

## Business Analysis Report

### Your Business Details:

name: uBreakiFix - Phone and Computer Repair

address: 259 W 23rd St, New York, NY 10011, USA

city: New York

state: NY

website:

[https://www.ubreakifix.com/locations/chelsea?utm\\_source=google&utm\\_medium=gmb&utm\\_campaign=chelsea](https://www.ubreakifix.com/locations/chelsea?utm_source=google&utm_medium=gmb&utm_campaign=chelsea)

rating: 4.2

reviews\_count: 895

reviews: [{"author\_name": "////", "author\_url": "https://www.google.com/maps/contrib/115506551169065498064/reviews", "language": "en", "original\_language": "en", "profile\_photo\_url": "https://lh3.googleusercontent.com/a/ACg8ocK71ir3UG472kByFXQclUvSjqX97hLNo5oastcqfeUs0ufKHA=s128-c0x00000000-cc-rp-mo", "rating": 1, "relative\_time\_description": "in the last week", "text": "Did a screen repair (\$430), and the store assistant said it\u2019s 10% off. When the repair was complete, I was given a \$10 discount. To my question on why the price isn\u2019t correct, the store assistant tried to explain that this is how 10% off works, and she couldn\u2019t understand"}]

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what\u2019s wrong. Another assistant, after hearing her arguments and understanding everything, asked me if I have a flyer that says 10% off (of course, I had no flyers), told me that \$10 off is my only option (after the phone repair was already complete). I paid and left.\n\nUpd.: After the repair, my phone is always at 1% battery and turns off on its own. Iphone\u2019s message is it\u2019s impossible to verify that the device has a genuine battery (screenshot attached). Avoid this place at all costs.", "time": 1721016679, "translated": false}, {"author\_name": "Debra Andrews", "author\_url": "https://www.google.com/maps/contrib/113030175792140761181/reviews", "language": "en", "original\_language": "en", "profile\_photo\_url": "https://lh3.googleusercontent.com/a-/ALV-UjXbsPf--zYu2\_EGi3Y84dixDteQ3GiYvrPY82rxPK6A3JgNztPa=s128-c0x00000000-cc-rp-mo-ba2", "rating": 5, "relative\_time\_description": "4 months ago", "text": "Recently, I sent a review. The service was extremely efficient. The technicians courteous and on point with their ability to reassure he was confident in what he was doing. In addition The price was great and the pickup time even Better.", "time": 1709402390, "translated": false}, {"author\_name": "Sabi P.", "author\_url": "https://www.google.com/maps/contrib/118040688210961980585/reviews", "language": "en", "original\_language": "en", "profile\_photo\_url": "https://lh3.googleusercontent.com/a/ACg8ocJP0DeOmnMrScwJD1ebnjWpP3aX-82wEe8qC6zuoMRVDdtWw=s128-c0x00000000-cc-rp-mo", "rating": 1, "relative\_time\_description": "5 months ago", "text": "Horrible customer service. My phone bricked. When contacting Google Support, they said to go to Ubreakifix and that the initial diagnosis was free. Even went online to schedule an appointment and saw that the initial diagnosis was free. Decided to walk-in on 01/30/2024 afternoon instead. The rep asked \$20 for initial diagnosis. Pointed out that google said it was free and their own website said it was free too. This Latino looking guy says \"we are not google\" and refuses until the \$20 is paid. I'd have tipped after the repair, I do appreciate their work, but this guy wanted to rip \$20 off me from the start, so I left.", "time": 1707337103, "translated": false}, {"author\_name": "Me R",

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"author\_url": "https://www.google.com/maps/contrib/102698937755835469033/reviews", "language": "en", "original\_language": "en", "profile\_photo\_url": "https://lh3.googleusercontent.com/a/ACg8ocIikNMBKSBnneFrmxf\_ShAFQSD\_sBZgd-aNIBYc0Q1qyqQ2jP0=s128-c0x00000000-cc-rp-mo", "rating": 5, "relative\_time\_description": "3 months ago", "text": "Great service, friendly, professional and super quick service. Had my phone back glass replace on less that 40 minutes. Highly recommend it!", "time": 1711838449, "translated": false}, {"author\_name": "Eli Parmett", "author\_url": "https://www.google.com/maps/contrib/113821299386082679096/reviews", "language": "en", "original\_language": "en", "profile\_photo\_url": "https://lh3.googleusercontent.com/a/ACg8ocKe0wdy1bo2VnC4cViBlg6pYPc8KQ1F4BfB-AN0W72yidWDuw=s128-c0x00000000-cc-rp-mo", "rating": 2, "relative\_time\_description": "5 months ago", "text": "I went here to get a console fixed and right when I walked in they told me what was wrong with it. They said they were backed up and it might take around 2 weeks. They also said since they did a brief diagnostic (looking at it for 10 seconds) that if there is something else wrong with it they are going to add it to my bill. Including the \$60 \u2018detailed diagnostic\u2019. After maybe 4 days they called me and told me it was ready for pickup. I checked store hours and it said 10-7(that was yesterday) and I assumed it went for today too. I went to the store at around 10:30 and it was closed. I checked online again and it said it was open from 12AM(keep in mind AM) until 5PM. It is now 12:30 and I have been calling them. I knew it was their mistake putting their hours online for 12AM and assumed it was just meant for noon. After calling the store 3 times with no answer, I had to call 2 other stores to find out it was closed. Yesterday when they called me, they told me to come in at any time. Fix your hours online and get better service. Definitely not gonna come back here.", "time": 1706463784, "translated": false}

opening\_hours: Monday: 10:00AM7:00PM, Tuesday: 10:00AM7:00PM, Wednesday:

