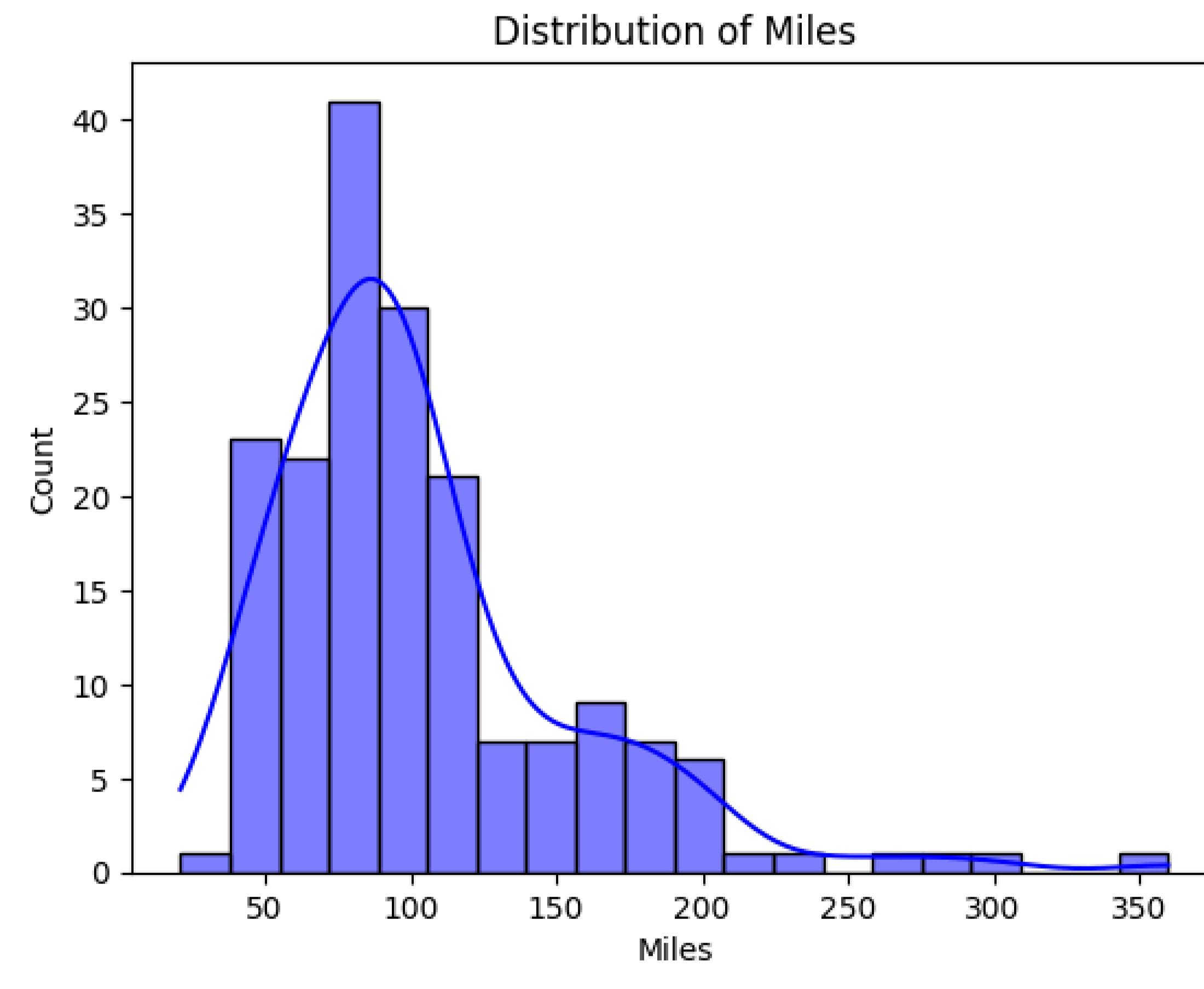
- **Income:**

```
In [ ]: sns.histplot(df["Income"], kde=True, color='grey')
plt.title("Distribution of Income")
plt.show()
```



- **Miles:**

```
In [ ]: sns.histplot(df["Miles"], kde=True, color='blue')
plt.title("Distribution of Miles")
plt.show()
```

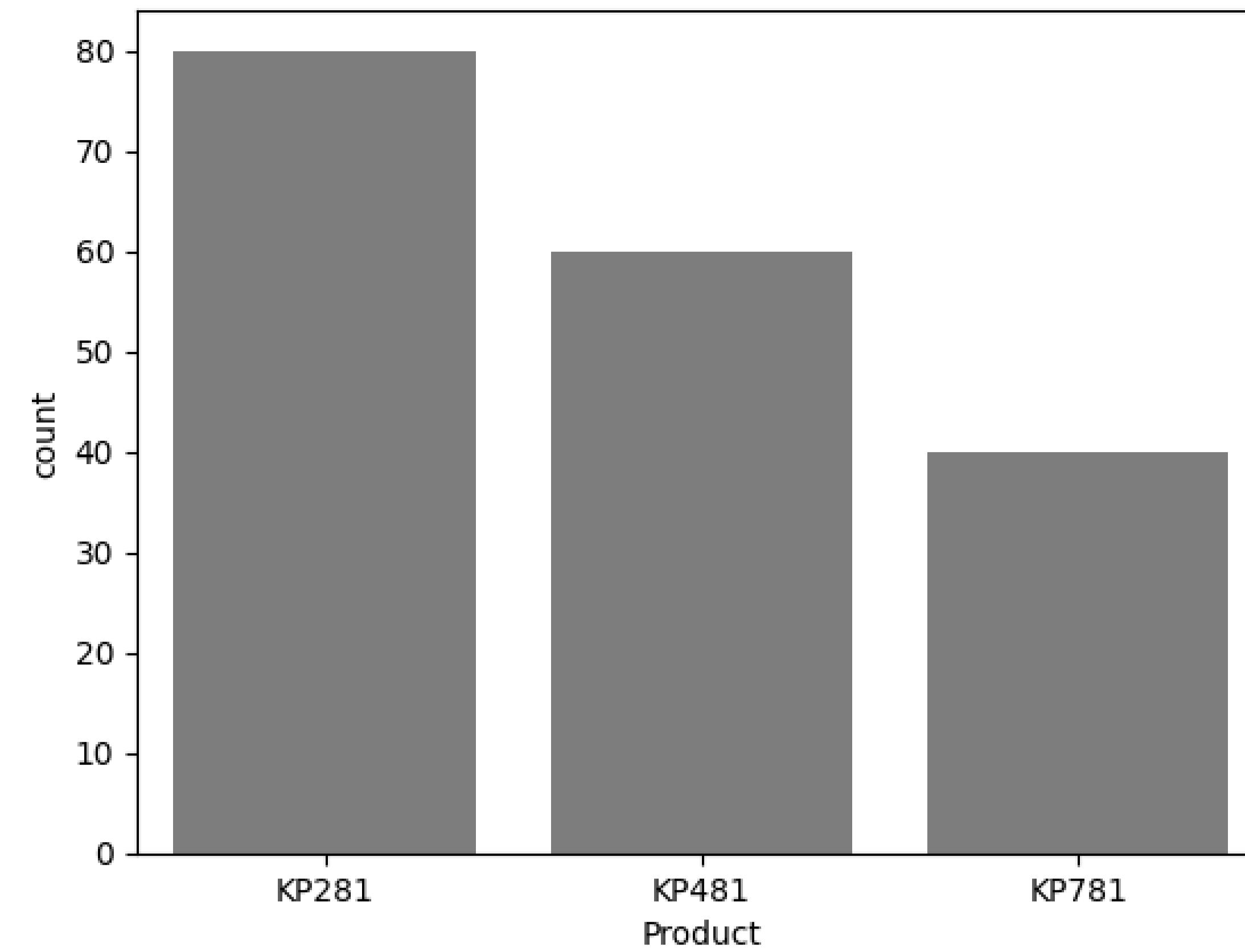


**(b) For Categorical Variables.**

- **Product:**

```
In [ ]: sns.countplot(data=df, x="Product", color='grey')
plt.title("Count of Product")
plt.show()
```

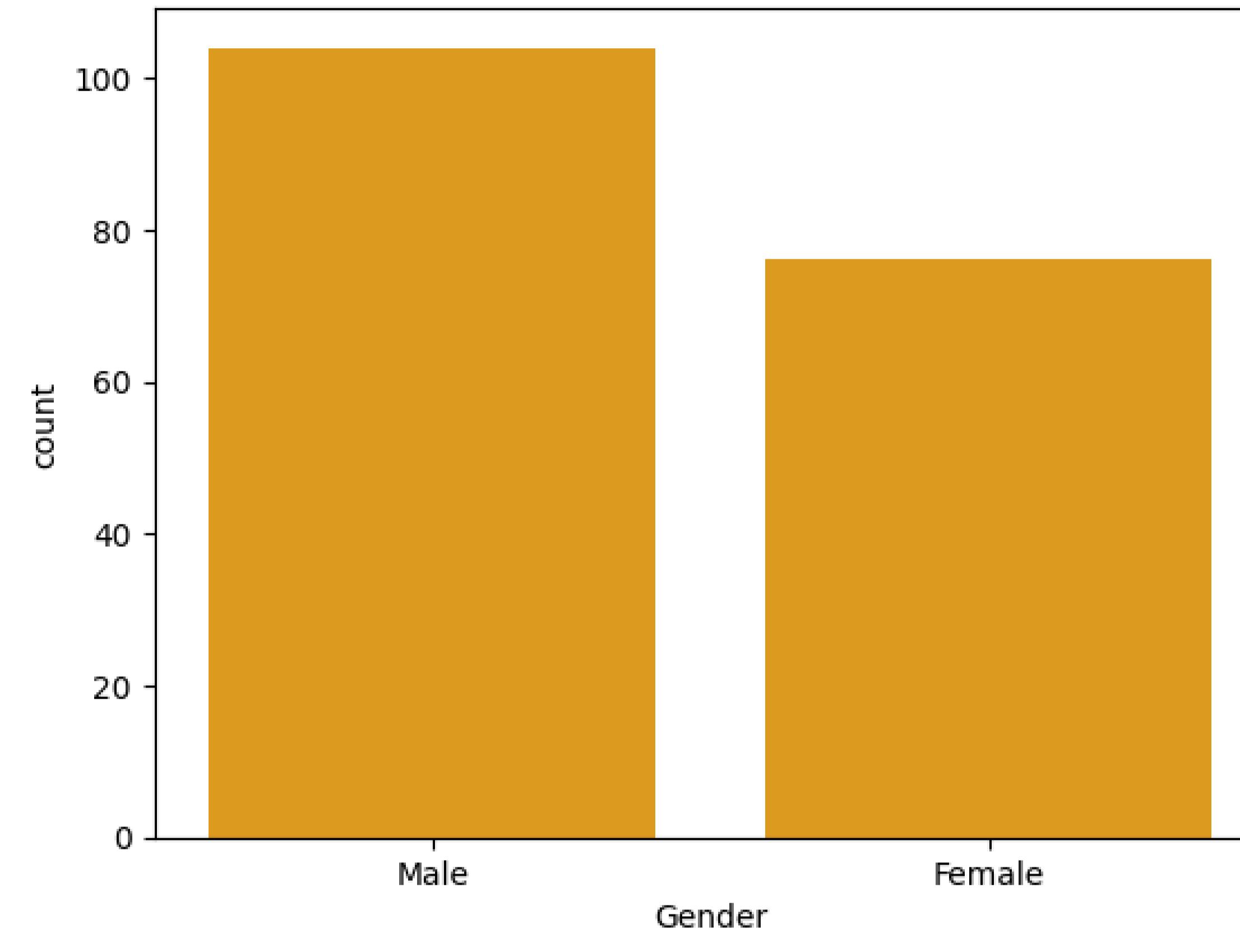
Count of Product



- Gender:

```
In [ ]: sns.countplot(data=df, x="Gender", color='orange')
plt.title("Count of Gender")
plt.show()
```

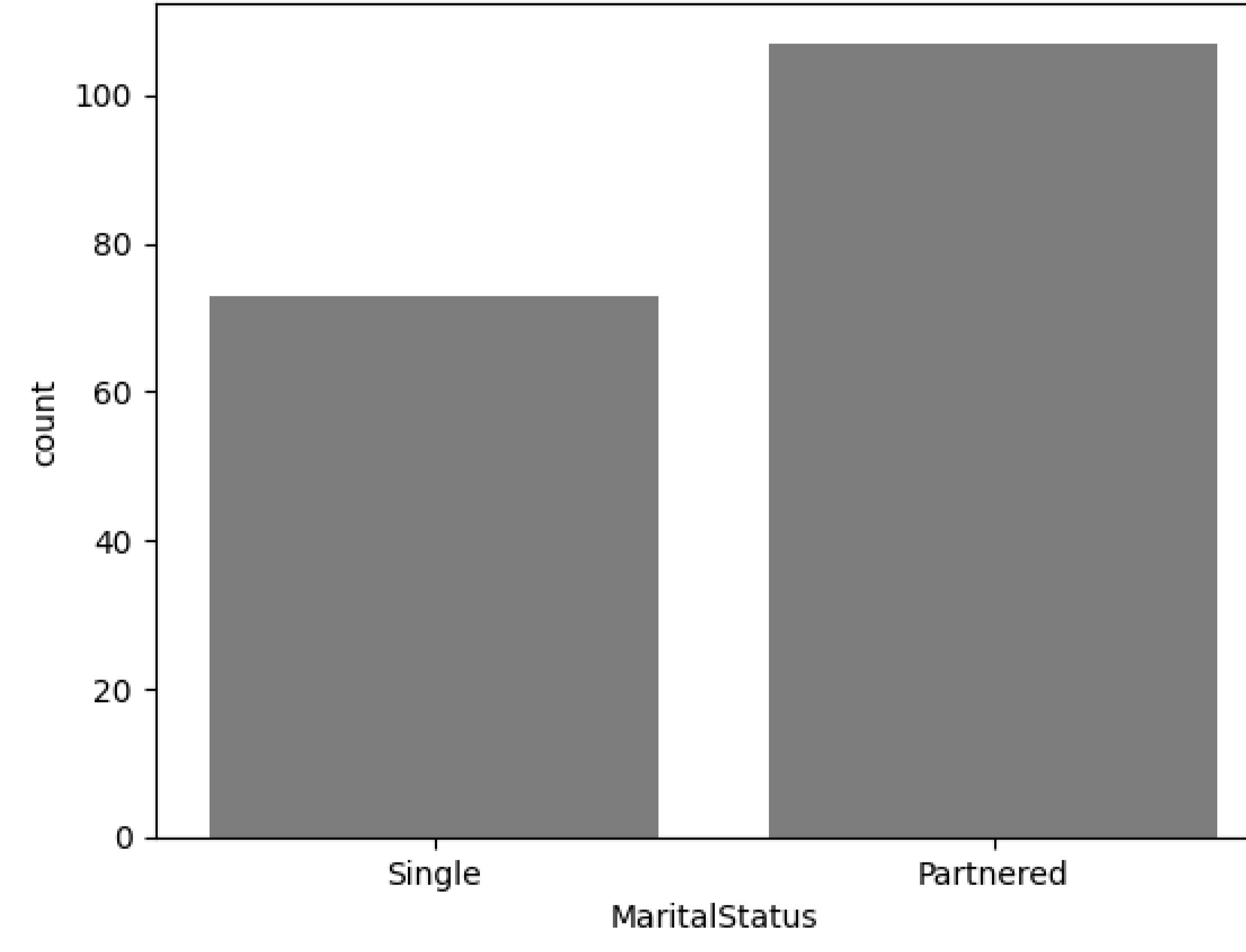
Count of Gender



- Marital Status:

