



1 in 3

18-24 year-olds (or **35%**) said they had ordered gifts online and not received. That's double the number we saw in the entire population (**18%**).

Almost

60% 

percent of the 18-24 year-olds that didn't get a gift didn't get a refund either.



66%

of that same group never got an explanation as to why they didn't receive a refund.



90%

of the 18-24 year-old shoppers said they shop at purely online retailers (ex. eBay, Amazon), while



59%

said they shop at brick and mortar stores that also have websites.

18 to 24

year-olds are the second least likely to believe the Internet is a safe place to shop.



Of all groups, only those

70+



had a larger percentage of people who did not think the Internet is a safe place to shop than young adults.