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10:00AM7:00PM, Thursday: 10:00AM7:00PM, Friday: 10:00AM7:00PM, Saturday: 10:00AM7:00PM,  
Sunday: 12:00AM5:00PM

phone\_number: (212) 651-1544

latitude: 40.74513710000001

longitude: -73.9975132

photos:

<https://lh3.googleusercontent.com/places/ANXAkqHSFi4W5MFYIVJd8A7J3DL5hWJCYxYnl-WtGrkb27MOviMYJLUeXmzAlgEyzLDHtVJhDC88tJVWUjzyMnBka1nDPmdyXGq8kgw=s1600-w400>,  
[https://lh3.googleusercontent.com/places/ANXAkqHcUz7OI-2XEblzo2MSr\\_hq2thJxWVH0-le8NfHOhpasMEaHqWcQhjYV9NMMafxaIMJkFrvw4qIsACcfNrLbEks4N68mYrB2Y=s1600-w400](https://lh3.googleusercontent.com/places/ANXAkqHcUz7OI-2XEblzo2MSr_hq2thJxWVH0-le8NfHOhpasMEaHqWcQhjYV9NMMafxaIMJkFrvw4qIsACcfNrLbEks4N68mYrB2Y=s1600-w400),  
[https://lh3.googleusercontent.com/places/ANXAkqFn0hdOUcxsktB30BnCK4PhG49BHpbAzv-WLPW9iHo2q9aZqUezpmbiLWr4qoQjafzaANRD0W08b7MqC6i92Xs\\_QQ1GE-j8O7s=s1600-w400](https://lh3.googleusercontent.com/places/ANXAkqFn0hdOUcxsktB30BnCK4PhG49BHpbAzv-WLPW9iHo2q9aZqUezpmbiLWr4qoQjafzaANRD0W08b7MqC6i92Xs_QQ1GE-j8O7s=s1600-w400),  
[https://lh3.googleusercontent.com/places/ANXAkqFwrqRFDhRQycye9KIUf4M1\\_xlUG5zLFypGWYHNwdlk\\_NuS2kd9LmIYZ-L9bjvk6ETDpEF3KDx4MrIGSiD3qx6col9Ghs20bD4=s1600-w400](https://lh3.googleusercontent.com/places/ANXAkqFwrqRFDhRQycye9KIUf4M1_xlUG5zLFypGWYHNwdlk_NuS2kd9LmIYZ-L9bjvk6ETDpEF3KDx4MrIGSiD3qx6col9Ghs20bD4=s1600-w400),  
[https://lh3.googleusercontent.com/places/ANXAkqEBPt3zKe40QoNpW4fIE1rJqB9KSkikhRkz8VUq5ww743klmJ2MNHDO0TA1GxgFdH2oy\\_EU18g3WIS9YmkPqmLAy4AdL9Ji1uQ=s1600-w400](https://lh3.googleusercontent.com/places/ANXAkqEBPt3zKe40QoNpW4fIE1rJqB9KSkikhRkz8VUq5ww743klmJ2MNHDO0TA1GxgFdH2oy_EU18g3WIS9YmkPqmLAy4AdL9Ji1uQ=s1600-w400)

price\_level: -1

price\_level\_str: Price information not available

**Business Analysis Report**

popularity\_score: 17.35

types: store, point\_of\_interest, establishment

BusinessType: 0

search\_term:

**Comparison with Other Businesses:**

Rating: count 8.000000

mean 4.612500

std 0.247487

min 4.200000

25% 4.475000

50% 4.650000

75% 4.725000

max 5.000000

Name: Rating, dtype: float64

Reviews Count: count 8.000000

mean 1519.000000

std 2245.236227

min 87.000000

25% 276.500000

50% 752.000000

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75% 1596.000000

max 6879.000000

Name: Reviews Count, dtype: float64

latitude: count 8.000000

mean 40.724440

std 0.012772

min 40.703269

25% 40.718470

50% 40.721913

75% 40.733284

max 40.745137

Name: latitude, dtype: float64

longitude: count 8.000000

mean -73.996089

std 0.007749

min -74.011022

25% -73.999200

50% -73.992459

75% -73.991007

max -73.989730

Name: longitude, dtype: float64

Price Level: count 8.000000

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mean 0.750000

std 1.908627

min -1.000000

25% -1.000000

50% 0.500000

75% 2.250000

max 3.000000

Name: Price Level, dtype: float64

Popularity Score: count 8.000000

mean 15.566250

std 3.591792

min 10.870000

25% 12.315000

50% 16.320000

75% 18.850000

max 19.400000

Name: Popularity Score, dtype: float64

BusinessType: count 8.0

mean 0.0

std 0.0

min 0.0

25% 0.0

50% 0.0

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75%    0.0

max    0.0

Name: BusinessType, dtype: float64

**Price Level Comparison:**

Your Business Price Level: Price information not available

Average Competitors' Price Level: Moderate