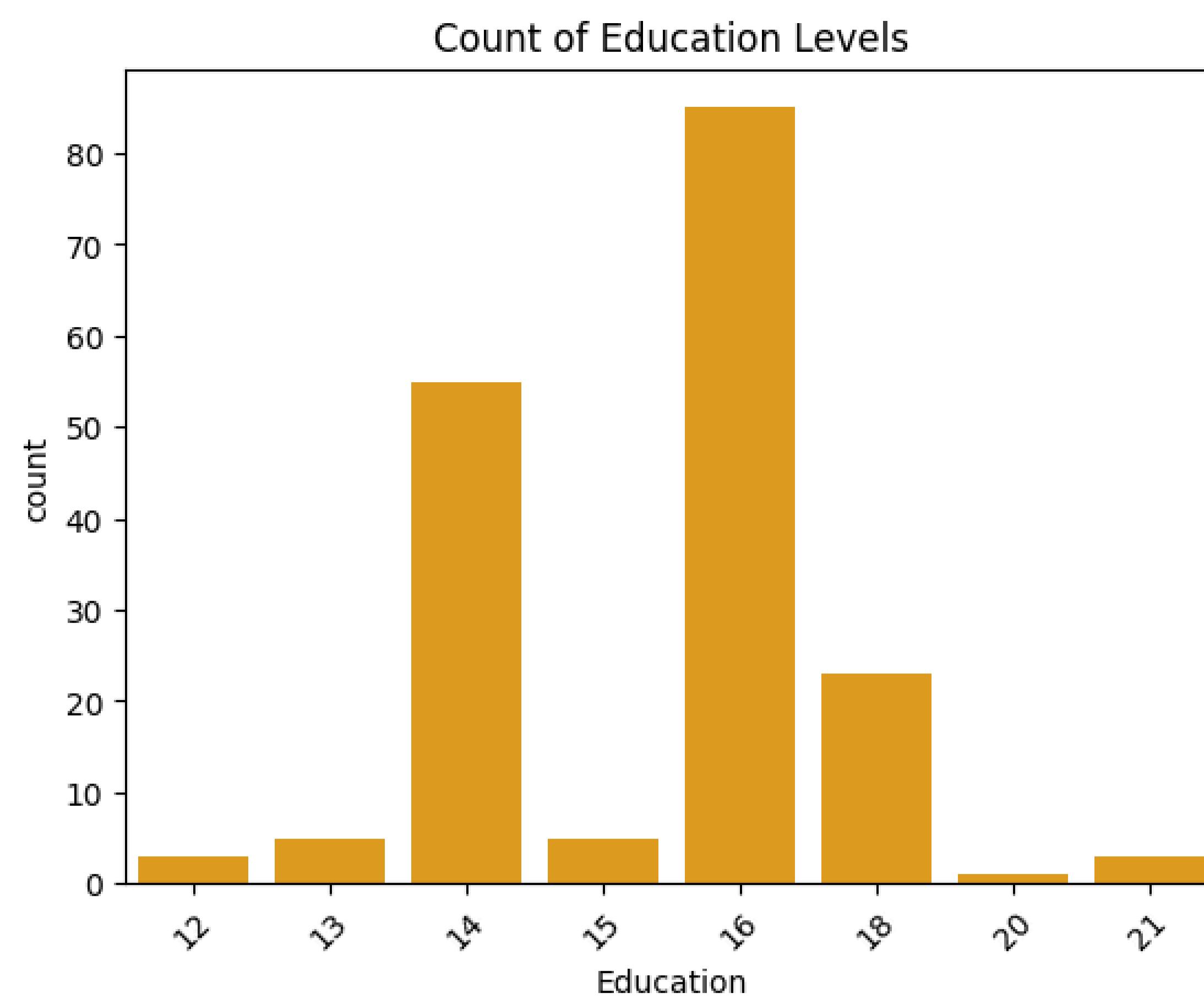
```
In [ ]: sns.countplot(data=df, x="MaritalStatus",color='grey')
plt.title("Count of Marital Status")
plt.show()
```

Count of Marital Status



- Education:

```
In [ ]: sns.countplot(data=df, x="Education",color='orange')
plt.title("Count of Education Levels")
plt.xticks(rotation=45)
plt.show()
```



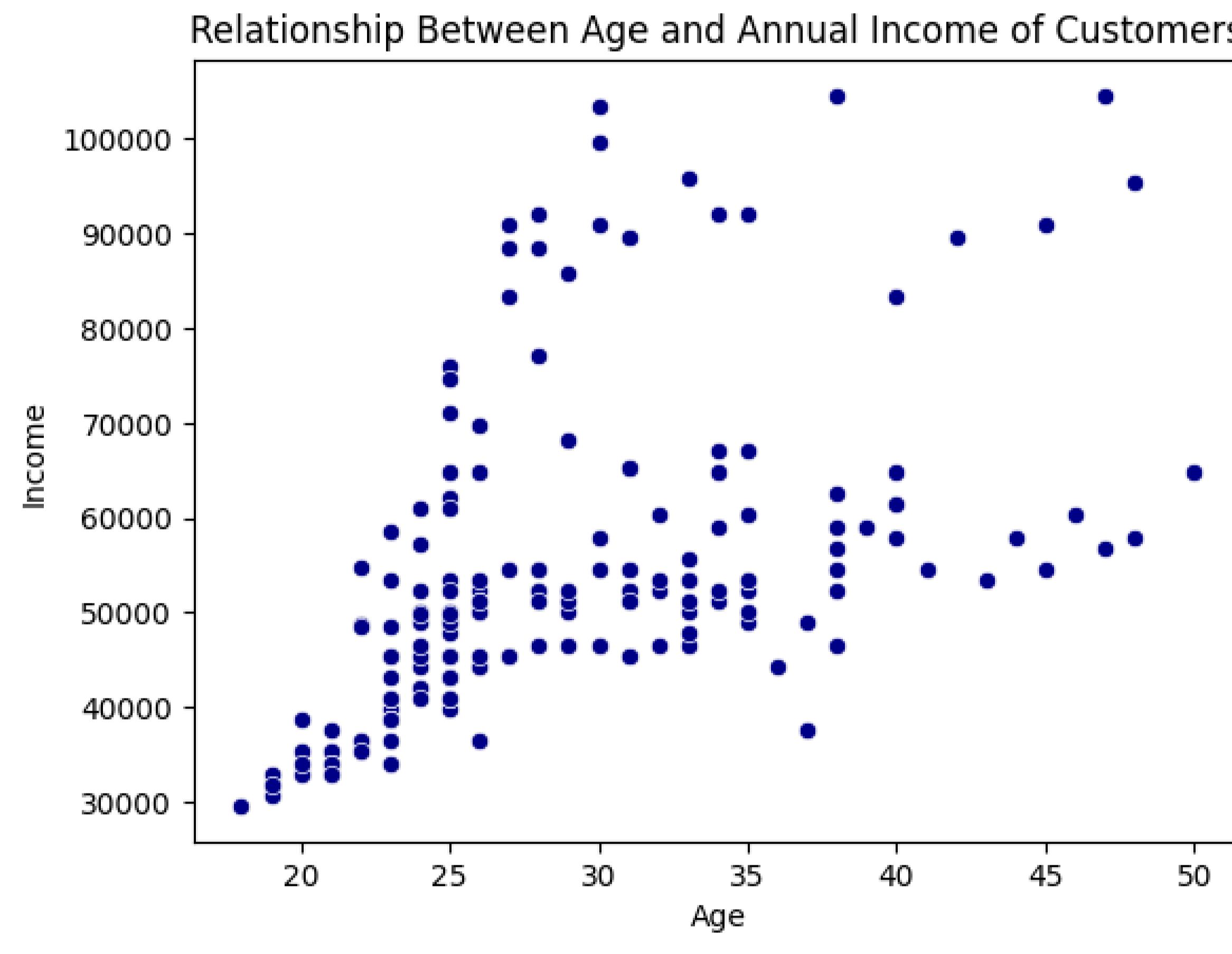
## Bivariate Analysis:

- Bivariate = analyzing two variables together.

### (a) Numerical vs Numerical:

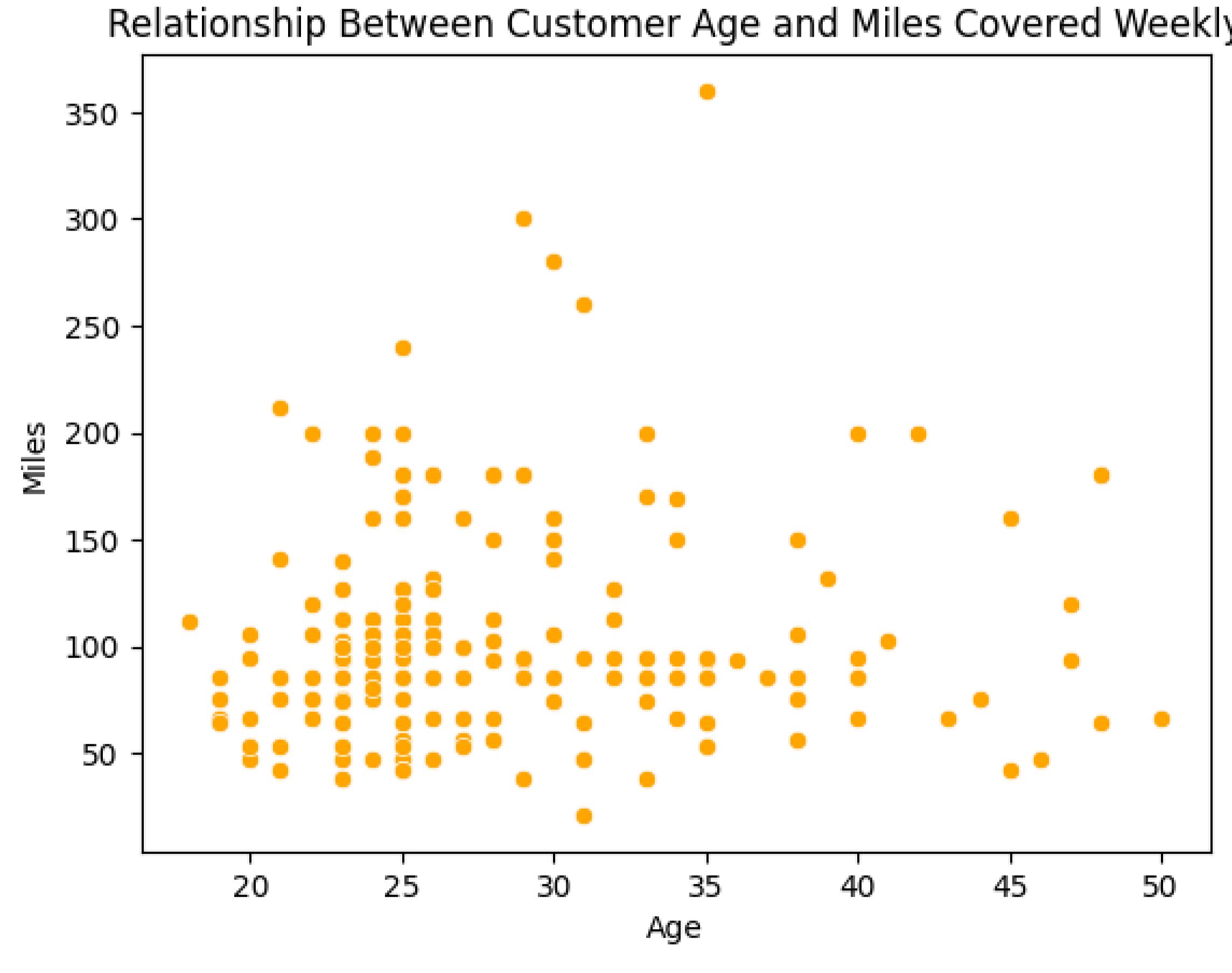
- Age vs Income:

```
In [ ]: sns.scatterplot(data=df, x="Age", y="Income", color='darkblue')
plt.title("Relationship Between Age and Annual Income of Customers")
plt.show()
```



- Age vs Miles:

