

Q1: IS THE CONTEXT LINK VALID?

Description: Click on the Context link (ASIN/ Search page) and familiarize yourself with the content of the page. Make sure you are very comfortable with the context and you fully understand the situation the customer is in.

Answers (single selection):

- Yes
- No

Guidelines:

- If the context link is valid, **then select 'Yes'**
- If the context link is not valid, empty, broken or shows an error, **then select 'No'.**

Exit clause: If the context_page link is invalid (e.g., empty field, broken link, 404 error), then select "No", leave a comment in Q11, and skip the entire entry.