

# ANNOTATION GUIDELINES FOR AMAZON REVIEWS

**Project:** Sentiment Analysis on Refurbished Phone Reviews

**Annotator:** Raghav Upadhyay

## **Labels:**

### **1. Positive**

This label is assigned to reviews that express satisfaction, appreciation, or positive experiences with the refurbished phone. These reviews highlight the benefits, good performance, or excellent service.

#### **What to look for:**

- **Expressions of Praise:**

Words or phrases that show approval, such as “great,” “excellent,” “worth the money,” or “amazing quality.”

- **Satisfaction with Service or Product:**

Positive mentions about the product’s performance, appearance, or customer service experience.

- **Positive Emotions:**

Satisfaction, gratitude, or contentment are expressed towards the phone or seller.

#### **Examples:**

- “The phone works perfectly, and it looks brand new!”
- “Great value for the price. I’m delighted with the purchase.”
- “The delivery was quick, and the phone exceeded my expectations.”

### **2. Negative**

This label is for reviews that express dissatisfaction, frustration, or negative experiences with the refurbished phone. These reviews point out flaws, poor performance, or issues with the service.

#### **What to look for:**

- **Criticism or Complaints:**

Statements highlighting issues like poor quality, defects, or dissatisfaction with the phone’s performance.

- **Negative Customer Experiences:**

Complaints about delayed delivery, misleading descriptions, or unhelpful customer service.

- **Expressions of Frustration:**

Words or phrases indicating disappointment, such as “terrible,” “waste of money,” or “doesn’t work.”

#### **Examples:**

- “The phone stopped working after just one week. Total waste of money.”

- “There were scratches all over the screen, and it looks used, not refurbished.”
- “The battery life is terrible, and it takes forever to charge.”

#### **Annotation Process:**

1. **Review the Content:** Read the review text carefully, focusing on the sentiment expressed.
2. **Identify Sentiment:** Determine whether the sentiment is positive or negative based on the provided guidelines.
3. **Label the Sentiment:** Assign one of the two labels (Positive or Negative) to the review.
4. **Document Annotations:** Ensure consistency and clarity in labeling. If unsure, refer to the definitions and examples above.

#### **References:**

- Amazon Product Review Guidelines.
- Sentiment Analysis Annotation Frameworks.