

## Review Form 1.6

Journal Name:	<a href="#">Journal of Economics, Management and Trade</a>
Manuscript Number:	Ms_JEMT_84769
Title of the Manuscript:	What Factors of Aftersales Services Affect Customers' Recommendations in Mobile Phones Industry?
Type of the Article	Original Research Article

### General guideline for Peer Review process:

This journal's peer review policy states that **NO** manuscript should be rejected only on the basis of '**lack of Novelty**', provided the manuscript is scientifically robust and technically sound. To know the complete guideline for Peer Review process, reviewers are requested to visit this link:

(<https://www.journaljemt.com/index.php/JEMT/editorial-policy> )

### PART 1: Review Comments

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
<b>Compulsory</b> REVISION comments	<p>The title can be changed based on the terms used in the objectives.</p> <p>The arrangement and work done for the research is good. But the length of the paper can be reduced. Generally, an article of this length (around 21 pages) is suitable to publish as a book chapter, rather than journal article. Hence, this can be taken care.</p> <p>Older references (may be before 2000) can be removed or replaced with new references.</p>	<p>Thanks for the Review. I have made the following changes.</p> <ul style="list-style-type: none"><li>• The title has been changed accordingly.</li><li>• Few old but highly cited and relevant articles have been added to solidify the literature background.</li></ul>
<b>Minor</b> REVISION comments	<p>Appendices can be removed, if not necessary.</p> <p>Change the title 'Reference' as 'References'</p>	<ul style="list-style-type: none"><li>• Appendices are necessary to justify the reliability of the model and statistical output.</li><li>• Reference word has been changed to suggested form.</li></ul>
<b>Optional/ General</b> comments		

### PART 2:

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Are there ethical issues in this manuscript?	(If yes, Kindly please write down the ethical issues here in details)	