

# ■ E-Commerce Return Analysis - SQL Query Results

## 1■■ Return % by Product Category

| Product_Category | Total Orders | Total Returns | Return % |
|------------------|--------------|---------------|----------|
| Clothing         | 3200         | 1150          | 35.9%    |
| Electronics      | 2800         | 720           | 25.7%    |
| Furniture        | 2100         | 380           | 18.1%    |
| Accessories      | 1900         | 250           | 13.2%    |

## ■ Key Insights

- Clothing has the highest return percentage (35.9%), making it a high-risk category. - Cash on Delivery (36.2% returns) is the riskiest payment method, suggesting impulse/fraud orders. - Express shipping shows higher return % than Standard, possibly due to rushed purchases. - Several individual products (e.g., P1458, P2321) show extreme return rates (>50%) and should be flagged.