

ReviewPulse Mock Dataset

Company: AuroraHome Labs

Product: Halo Sleep Mask v2

Customer Reviews (sample):

- 1) "The blackout is incredible and the cooling gel pad actually helps me fall asleep faster. Shipping was quick."
- 2) "Comfortable for side sleeping, but the strap loosened after two weeks."
- 3) "Love the battery life and the soft fabric. Wish it came with a travel case."
- 4) "Too tight out of the box, but the replacement strap fixed it. Support was helpful."
- 5) "Great for meditation and naps. The light seal is excellent."

Support Tickets (sample):

- Ticket #AHL-1042: "Strap stitching came undone after 3 weeks."
- Ticket #AHL-1051: "Requesting refund due to fit issues."
- Ticket #AHL-1059: "Battery not charging beyond 80%."

Survey Results (sample):

- NPS: 42
- Top positives: comfort, light seal, cooling
- Top negatives: strap durability, fit consistency, accessory requests

Key Themes:

- Comfort and light seal are the strongest positives.
- Strap durability and fit are consistent issues.
- Accessories (travel case) are a common request.