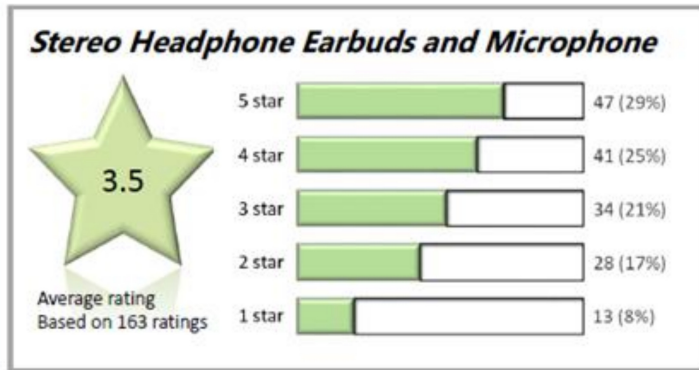


Purchasing decision

Andrea is shopping online for a new pair of headphones. She has identified a pair that she likes. However, she notices that even though the total number of reviews is small, the product received many poor reviews: a total of 25% 1- and 2-star reviews.



To help with her decision to buy the product or not, Andrea studied the comments for the 1- and 2-star reviews and noticed that some of the reviews have nothing to do with the quality or the functioning of the product.

She grouped the responses for the 1- and 2-star reviews and summarised her findings in the table.

REASON	Number
Headphones arrived late	13
Headphones did not arrive at all	4
Cable was damaged or missing	7
One or both earbuds were broken	4
Packaging was unattractive	5
Wrong rating (good review, bad rating)	8

Andrea looked through all the reviewers comments and noticed that only the 1- and 2-star reviewers made comments about poor quality or about the product arriving late or not at all.

Use the information from above as well as a calculator to answer the questions.

1. What percentage of all of the reviews deal with poor quality of the product?
2. What percentage of the 1- and 2-star reviews deal with the product arriving late or not at all?
3. Andrea is concerned about the headphones arriving late or not at all. How likely is it that the product will arrive late or not at all? Express your answer as a fraction or percentage.