

30 Dec 2021

# Kirkcaldy is first town in the UK to make Christmas return

***PayPoint data shows first parcel return took place at 01:53 on Christmas Day***

**Welwyn Garden City, 30 December 2021:** A resident in Kirkcaldy (Scotland) became the first person in the UK to return a potentially unwanted Christmas present, data from PayPoint reveals today. It hadn't even got light when the first parcel was returned to a Collect+ store at 01:53 on Christmas Day. The next return was made in Crewe at 08:20. Throughout December 2021, the Collect+ network managed more than 4,000,000 parcels as people looked to get presents delivered ahead of Christmas Day.

Across Christmas Day, the most returns took place in London where 55 people sent back their parcels. In total, 383 people used the Collect+ service at their local convenience store to make a return on Christmas Day.

Nick Williams - Head of Strategic Partners & Product: Parcels, said: *“Over another Christmas when the nation has faced Covid restrictions and many have been isolating due to the spread of Omicron, it's never been so important to make sure that loved ones receive their presents on time.*

*“That said, no matter the present you can't please everyone... and I'm always happy to see that our retail partners, many of whom remain open to serve their local communities when Banks and Post Offices are closed, have been ready to handle the speedy return of gifts where needed. It's testament to their enduring service and commitment to local customers.*

*“I hope our hard working retail partners have also found time to celebrate the holiday season and are looking forward to a prosperous New Year just around the corner.”*

Collect+ is available in 10,000 local convenience stores across the country. It allows customers to collect parcels at a time that best suits them, and the majority of Collect+ outlets were open on Christmas Day.

## **Swiftest Christmas Day Returns Top 10**

**01:53am** Kirkcaldy, Fife

**08:20am** Crewe, Cheshire

**08:43am** Manchester

**08:54am** Bridgnorth, Shropshire

**00:09am** London

**09:21am** Wolverhampton

**09:29am** Slough

**09:33am** Tamworth, Staffordshire

**09:34am** Boston, Lincolnshire

**09:35am** Bolton