



Q24. (a)

Perishable Items	Delivery Distance	Order Value	Delivery Charge
Yes	$\leq 10$ km	$\leq \$100$	Yes
No	$> 10$ km	$> \$100$	No
No	$> 10$ km	$\leq \$100$	Yes
No	$\leq 10$ km	$\leq \$100$	No

(b) The user/customer should be able to know what the cost ~~and~~ involved is and how accurate and reliable it is therefore the online store would have to include the prices, the delivery cost, the time it will be received and whether or not there is a ~~guarantee~~ guarantee on whether the product will be the same as it was when purchased.



(c) Social issues.

The product should be online, not out of date or squashed, melted, crumpled up and should have a reasonable price.

The store must put accurate prices, statements etc on the online stores so that there is not customer complaints or dissatisfaction within the community which would cause the <sup>(project)</sup> business to fail.