

Total responses (as of April 23rd, 2022): 26

Response type: survey

Assigned responses (as of April 10th, 2022): 4

Software used: Qualtrics:

https://qfreeaccountssjc1.az1.qualtrics.com/jfe/form/SV_3Oa8ax7HAW0PrIG

****On long answer responses each member of our team was assigned 4 responses that we can use**

Response #1

Age: 18-24

1. How many pets do you have?
 - a. 1
 - b. 2
 - c. 3
 - d. 4
 - e. 5+**
2. What type of pet/s do you own?
 - a. Dog**
 - b. Cat
 - c. Bird
 - d. Reptile
 - e. Small Animal (hamster, rabbit, ferret, etc.)
 - f. Other:
3. How many years have you owned a pet?
 - a. <1
 - b. 1
 - c. 2
 - d. 3
 - e. 4
 - f. 5+**
4. How old is your pet/s?
 - a. <1 year
 - b. 1-2 years**
 - c. 3-5 years
 - d. 5-10 years
 - e. >10 years
5. What is your relationship with your pet?
 - a. Service animal**
6. What retailer do you shop for pets most often?

- a. Pet Supplies Plus**
- 7. Would you prefer to buy your pet products online or in-store? Please specify why?
 - a. Instore**
 - b. N.A.
- 8. Would you be more inclined to shop in-store if you were allowed to bring your pets in?
 - a. Strongly Agree**
- 9. What pet products do you buy online if any?
 - a. Food, Health, Treats, Toys, Accessories, Pet Grooming, Wearable tech**
- 10. How often does your pet get exercise?
 - a. Daily**
- 11. What is the most difficult thing about shopping for pets and what are your biggest hardships as a pet owner?
 - a. Things out of stock**
- 12. How have your pet shopping habits changed due to the pandemic?
 - a. None**
- 13. What services do you see in competitors that Sam's Club should do or add to improve your pet needs?
 - a. None**
- 14. What pet services do you see in competitors that Sam's Club should also do?
 - a. none**

Response #2

Age: 18-24

- 15. How many pets do you have?
 - a. 1**
 - b. 2
 - c. 3
 - d. 4
 - e. 5+
- 16. What type of pet/s do you own?
 - a. Dog
 - b. Cat**
 - c. Bird
 - d. Reptile
 - e. Small Animal (hamster, rabbit, ferret, etc.)
 - f. Other:
- 17. How many years have you owned a pet?
 - a. <1**

- b. 1
 - c. 2
 - d. 3**
 - e. 4
 - f. 5+
18. How old is your pet/s?
- a. <1 year
 - b. 1-2 years
 - c. 3-5 years**
 - d. 5-10 years
 - e. >10 years
19. What is your relationship with your pet?
- a. Companion**
20. What retailer do you shop for pets most often?
- a. PetSmart**
21. Would you prefer to buy your pet products online or in-store? Please specify why?
- a. Instore**
 - b. Do not want to wait on products**
22. Would you be more inclined to shop in-store if you were allowed to bring your pets in?
- a. Neither agree or disagree**
23. What pet products do you buy online if any?
- a. Toys, furniture**
24. How often does your pet get exercise?
- a. Daily**
25. What is the most difficult thing about shopping for pets and what is the most difficult thing about shopping for pets and what are your biggest hardships as a pet owner?
- a. Not knowing what's best for my pet**
26. How have your pet shopping habits changed due to the pandemic?
- a. Not wanting to go instore**
27. What services do you see in competitors that Sam's Club should do or add to improve your pet needs?
- a. Delivery service**

Response #3

Age: 18-24

28. How many pets do you have?
- a. 1

- b. 2
- c. 3**
- d. 4
- e. 5+

29. What type of pet/s do you own?

- a. Dog**
- b. Cat
- c. Bird
- d. Reptile
- e. Small Animal (hamster, rabbit, ferret, etc.)
- f. Other:

30. How many years have you owned a pet?

- a. <1
- b. 1
- c. 2
- d. 3
- e. 4
- f. 5+**

31. How old is your pet/s?

- a. <1 year
- b. 1-2 years
- c. 3-5 years
- d. 5-10 years
- e. >10 years**

32. What is your relationship with your pet?

- a. Service animal**

33. What retailer do you shop for pets most often?

- a. Petco**

34. Would you prefer to buy your pet products online or in-store? Please specify why?

- a. Instore**
- b. Instore for in-person advice and specificity of products**

35. Would you be more inclined to shop in-store if you were allowed to bring your pets in?

- a. Strongly agree**

36. What pet products do you buy online if any?

- a. Food**

37. How often does your pet get exercise?

- a. Daily**

38. What is the most difficult thing about shopping for pets and what is the most difficult thing about shopping for pets and what are your biggest hardships as a pet owner?

- a. Food, they cannot tell you what they do and do not like, and it is hard to watch them be sick because they cannot verbally communicate.**

39. How have your pet shopping habits changed due to the pandemic?
- a. **More online**
40. What services do you see in competitors that Sam's Club should do or add to improve your pet needs?
- a. **More food and medication options**

Response #4

Age: 18-24

41. How many pets do you have?
- a. 1
 - b. **2**
 - c. 3
 - d. 4
 - e. 5+
42. What type of pet/s do you own?
- a. **Dog**
 - b. Cat
 - c. Bird
 - d. **Reptile**
 - e. Small Animal (hamster, rabbit, ferret, etc.)
 - f. Other:
43. How many years have you owned a pet?
- a. <1
 - b. 1
 - c. **2**
 - d. 3
 - e. 4
 - f. 5+
44. How old is your pet/s?
- a. <1 year
 - b. **1-2 years**
 - c. 3-5 years
 - d. 5-10 years
 - e. >10 years
45. What is your relationship with your pet?
- a. **For fun**
46. What retailer do you shop for pets most often?

- a. **PetSmart**
- 47. Would you prefer to buy your pet products online or in-store? Please specify why?
 - a. **Instore**
 - b. **Easy access**
- 48. Would you be more inclined to shop in-store if you were allowed to bring your pets in?
 - a. **Somewhat agree**
- 49. What pet products do you buy online if any?
 - a. **Accessories**
- 50. How often does your pet get exercise?
 - a. **Daily**
- 51. What is the most difficult thing about shopping for pets and what is the most difficult thing about shopping for pets and what are your biggest hardships as a pet owner?
 - a. **My dog is a picky eater, he barely eats at times**
- 52. How have your pet shopping habits changed due to the pandemic?
 - a. **Dog as a little reserved but barks at anyone whose not family**
- 53. What services do you see in competitors that Sam's Club should do or add to improve your pet needs?
 - a. **We do not go there**