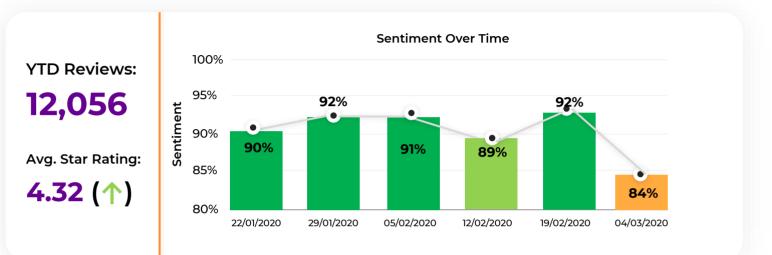
Revuze Voice Of Customer Report 2020 COVID Effects on The Paper Care Industry



- The overall sentiment for Item Availability dropped from 47% in Jan to 14% on the first week of March
- The Economical sentiment reached a record sentiment of 91% In January; yet the dropped to 79% in the March.
- The average star rating increased to 4.32 up from 4.18 over the previous period.



Channel	# of Reviews	Sentiment	Average Star Rating
amazon	8852	76.00%	4.27%
O TARGET	1233	88.00%	4.53%
Walmart 🔆	1827	87.00%	4.54%

Top 5 Positive Reviews	Top 5 Negative Reviews	
"Best tissues on the market! During allergy season, these tissues were always on my night stand ready to go. I always have pretty watery eyes and runny nose and these were so soft and didnt irritate my skin at all. Super soft and were pretty thick for a tissue"	"These little Kleenex packs are the perfect purse size package. They're really hard to find, so I bought several."	
"I meanits Kleenex. If youre actually reading a review for Kleenex, get out of the house more. Theyre good durable, soft, and perfect. Kleenex "	"I love this product. I can use any other brand now. Ita exo friendly, cheap, and quality product! It was out of stock once and I panicked . Glad it's back now. It lasts my husband and I a month to get through a box of 12 rolls."	
"My favorite brand of tissue. Always soft on the nose but strong enough not to rip when used"	"These are great and hard to find anywhere in stores !!! I love the choice of just a quarter sheetwe use them for napkins too !!!"	
"Great paper towels. Always loved this kind. Got a good deal at the time . Now too expensive."	"The toilet paper is great, the lead time is rediculous. I have been waiting for over a month, and the toilet paper still has not arrived. It appears that the toiled paper is traveling all the way from India which completely defeats the purpose of buying sustainable tp."	
"This is so nice and soft on my face! I love it so much. I really recommend this to others."	"Not like it was previously. I had to change to a different brand."	