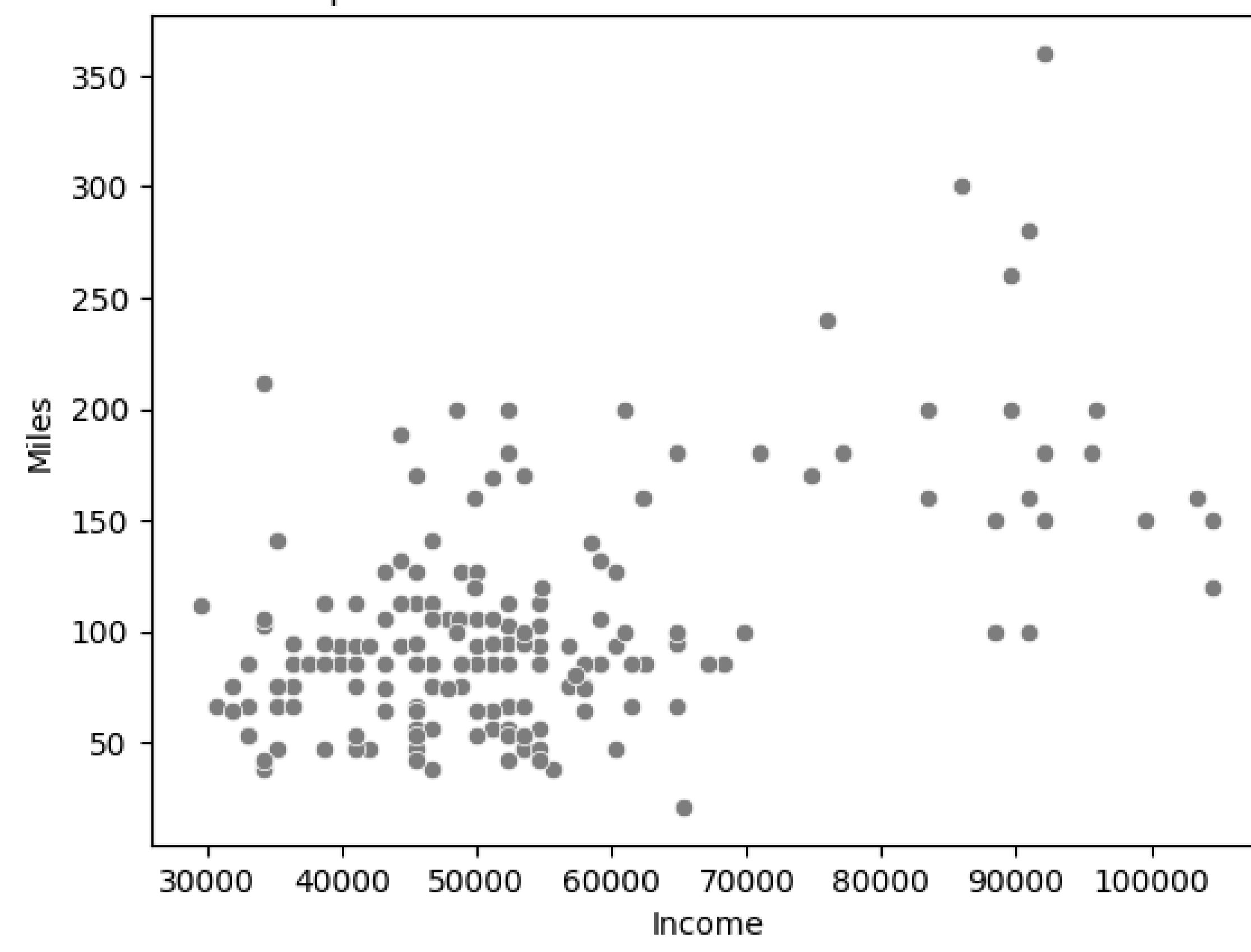
```
In [ ]: sns.scatterplot(data=df, x="Age", y="Miles", color='orange')
plt.title("Relationship Between Customer Age and Miles Covered Weekly")
plt.show()
```



- Income vs Miles:

```
In [ ]: sns.scatterplot(data=df, x="Income", y="Miles", color='grey')
plt.title("Impact of Customer Income on Miles Covered")
plt.show()
```

### Impact of Customer Income on Miles Covered

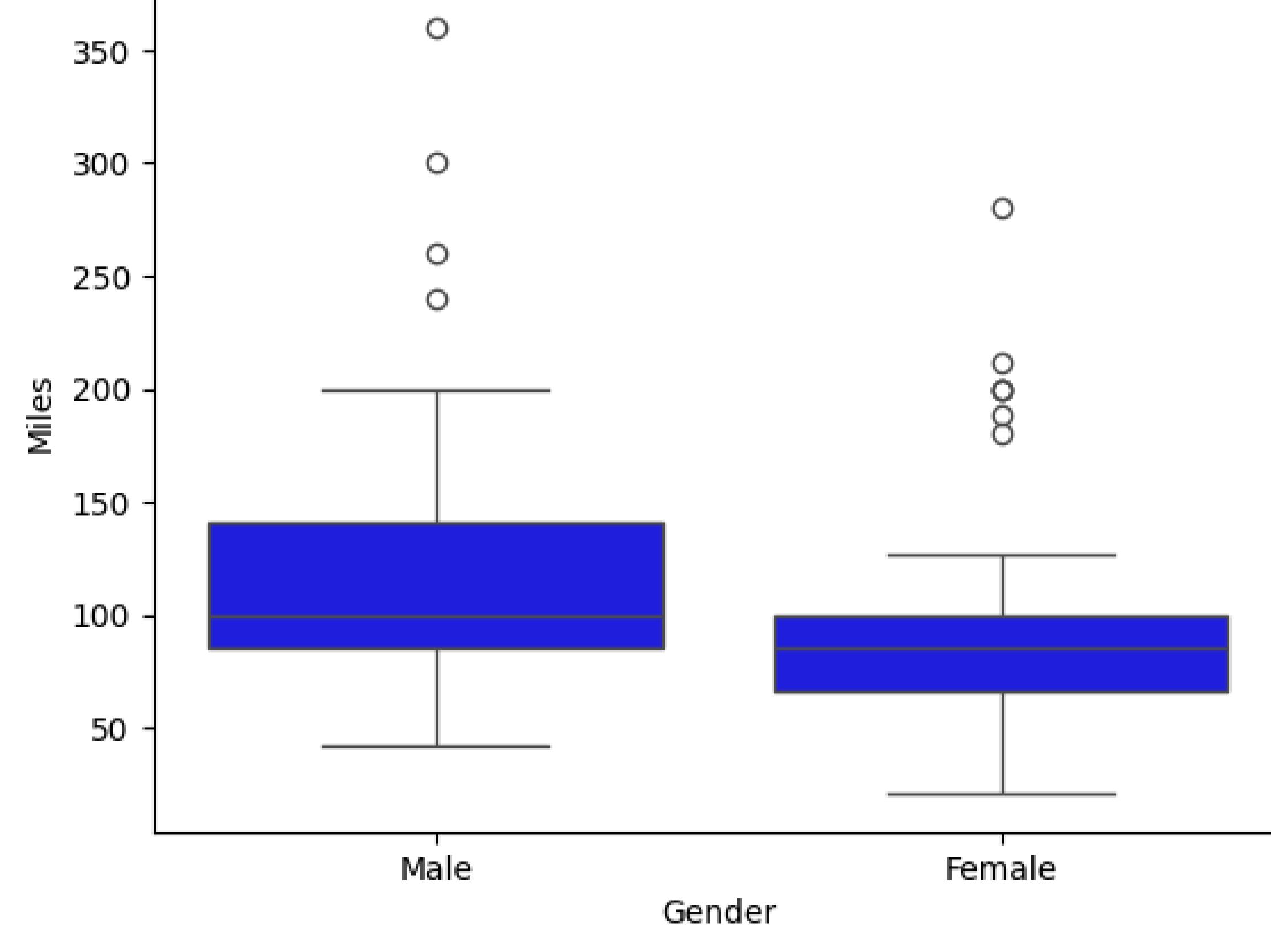


#### (b) Numerical vs Categorical:

- Gender vs Miles:

```
In [ ]: sns.boxplot(data=df, x="Gender", y="Miles", color='blue')
plt.title("Comparison of Miles Covered Across Different Genders")
plt.show()
```

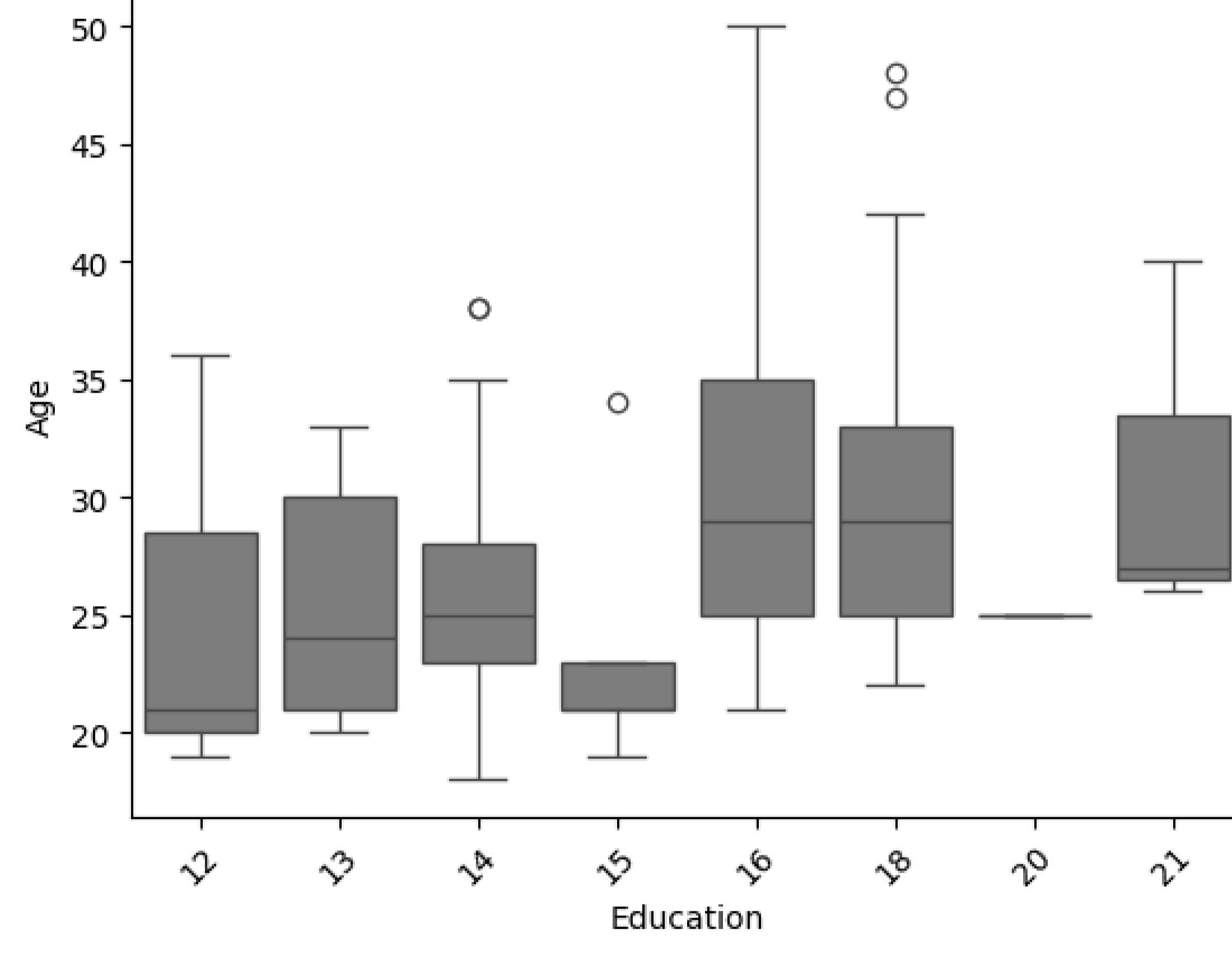
Comparison of Miles Covered Across Different Genders



- Education vs Age:

```
In [ ]: sns.boxplot(data=df, x="Education", y="Age", color='grey')
plt.title("Age Distribution Across Different Education Levels")
plt.xticks(rotation=45)
plt.show()
```

