

12 Oct 2016

L'Occitane customers can now collect and return online purchases from 5,800 local convenience stores across the UK

CollectPlus partners with L'Occitane to roll-out brand new Click & Collect and Returns service

L'Occitane has partnered with CollectPlus, the UK's largest independent store-based delivery and returns service, to allow its customers to collect their online purchases from their local newsagent or convenience store. Customers can Click & Collect online purchases from any of more than 5,800 local convenience stores, newsagents, supermarkets, shopping centres and petrol stations in the CollectPlus network, early 'til late, seven days a week, at a time that suits them. For the first time, L'Occitane will also be offering free returns to customers through any store in the CollectPlus Network.

L'Occitane will offer a next day and standard delivery option for customers, with pricing which is in line with their home delivery option. The next day Click and Collect service is free for L'Occitane customers who spend £35 or more online, or £5.95 otherwise.

Customers spending over £35 will be able to choose the standard delivery service for free, or else it will cost £3.95 (with orders delivered to the CollectPlus store of the customer's choice within three days). All L'Occitane customers in the UK will be able to use this service from 11 October 2016.

L'Occitane will offer complimentary wrapping choices for all Click and Collect purchases, either enclosing gift bags or gift wrapping the order for free, depending on the customer's choice.

Neil Ashworth, CEO at CollectPlus, said: *"We are very excited to announce our partnership with L'Occitane, an iconic brand with a time-honoured heritage in the beauty sector. The CollectPlus service has become an invaluable option for many, and our new Click & Collect and Returns service will open up choice and convenience to L'Occitane customers allowing them access to the full product range, wherever they live in the UK."*

Mark Dugdale, Digital and CRM director at L'Occitane, said:

"Delivering an excellent shopping experience to every customer is incredibly important to us at L'Occitane and we are confident that our partnership with CollectPlus will help us continue to do this. The Click & Collect service from CollectPlus gives all of our customers more choice by allowing them to pick up deliveries from a convenient location at a time that suits them and their busy lifestyles."

The CollectPlus service has been tailored to suit the needs of modern consumers, to whom time is increasingly valuable and efficiency and cost are key. CollectPlus customers can enjoy the same convenience no matter where they live; 90% of the UK population already live within a mile of a CollectPlus shop in urban areas and 89% within five miles in rural areas. Many stores in the network are open early until late, seven days a week. CollectPlus offers a simple way for people to collect online purchases from or return unwanted items to more than 300 high street and online retailers, including John Lewis, House of Fraser and ASOS; as well as offering a hassle-free way to send parcels.

A high level of customer satisfaction continues to be at the heart of the CollectPlus offer with 82.8% of TrustPilot reviews rating the CollectPlus service as five star, giving an overall score of 'excellent'.

Founded in 2009, CollectPlus is a joint venture between PayPoint, the leading retail payment network, and leading independent parcel carrier, Yodel.