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native 18-24 year olds make less than half of purchases on Amazon. This group prefers in-store shopping and a seamless buying experience ...

Mar. 06, 2017



Are Amazon's deficiencies inadvertently creating a blueprint retailers can use to succeed? Amazon shoppers say they would buy from other retailers if offered lower prices (66%), free 2-day shipping (60%), and loyalty rewards (37%) — pointing to strategies retailers can use to attract the youngest generation of consumers.

To better understand how retailers can compete with the e-commerce giant, leading

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37% of non-Prime members think Walmart is less expensive.

Attracting Young Shoppers

Major opportunities for retailers exist with younger shoppers — 76% of digitally native 18-24 year olds make less than half of purchases on Amazon. This group prefers in-store shopping and a seamless buying experience, and according to the survey, the leading way they buy on Amazon is with the mobile app at 35%. The rest buy on Amazon.com on desktop (34%) or mobile site (24%).

Only 1% of consumers say they use Amazon Dash Buttons or Alexa to shop.

Small Business

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