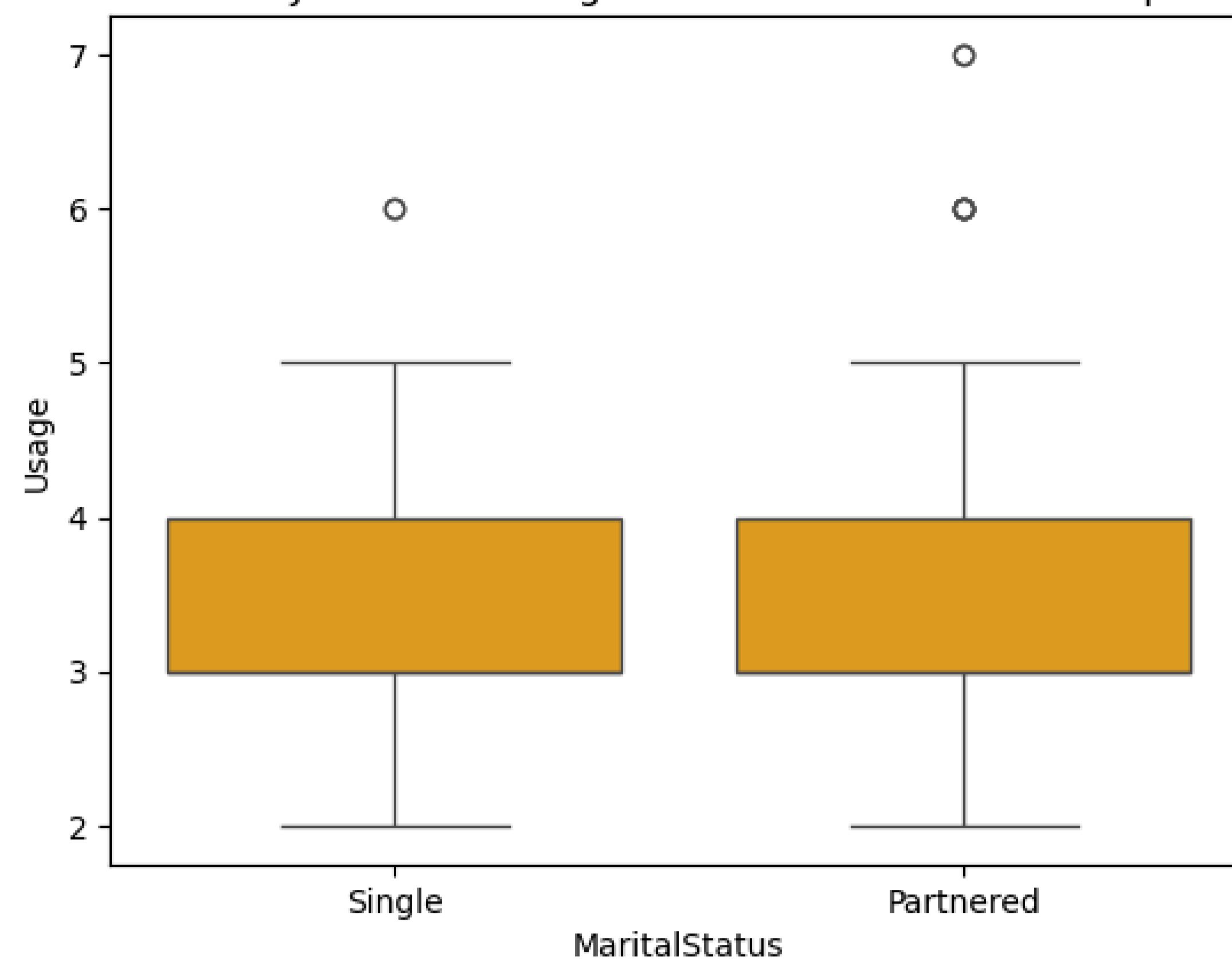
Age Distribution Across Different Education Levels



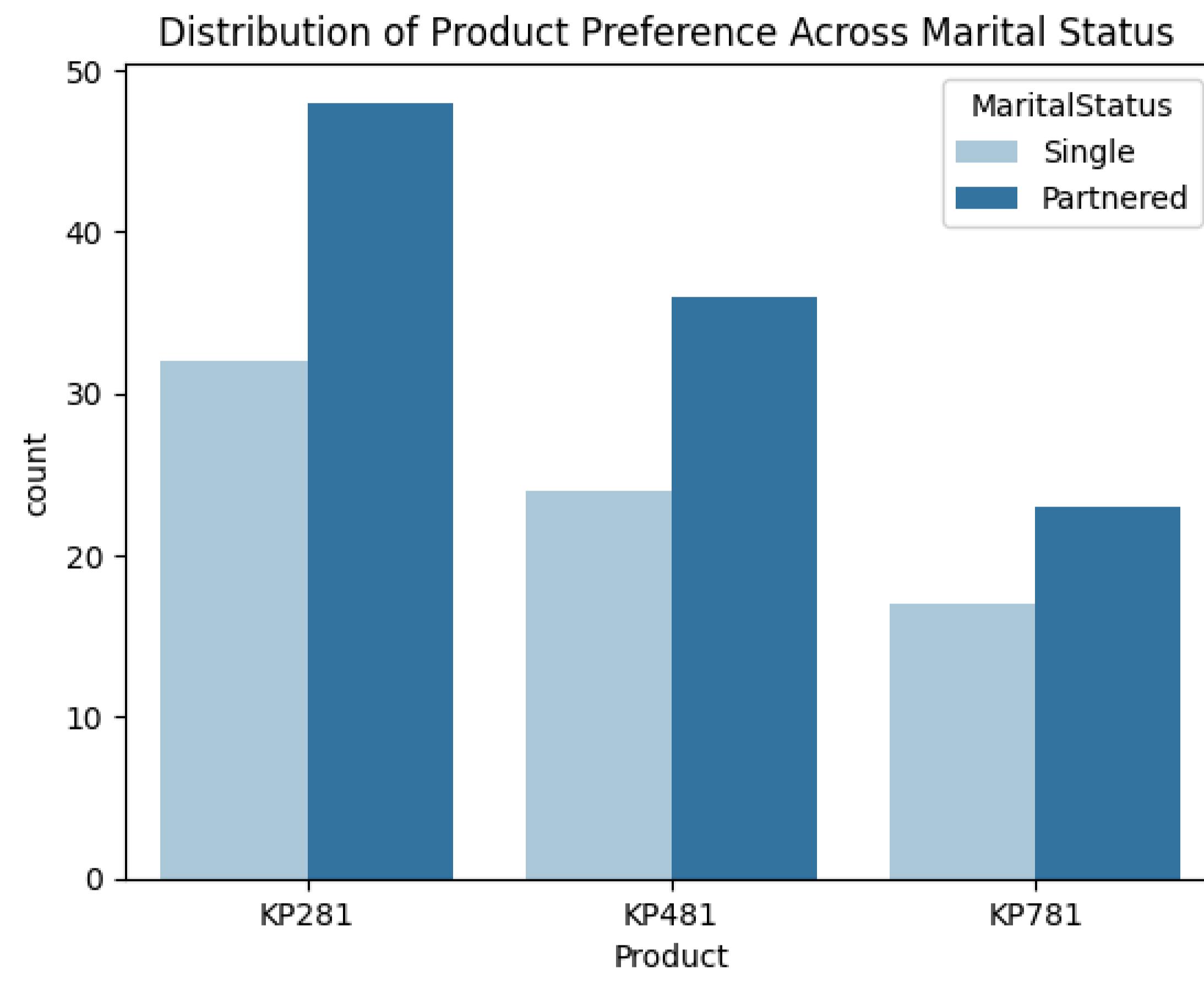
- Marital Status vs Usage:

```
In [ ]: sns.boxplot(data=df, x="MaritalStatus", y="Usage", color='orange')
plt.title("Weekly Treadmill Usage Across Marital Status Groups")
plt.show()
```

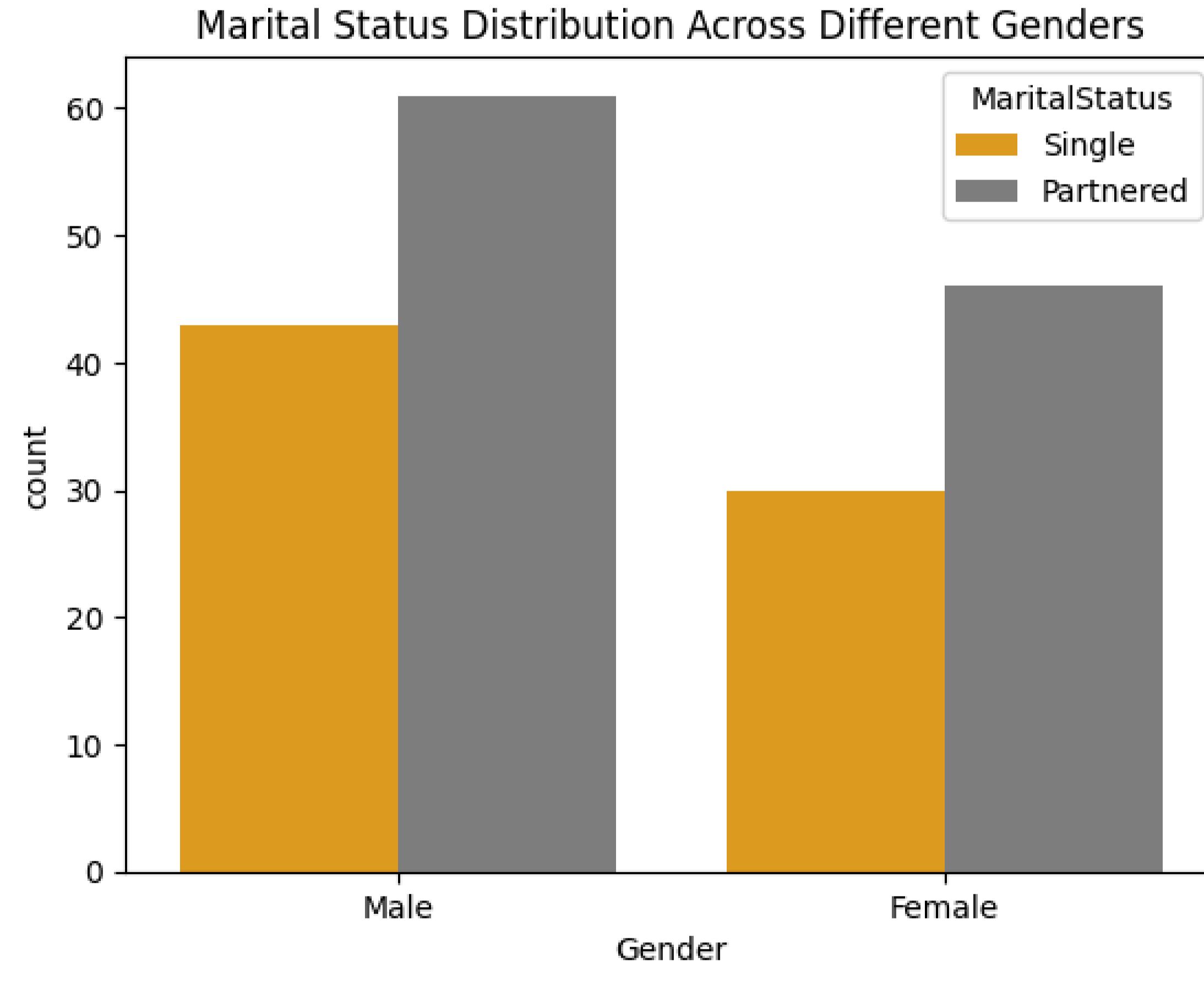
Weekly Treadmill Usage Across Marital Status Groups

**(c) Categorical vs Categorical:****• Product vs Marital Status:**

```
In [ ]: sns.countplot(data=df, x="Product", hue="MaritalStatus", palette='Paired')
plt.title("Distribution of Product Preference Across Marital Status ")
plt.show()
```

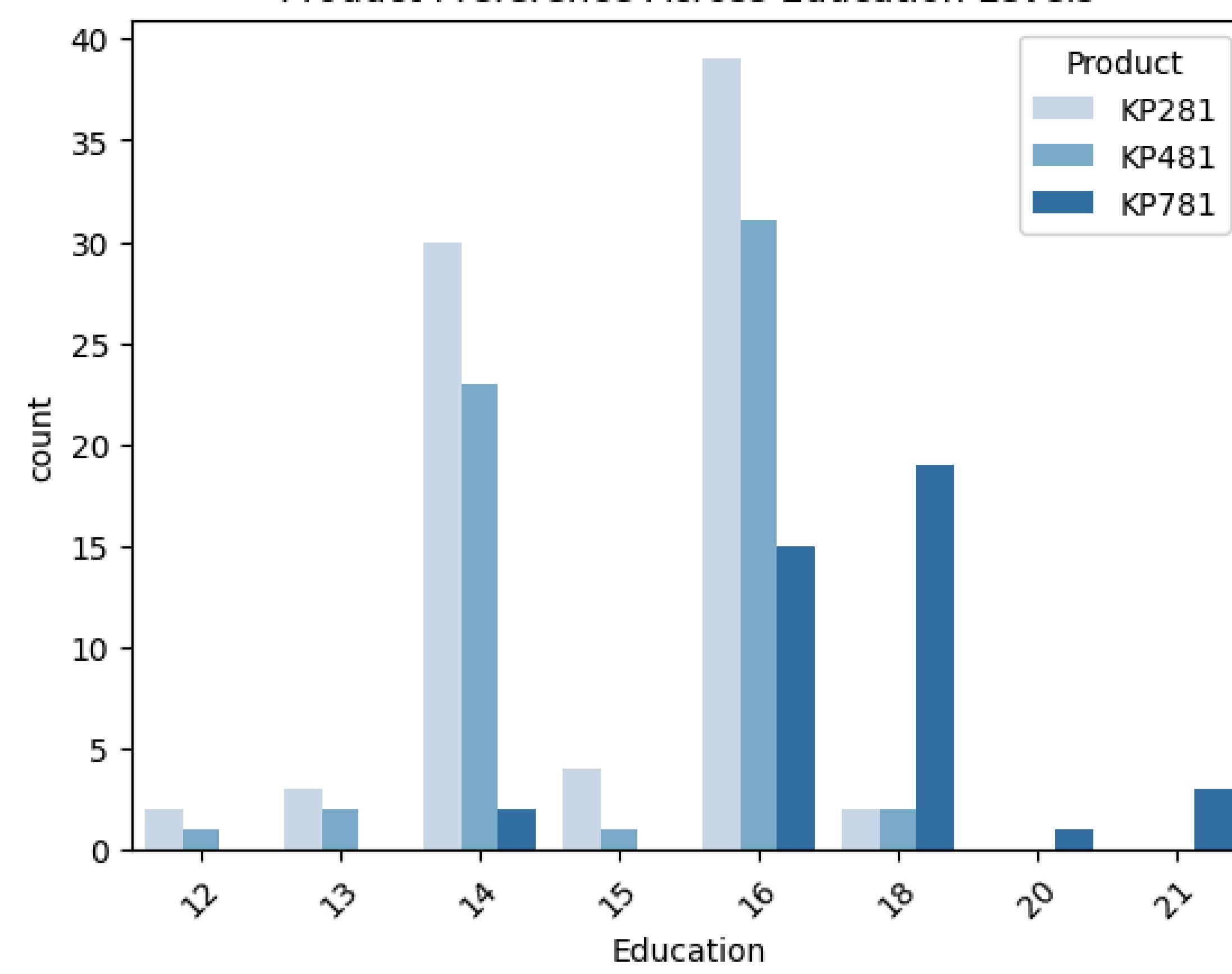
**• Gender vs Marital Status:**

```
In [ ]: sns.countplot(data=df, x="Gender", hue="MaritalStatus", palette=["orange", "grey"])
plt.title("Marital Status Distribution Across Different Genders")
plt.show()
```

