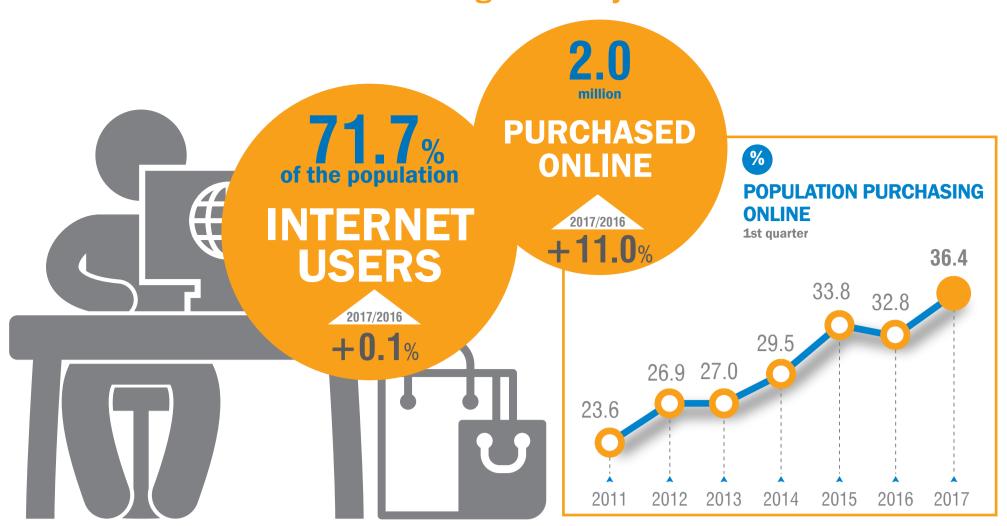
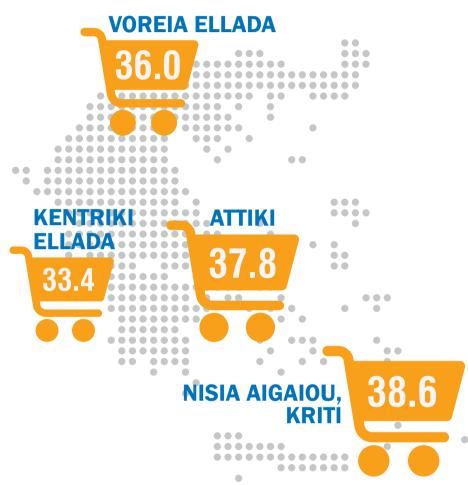
# **USE OF E-COMMERCE, 2017**

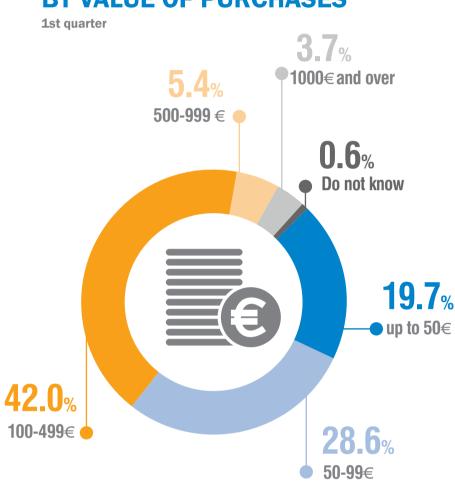
Persons aged 16-74 years



#### **E-PURCHASES BY GREAT GEOGRAPHICAL AREA** 1st quarter 2017



#### **PERSONS WHO PURCHASED** PRODUCTS/SERVICES ONLINE BY VALUE OF PURCHASES



### **E-PURCHASES BY SELLER'S COUNTRY OF ORIGIN** (April 2016 - March 2017)







EU **NON EU** 

DO NOT KNOW

**PRODUCTS AND SERVICES PURCHASED** 

(April 2016 - March 2017)



**CLOTH WARE. FOOTWEAR** 



**ELECTRONIC EQUIPMENT** 



**TRAVEL SERVICES** 



**HOLIDAY ACCOMMODATION** 



**HOUSEHOLD GOODS** 



**EVENTS** 



**COMPUTER HARDWARE** 



**BOOKS** 

NO

## **PROBLEMS ENCOUNTERED DURING E-PURCHASES** (April 2016 - March 2017)

8.8% **DELIVERY TIME** YES **LONGER THAN EXPECTED** PRODUCTS/SERVICES

2.6% **DAMAGED OR WRONG** 

**DECEPTION** 

infographic ELSTAT

16.7