

# Detailed Theme Breakdown — Amazon India

## Theme: Delivery & Logistics

Why this matters:

Issues related to order delivery timelines, shipment tracking, and courier performance.

Volume:

639 reviews (65.5%)

Star Distribution (Overall Period):

1-2★: 71%

3★: 19%

4-5★: 10%

Representative Reviews:

- [★] i am very disappointed from amazon delivery service.worst experience...

- [★★] overall good, but don't book flight tickets from them, they give you a discount and then charge around the same amount as the convenience fee. Nothing mentioned anywhere, the final amount shown and charged are different. Shopping experience is awe...

- [★★★] The app is buggy and slow, cant veiw my orders and change profiles.

## Theme: Payments & Refunds

Why this matters:

Issues related to payment processing, refunds, coupons, wallets, and failed transactions.

Volume:

155 reviews (15.9%)

Star Distribution (Overall Period):

1-2★: 71%

3★: 19%

4-5★: 10%

Representative Reviews:

- [★] this amazon pay upi id copied and upi id qr code scanner share not available. This upi login/entry time biometric / pin enter security option not available.This upi payment processing is very slow.

- [★★★] extra charge taken as for 5 rs

- [★] cash on delivery not show

## Theme: App Experience & Stability

Why this matters:

Problems related to app usability, crashes, login issues, and device compatibility.

Volume:

119 reviews (12.2%)

Star Distribution (Overall Period):

1-2★: 71%

3★: 19%

4-5★: 10%

#### Representative Reviews:

- [★★] Thank you for this aap
- [★★★] User review section is lagging on S25. the image section
- [★] not working on my samsung s6 lite tablet.

## Theme: Returns & Customer Support

#### Why this matters:

Issues involving returns, pickups, customer service, and complaint resolution.

#### Volume:

63 reviews (6.5%)

#### Star Distribution (Overall Period):

1-2★: 71%

3★: 19%

4-5★: 10%

#### Representative Reviews:

- [★★★★] 1year 1499 subscription after a ads but all is good but subscription package are bad experience
- [★★★] Customer feedback is not well managed, Need an improvement here.
- [★] Package always gets cancelled and custome service has one answer we have escalated..