**• Education vs Product:**

```
In [ ]: sns.countplot(data=df, x='Education', hue="Product", palette='Blues')
plt.title("Product Preference Across Education Levels")
plt.xticks(rotation=45)
plt.show()
```

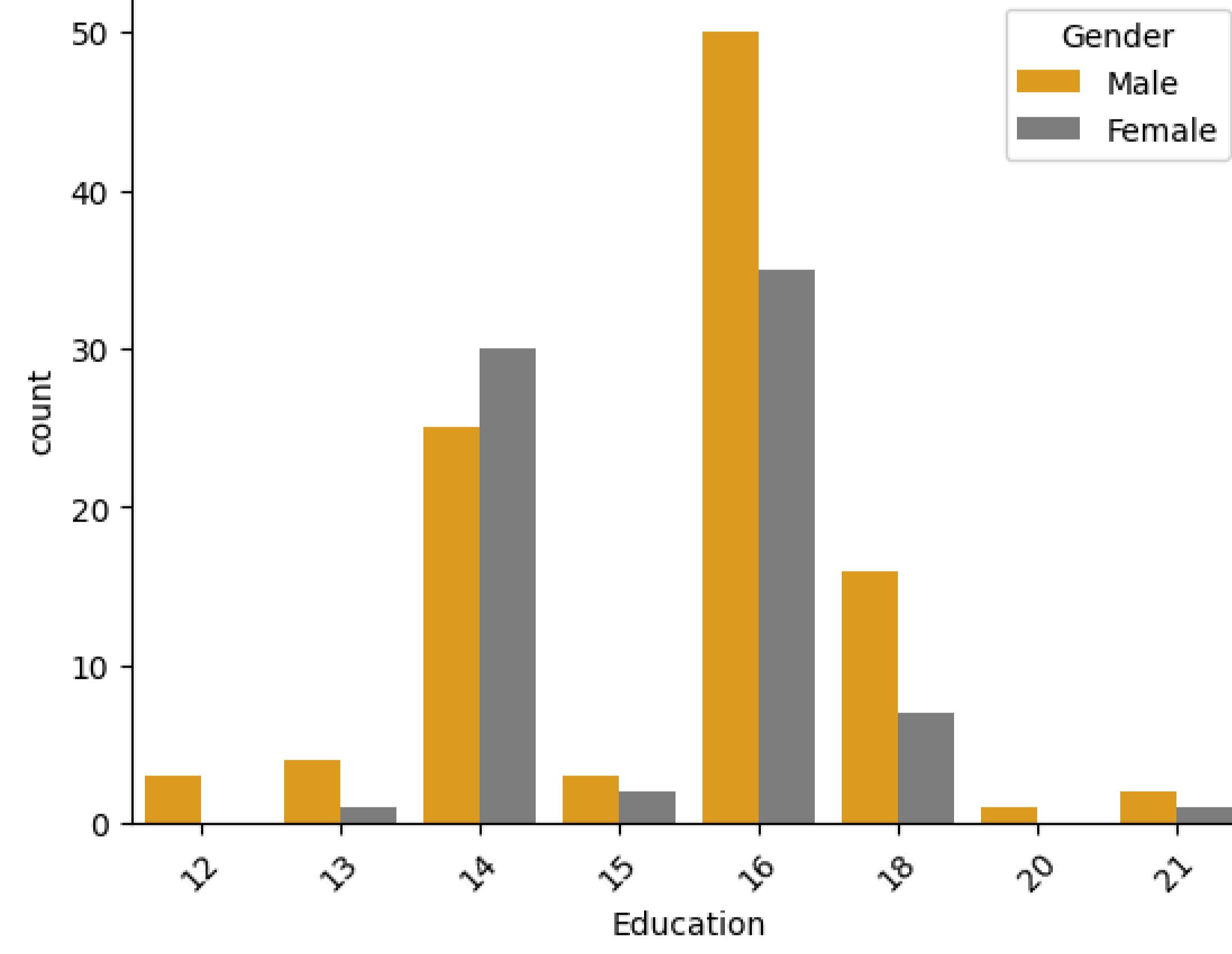
### Product Preference Across Education Levels



- Education vs Gender:

```
In [ ]: sns.countplot(data=df, x="Education", hue="Gender", palette=["orange", "grey"])
plt.title("Gender Distribution Across Different Education Levels")
plt.xticks(rotation=45)
plt.show()
```

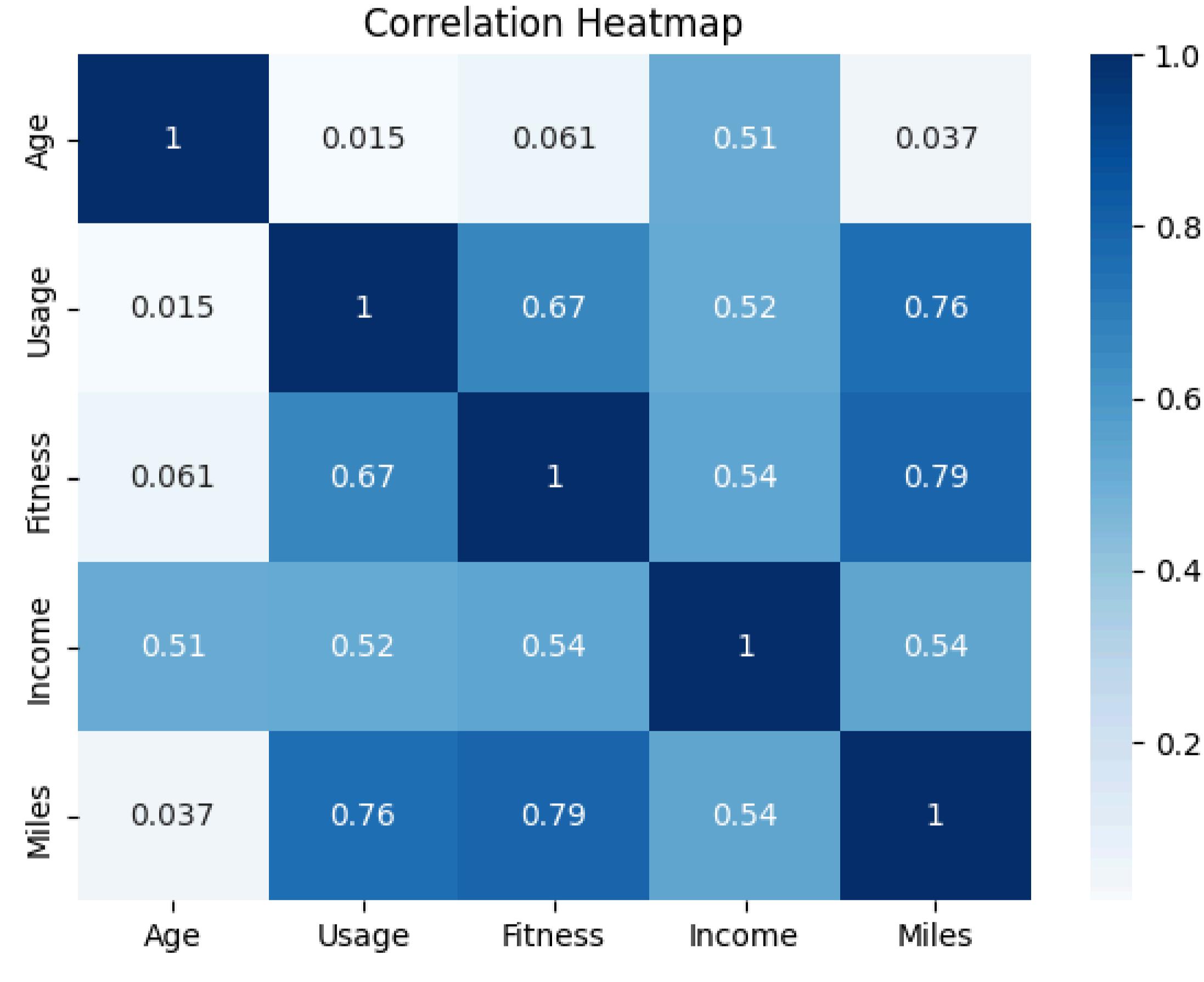
### Gender Distribution Across Different Education Levels



## For Correlation:

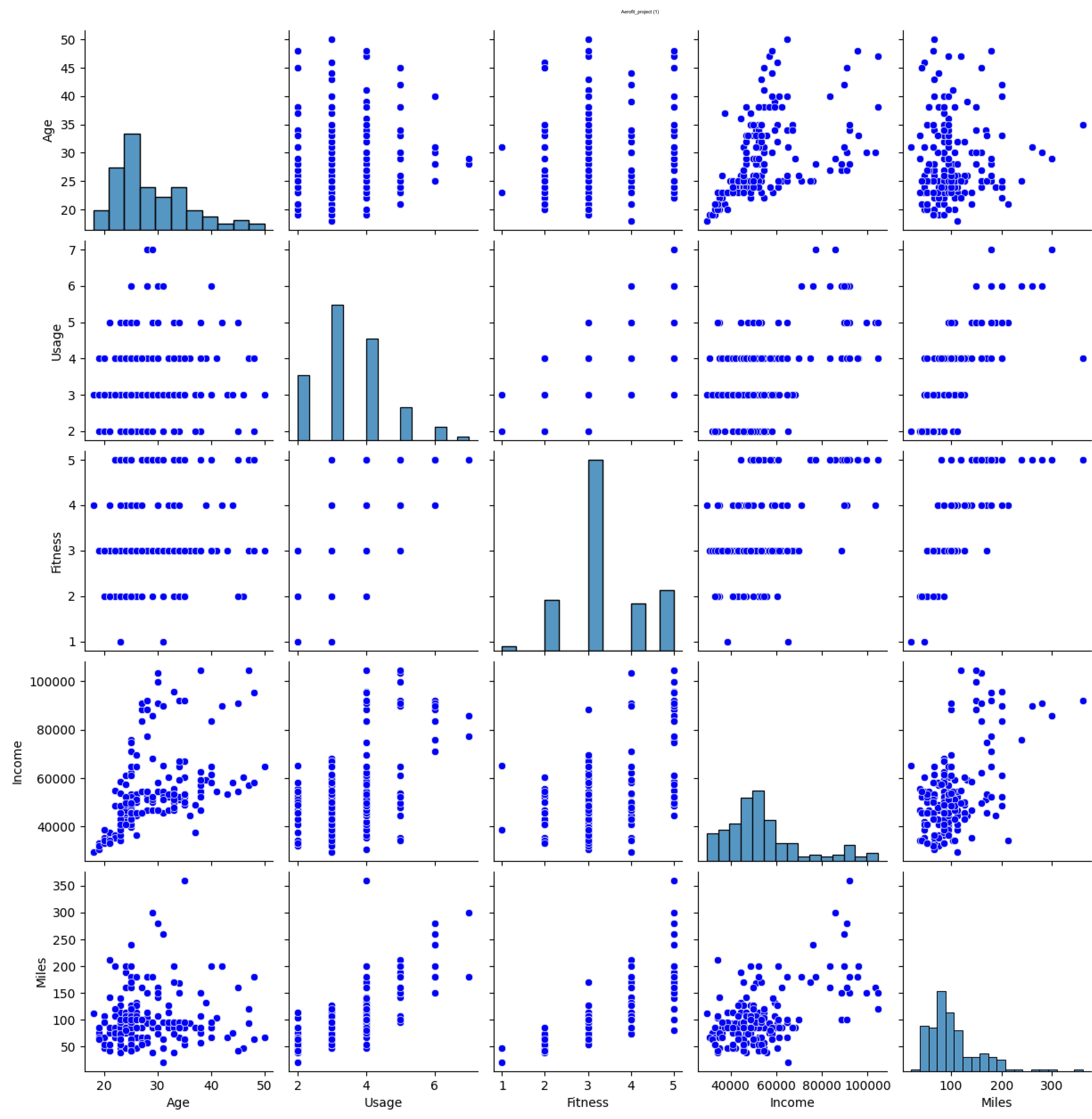
- Heatmap:

```
In [ ]: numerical = ["Age", "Usage", "Fitness", "Income", "Miles"]
plt.figure(figsize=(7,5))
sns.heatmap(df[numerical].corr(), annot=True, cmap='Blues')
plt.title("Correlation Heatmap")
plt.show()
```



- Pairplot:

```
In [ ]: numerical = ["Age", "Usage", "Fitness", "Income", "Miles"]
sns.pairplot(df[numerical], plot_kws={'color': 'blue'})
plt.show()
```



## Outliers Check:

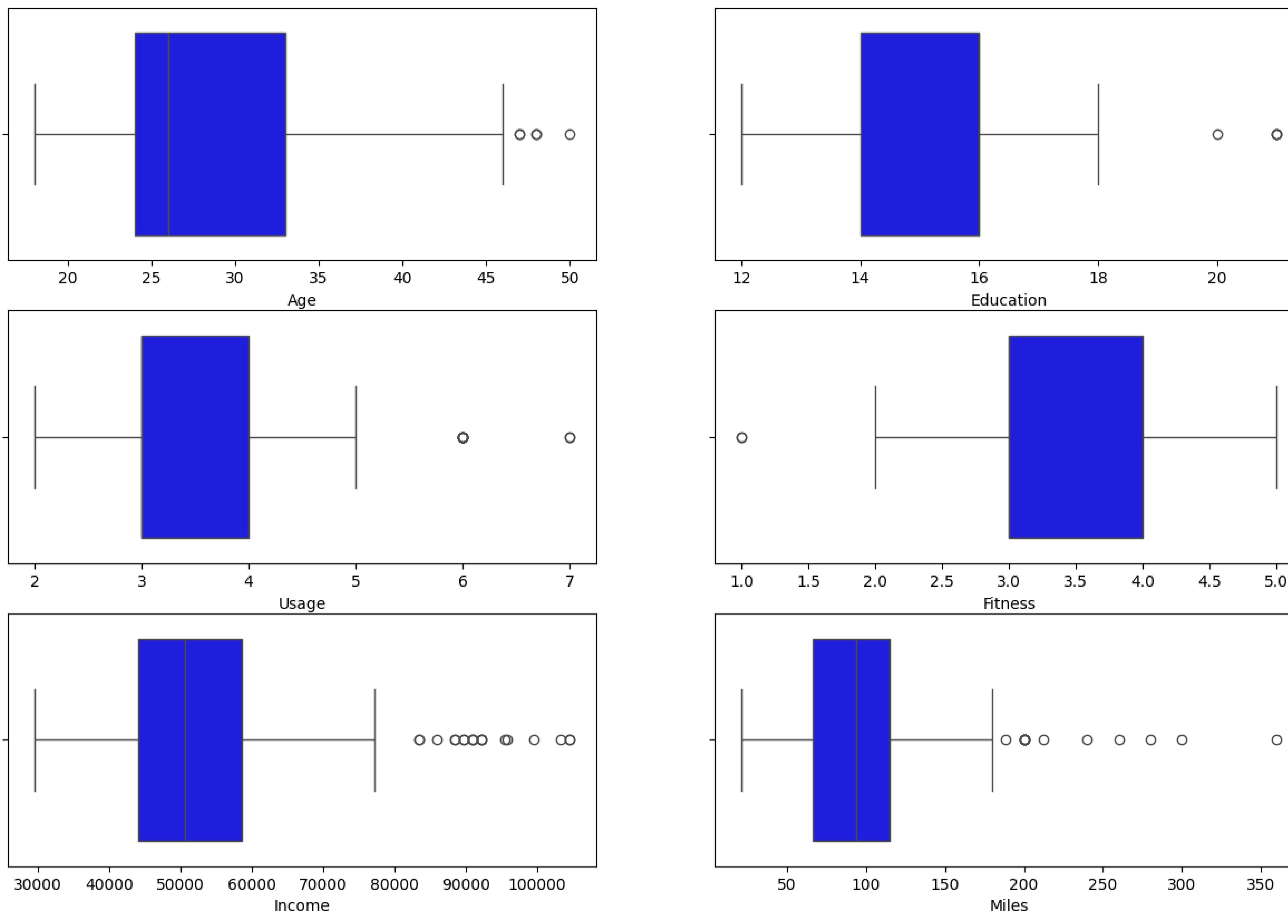
```
In [ ]: df_num=df.describe()
df_num
```

```
Out[ ]:    Age Education Usage Fitness Income Miles
count 180.000000 180.000000 180.000000 180.000000 180.000000 180.000000
mean 28.788889 15.572222 3.455556 3.311111 53719.577778 103.194444
std 6.943498 1.617055 1.084797 0.958869 16506.684226 51.863605
min 18.000000 12.000000 2.000000 1.000000 29562.000000 21.000000
25% 24.000000 14.000000 3.000000 3.000000 44058.750000 66.000000
50% 26.000000 16.000000 3.000000 3.000000 50596.500000 94.000000
75% 33.000000 16.000000 4.000000 4.000000 58668.000000 114.750000
max 50.000000 21.000000 7.000000 5.000000 104581.000000 360.000000
```

```
In [ ]: df_num.columns
```

```
Out[ ]: Index(['Age', 'Education', 'Usage', 'Fitness', 'Income', 'Miles'], dtype='object')
```

```
In [ ]: fig,axes=plt.subplots(nrows=3,ncols=2,figsize=(15,10))
axes=axes.flatten()
for i,j in enumerate(df_num.columns):
    sns.boxplot(x=df[j],ax=axes[i],color='blue')
```



## Detect Outliers using boxplot, “describe” method by checking the difference between mean and median?

**Income:**

- Detect Outliers Using describe():

```
In [ ]: df['Income'].describe()
```

```
Out[ ]:
      Income
count    180.000000
mean    53719.577778
std     16506.684226
min    29562.000000
25%   44058.750000
50%   50596.500000
75%   58668.000000
max   104581.000000
```

**dtype:** float64

- Detect Outlier:

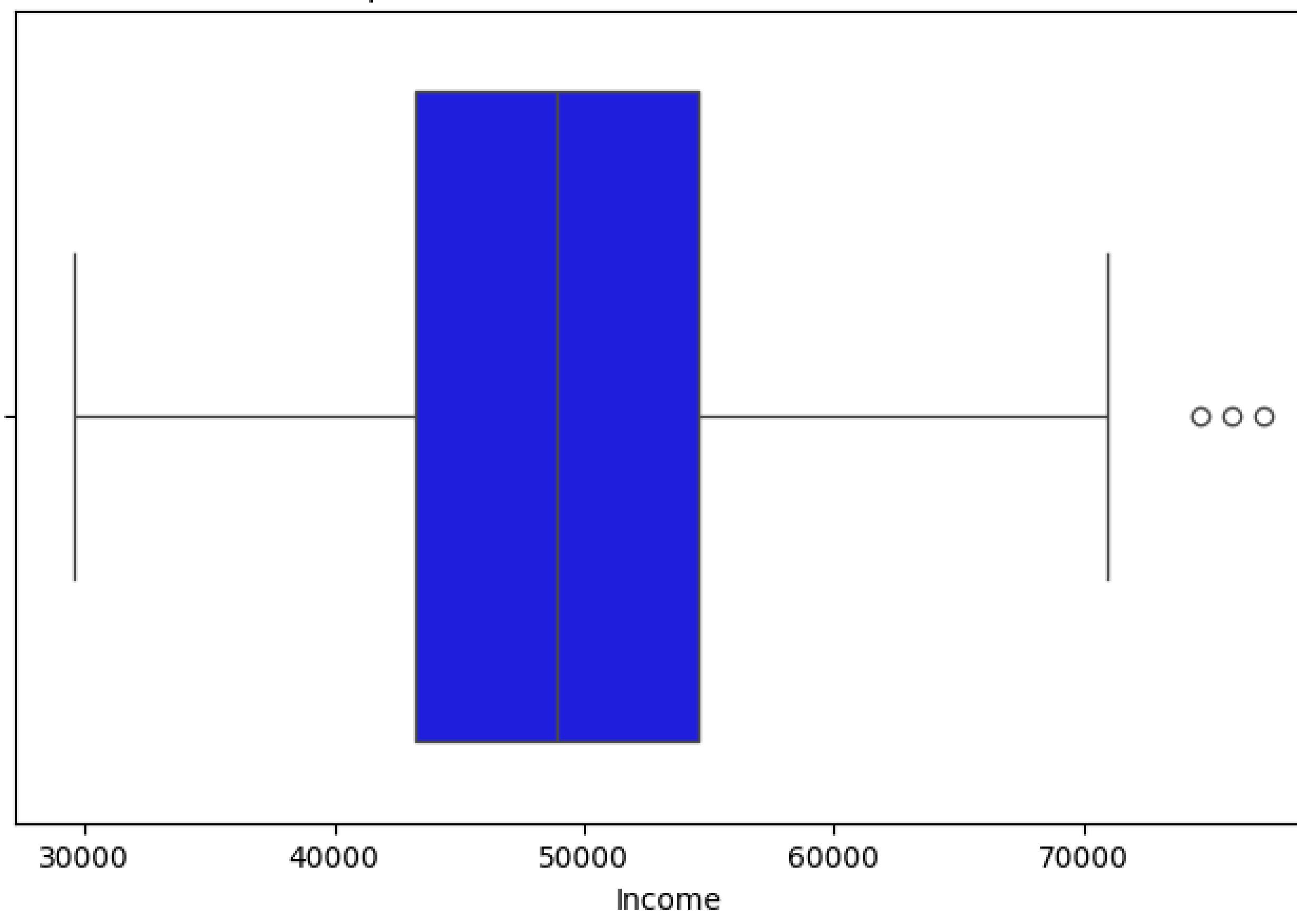
```
In [ ]:
Q1 = df['Income'].quantile(0.25)
Q3 = df['Income'].quantile(0.75)
IQR = Q3 - Q1

lower_bound = Q1 - 1.5 * IQR
upper_bound = Q3 + 1.5 * IQR

df_income_clean = df[(df['Income'] >= lower_bound) & (df['Income'] <= upper_bound)]
```

```
In [ ]:
plt.figure(figsize=(8, 5))
sns.boxplot(x=df_income_clean['Income'], color='blue')
plt.title("Boxplot of Income (After Outlier Removal)")
plt.xlabel("Income")
plt.show()
```

Boxplot of Income (After Outlier Removal)



- Detect Outliers Using Mean vs Median Difference:

```
In [ ]: mean_val = df['Income'].mean()
median_val = df['Income'].median()

print("Mean:", mean_val)
print("Median:", median_val)
print("Difference:", abs(mean_val - median_val))
```

Mean: 53719.57777777777  
 Median: 50596.5  
 Difference: 3123.077777777766

Miles:

- Detect Outliers Using describe():

```
In [ ]: df['Miles'].describe()
```

```
Out[ ]: Miles
```

count	180.000000
mean	103.194444
std	51.863605
min	21.000000
25%	66.000000
50%	94.000000
75%	114.750000
max	360.000000

dtype: float64

- Detect Outlier:

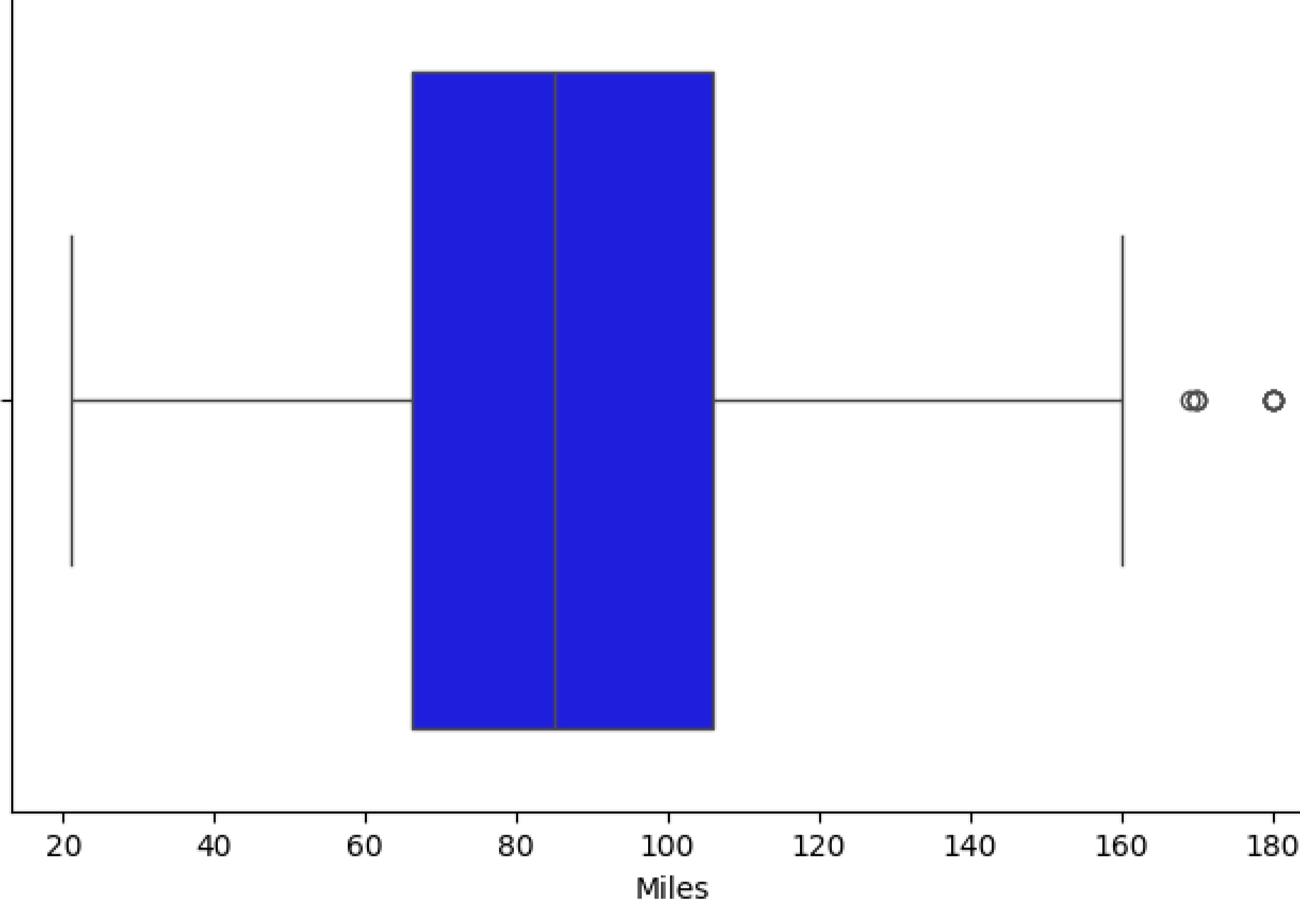
```
In [ ]: Q1 = df['Miles'].quantile(0.25)
Q3 = df['Miles'].quantile(0.75)
IQR = Q3 - Q1

lower_bound = Q1 - 1.5 * IQR
upper_bound = Q3 + 1.5 * IQR

df_miles_clean = df[(df['Miles'] >= lower_bound) & (df['Miles'] <= upper_bound)]
```

```
In [ ]: plt.figure(figsize=(8, 5))
sns.boxplot(x=df_miles_clean['Miles'], color='blue')
plt.title("Boxplot of Miles (After Outlier Removal)")
plt.xlabel("Miles")
plt.show()
```

Boxplot of Miles (After Outlier Removal)



- Detect Outliers Using Mean vs Median Difference:

```
In [ ]: mean_val = df['Miles'].mean()
median_val = df['Miles'].median()

print("Mean:", mean_val)
print("Median:", median_val)
print("Difference:", abs(mean_val - median_val))
```

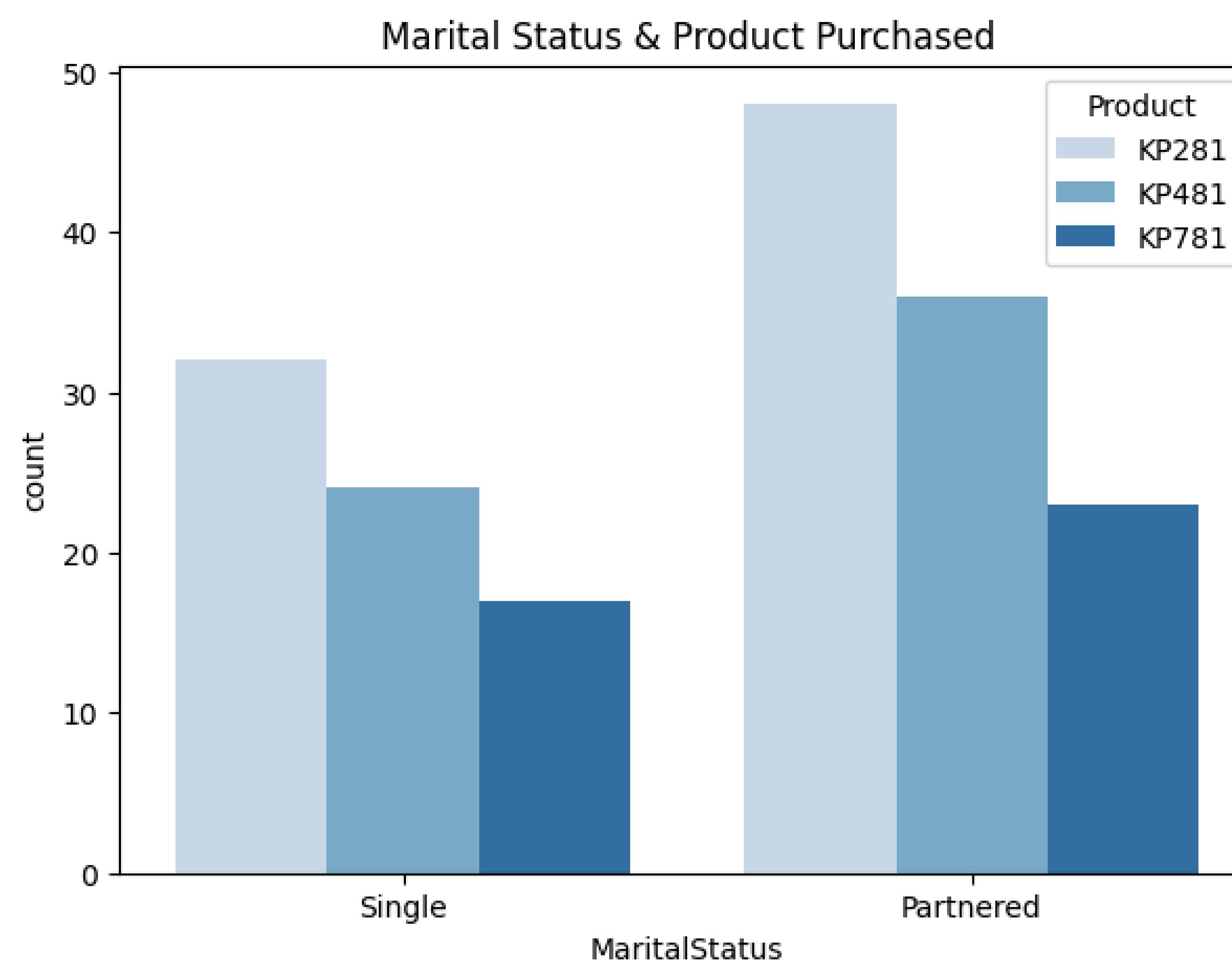
Mean: 103.1944444444444  
 Median: 94.0  
 Difference: 9.19444444444443

## Queries Analysis:

1. Check if features like marital status, age have any effect on the product purchased?

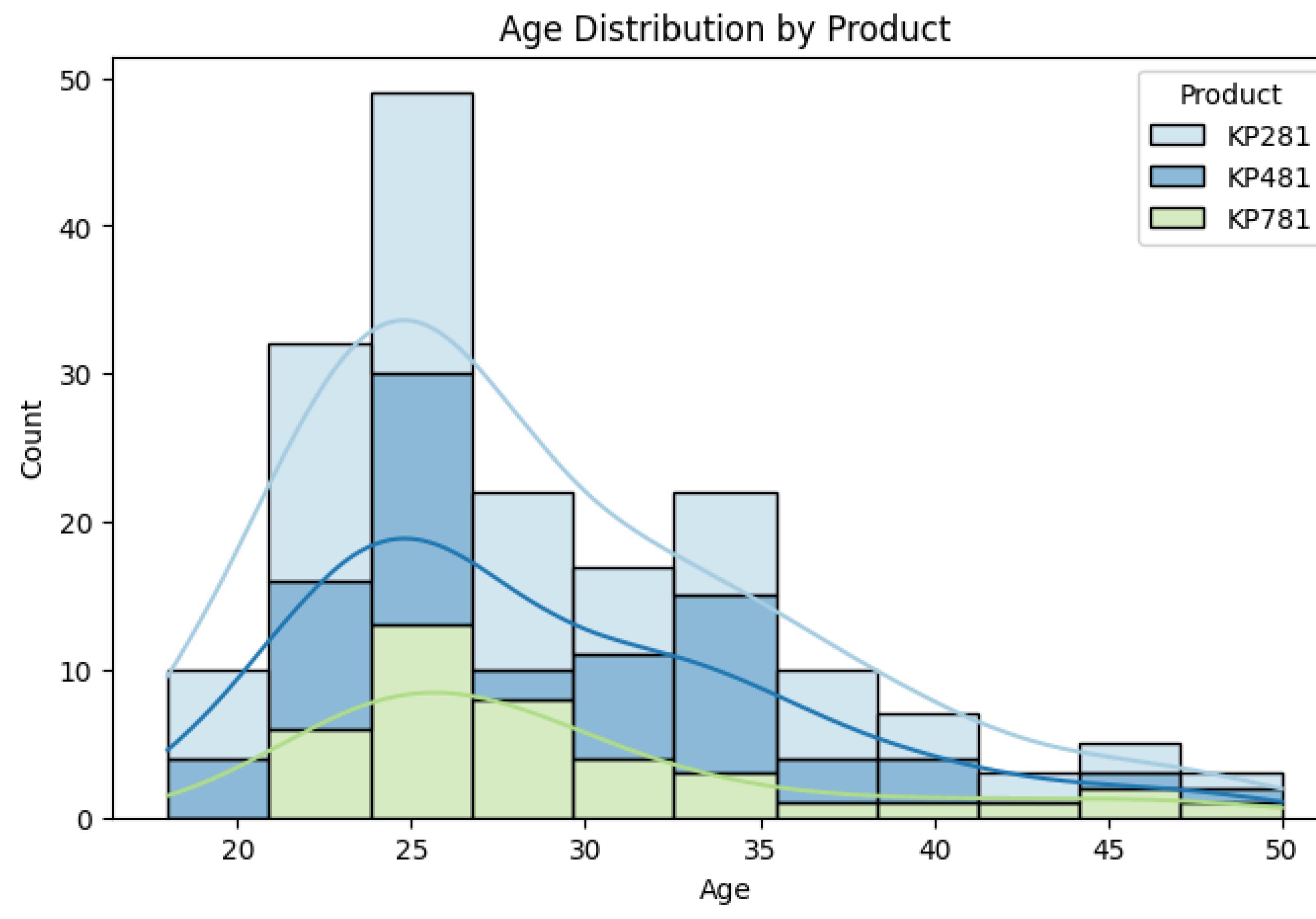
- Does Marital Status affect Product Purchased?

```
In [ ]: plt.figure(figsize=(7,5))
sns.countplot(data=df, x='MaritalStatus', hue='Product', palette='Blues')
plt.title('Marital Status & Product Purchased')
plt.show()
```



- Does Age affect Product Purchased?

```
In [ ]: plt.figure(figsize=(8,5))
sns.histplot(data=df, x='Age', hue='Product', kde=True, multiple='stack', palette='Paired')
plt.title('Age Distribution by Product')
plt.show()
```

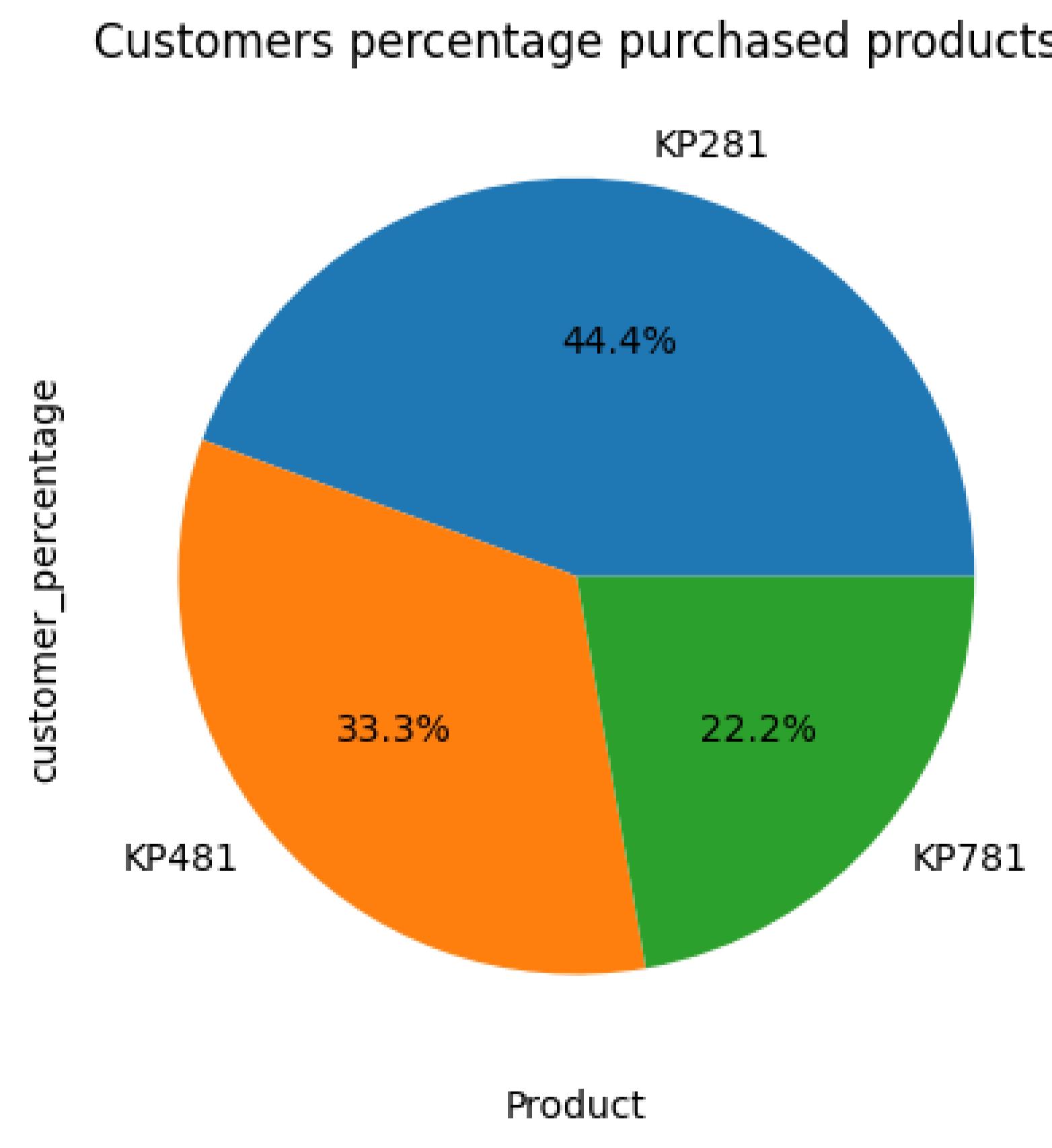


2. Representing the marginal probability like - what percent of customers have purchased KP281, KP481, or KP781 in a table (can use pandas.crosstab here)?

```
In [ ]: counts = pd.crosstab(df['Product'], columns='Count')
percentages = pd.crosstab(df['Product'], columns='Percentage', normalize=True) * 100
marginal_probability = pd.concat([counts, percentages], axis=1)
marginal_probability['Percentage'] = marginal_probability['Percentage'].round(2)
print(marginal_probability)
```

Product	Count	Percentage
KP281	80	44.44
KP481	60	33.33
KP781	40	22.22

```
In [ ]: marginal_probability['Percentage'].plot(kind='pie', autopct='%1.1f%%', labels=marginal_probability.index)
plt.xlabel('Product')
plt.ylabel('customer_percentage')
plt.title('Customers percentage purchased products')
plt.show()
```



3. With all the above steps you can answer questions like: What is the probability of a male customer buying a KP781 treadmill?

**Step 1:** Identify the Relevant Columns

- Gender
- Product Purchased

**Step 2:** Filter the Dataset for Male Customers are purchased product Kp781.

```
In [ ]: male_data=df[df['Gender']=='Male']
total_males=len(male_data)
male_kp781 = male_data[male_data['Product'] == 'KP781']
male_kp781_count = len(male_kp781)
```

**Step 3 :** Probability of Male Customers are purchased product Kp781.

```
In [ ]: probability_of_males_KP781 = round(male_kp781_count / total_males,2)
print("probability_of_males are purchased KP781 is :",probability_of_males_KP781)

probability_of_males are purchased KP781 is : 0.32
```

#### 4. Customer Profiling - Categorization of users.

**Customer Profiling:** Customer profiling is the process of identifying and understanding different types of customers based on their characteristics, behavior, and product usage.

**Categorization of users:** Categorization of users means grouping customers into meaningful segments based on common features such as age, miles, usage level, and product preference.

##### Customer Profiling Code:

```
In [ ]: def customer_profile(row):
    # Home Fitness Beginner
    if row['Product'] == "KP281" and row['Usage'] <= 2:
        return "Home Fitness Beginner"
    # Weight Management User
    elif row['Miles'] >= 120:
        return "Weight Management User"
    else:
        return "General User"
df['Customer_Profile'] = df.apply(customer_profile, axis=1)
print(df['Customer_Profile'].value_counts())
```

```
Customer_Profile
General User      116
Weight Management User   45
Home Fitness Beginner    19
Name: count, dtype: int64
```

- **Insights:**

- **General Users** show casual and irregular treadmill usage with low engagement.
- **Weight Management Users** use the treadmill more intensely for weight loss goals.
- **Home Fitness Beginners** are few, indicating limited adoption among new users.

##### Categorisation by Product:

```
In [ ]: df['Category'] = df['Product'].map({
    'KP281': 'Budget User',
    'KP781': 'Mid-Range User',
    'KP901': 'Premium User'
})
print(df[['Product', 'Category']].head())
```

Product	Category
KP281	Budget User

##### Profile Summary:

```
In [ ]: profile_summary = df.groupby('Customer_Profile').agg({
    'Income':'mean',
    'Miles':'mean',
    'Usage':'mean',
    'Product':'count'
})

print(profile_summary)
```

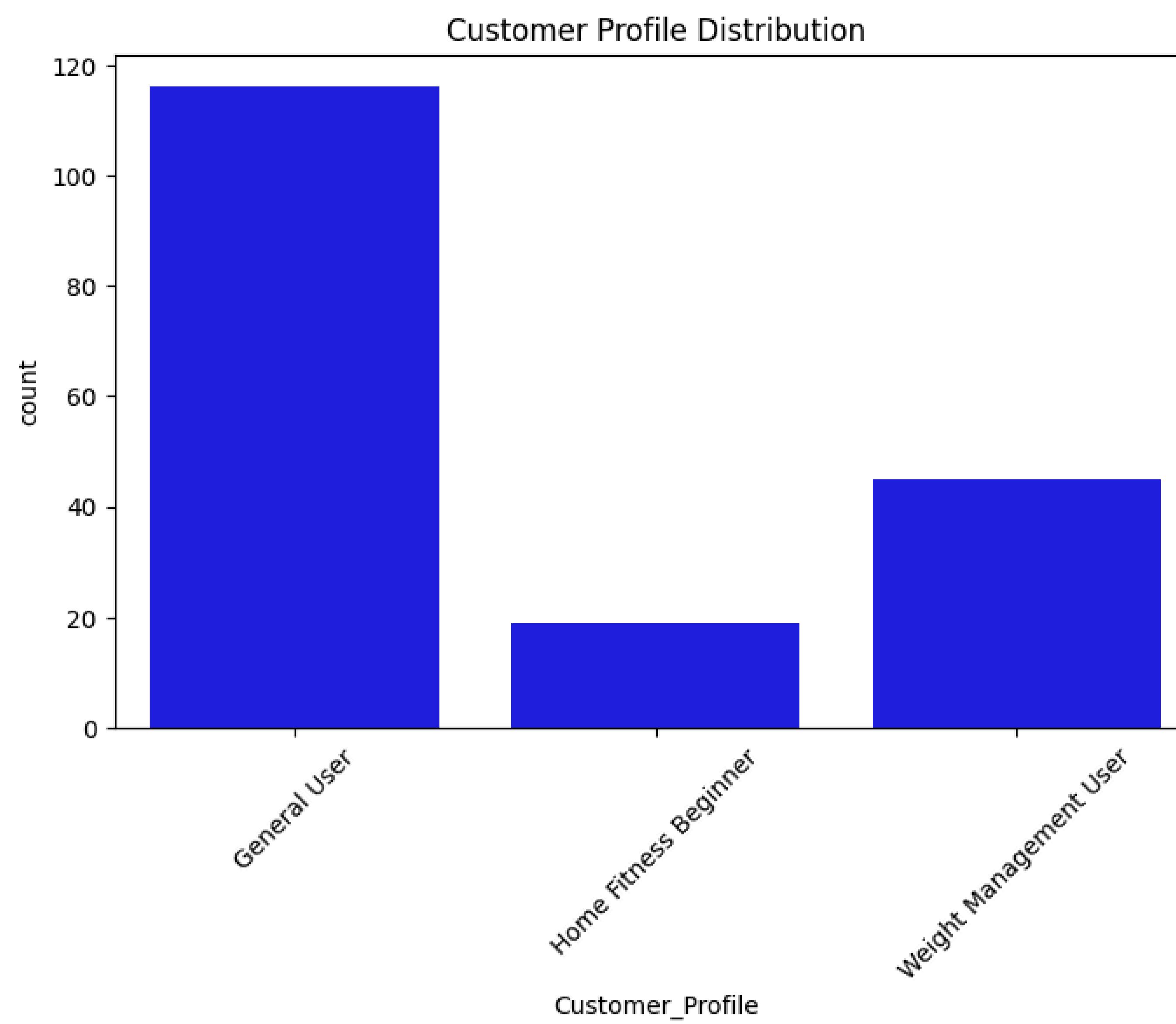
Customer_Profile	Income	Miles	Usage	Product
General User	49056.775862	82.396552	3.206897	116
Home Fitness Beginner	46437.473684	59.842105	2.000000	19
Weight Management User	68813.911111	175.111111	4.711111	45

```
In [ ]: df.head()
```

```
Out[ ]:   Product  Age  Gender  Education  MaritalStatus  Usage  Fitness  Income  Miles  Age_Group  Income_Level  Customer_Profile  Category
0   KP281  18    Male       14      Single       3      4    29562    112  Young (17-30)     Low  General User  Budget User
1   KP281  19    Male       15      Single       2      3    31836     75  Young (17-30)     Mid  Home Fitness Beginner  Budget User
2   KP281  19   Female      14  Partnered       4      3    30699     66  Young (17-30)     Mid  General User  Budget User
3   KP281  19    Male       12      Single       3      3    32973     85  Young (17-30)     Mid  General User  Budget User
4   KP281  20    Male       13  Partnered       4      2    35247     47  Young (17-30)     Mid  General User  Budget User
```

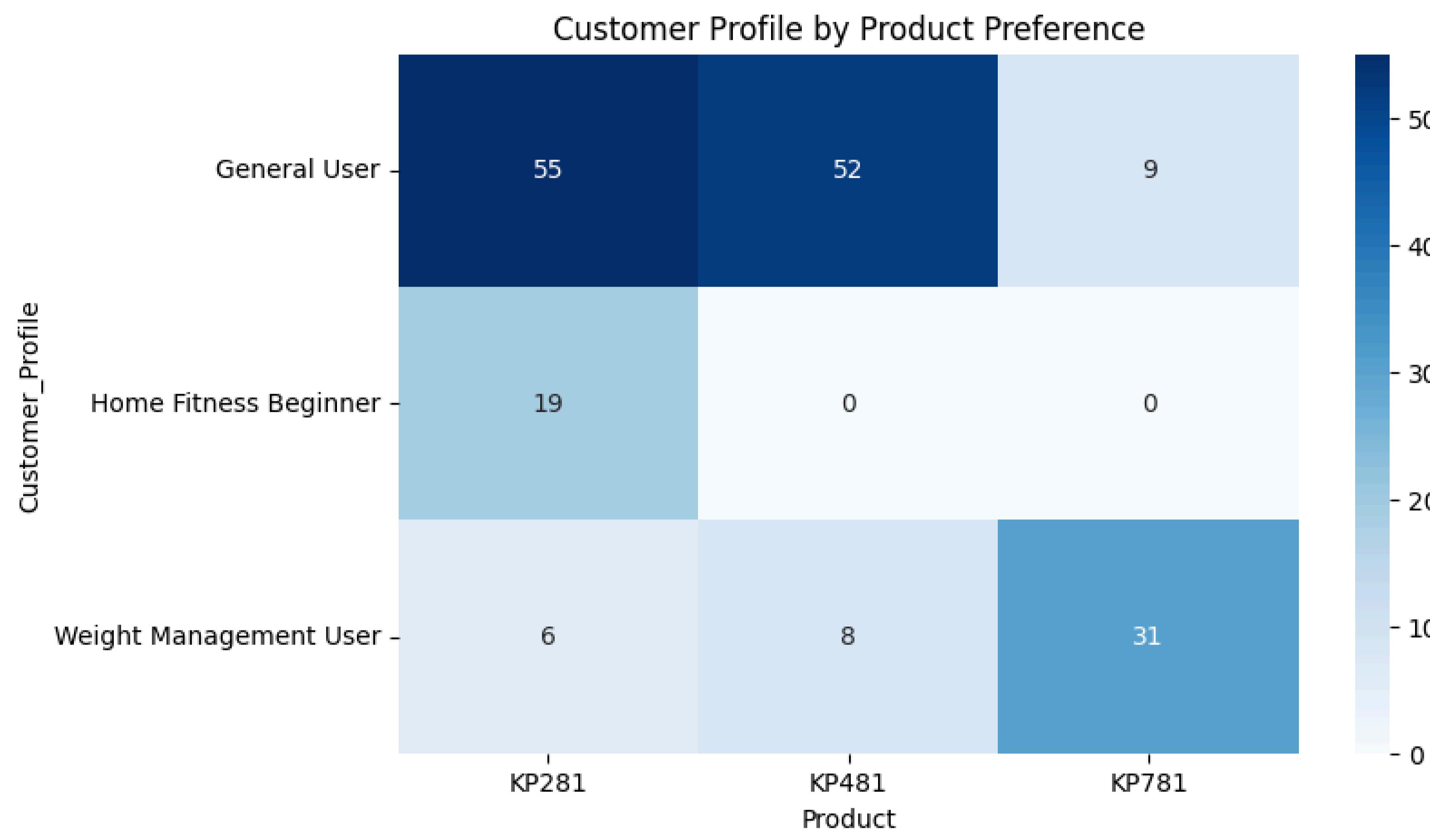
##### Customer Profile Count:

```
In [ ]: plt.figure(figsize=(8,5))
sns.countplot(data=df, x='Customer_Profile', color='blue')
plt.title("Customer Profile Distribution")
plt.xticks(rotation=45)
plt.show()
```



#### Customer Profile vs Product:

```
In [ ]: profile_product = pd.crosstab(df['Customer_Profile'], df['Product'])
plt.figure(figsize=(8,5))
sns.heatmap(profile_product, annot=True, cmap='Blues')
plt.title("Customer Profile by Product Preference")
plt.show()
```



- **Insights:**

- Home Fitness Beginners mostly choose KP281, reflecting price-sensitive buying.
- General Users are spread across all models, showing purchases driven by initial interest.
- Weight Management Users lean toward mid-range models, balancing cost and performance.

#### 5. Probability- marginal, Conditional probability:

**Marginal Probability :** Marginal probability refers to the probability of a single event happening without any condition.

- What is the marginal probability that a customer runs more than 5 miles per week? Also, what is the conditional probability that a customer is high-income given that they run.

```
In [ ]: total_customers = len(df)
miles_above_5 = len(df[df['Miles'] > 5])
marginal_prob_miles = miles_above_5 / total_customers
print("miles_above_5 : ", miles_above_5)
print("Marginal Probability that a customer runs more than 5 miles per week: ", marginal_prob_miles)
```

miles\_above\_5 : 180  
Marginal Probability that a customer runs more than 5 miles per week: 1.0

**Conditional Probability:** Conditional probability is the probability of an event occurring given that another event has already happened.

- What is the conditional probability that a customer is high-income given that they run more than 5 miles per week?

```
In [ ]: miles_group = df[df['Miles'] > 5]
high_income_miles = len(miles_group[miles_group['Income_Level'] == 'High'])
conditional_prob_income_given_miles = round(high_income_miles / miles_above_5, 2)
print("high_income_miles is: ", high_income_miles)
print("conditional_probability that a customer runs more than 5 miles per week: ", conditional_prob_income_given_miles)
```

high\_income\_miles is: 39  
conditional\_probability that a customer runs more than 5 miles per week: 0.22

## Business Insights:

### 1. Comments on the range of attributes:

- Attributes cover a wide range: young to older customers, low to high income, low to high miles.
- Both genders, all education levels, and all marital statuses are represented.
- Fitness levels vary from low to high, showing mixed customer maturity.
- Product range (KP281, KP481, KP781) covers budget, mid-range, and premium buyers.

### 2. Comments on the distribution & relationships:

- Miles and usage show a positive pattern—more usage leads to higher miles.
- Medium fitness customers form the largest segment.
- Higher-income customers prefer premium products like KP781.

- Older customers tend to buy more advanced models.

### 3. Comments for Each Univariate and Bivariate Plot:

#### Univariate (Single Variable):

- Age distribution highlights the most common buying age group.
- Gender countplot shows whether males or females dominate purchases.
- Education plot shows how awareness differs across qualification levels.
- Marital status plot reveals whether single or married customers buy more.
- Usage histogram shows how often customers use their treadmill weekly.

#### Bivariate Plots:

- Education vs Income shows higher education often relates to higher income.
- Marital Status vs Product shows purchasing patterns across family types.
- Usage vs Miles shows a strong positive relationship—more usage means more miles.
- Fitness vs Product shows fitter customers prefer higher-end models.
- Age vs Miles shows which age groups use the treadmill more consistently.

## Recommendations:

- ★ Give special offers and EMI plans to attract higher-income buyers toward premium models.
- ⌚ Target middle-aged customers more, as they form the largest buying group.
- 👥 Provide couple/family discounts since many married customers purchase treadmills.
- 💡 Create beginner workout guides to support low-fitness customers and boost engagement.
- 👉 Run youth-focused promotions to increase sales of the basic model for younger buyers.
- 🎁 Introduce loyalty rewards for frequent users to encourage long-term brand connection.