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Schuh offers customers returns with CollectPlus

25 April 2013: CollectPlus, the largest store-based parcel delivery and returns company, has launched a new partnership with footwear retailer Schuh. The initiative will see Schuh join a rapidly expanding network of retailers in the UK which currently use CollectPlus.

The partnership will see CollectPlus handle all of Schuh's parcel deliveries and returns, meaning it is now more convenient than ever for Schuh customers to receive or return an online purchase. Schuh will be offering both 24-hour and 72-hour delivery options through CollectPlus.

As part of the process, Schuh will send an e-mail to every customer following an online order, listing each specific customer's nearest CollectPlus stores. Returning packages will also be free for registered Schuh customers.

There are now over 5,000 convenience stores and petrol stations in the CollectPlus network, many of which are open early until late, seven days a week.

Neil Ashworth, CEO at CollectPlus, says:

"This partnership is another significant milestone in our journey as a company, it is fantastic to work alongside a brand such as Schuh. We look forward to providing Schuh's customer base with simple and affordable delivery and return options."

Sean McKee, Head of eCommerce and Customer Service at Schuh says:

"At Schuh we are committed to extending additional convenience to our increasingly mobile customers. CollectPlus is an excellent addition to the mix – local and available, adding more than 5,000 delivery and returns stores to our network. This is great news for customer choice in a demanding and tough market where service is increasingly a key differentiator for retail businesses."

Designed around the needs of British consumers, CollectPlus is a time saving, cost effective way to send and return parcels. As the UK's largest store-based parcel delivery and returns service, 87% of the UK population already live within a mile of a CollectPlus shop in urban areas and 88% within five miles in rural areas.

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For further information, please contact the CollectPlus team at the Red Consultancy:

Email: collectplusteam@redconsultancy.com

Tel: 0207 025 6500

ABOUT COLLECTPLUS

CollectPlus is a delivery and returns service giving online shoppers' the choice to collect and drop off parcels at local convenience stores. Founded in 2009, it answers a clear need for a modern alternative to the Post Office that is convenient and easy to use.

The success of the innovative model is reflected in the 160 retail brands that CollectPlus provides returns solutions for, with nearly 100 added over the past year. Delivery to local store, Click&CollectPlus, is provided to a rising number of retailers from Amazon to House of Fraser and ASOS to Very.co.uk. This complements the returns offer that CollectPlus provides to retailers, offering a complete delivery and returns service.

With a network of 5,000 shops open early 'till late seven days a week; 87% of the UK population already live within a mile of a CollectPlus shop in urban areas and 88% within five miles in rural areas. The store network has grown by over a quarter in the last 12 months and continues to expand.

In 2011, CollectPlus was named 'Third Party Logistics Supplier of the Year' at the Retail Week Supply Chain awards; 'Innovative Delivery Service' at IMRG's eCommerce Excellence Awards; and has been highly commended by Retail Systems for 'Supply Chain Solution of the Year'.

CollectPlus is a joint venture between PayPoint, the leading retail payment network, and the UK's leading parcel delivery company, Yodel.

ABOUT YODEL

Home Delivery Network Ltd on 1 March 2010 purchased through its subsidiary company, Parcelpoint Ltd, the domestic B2B and B2C businesses of DHL Express (UK) Ltd and rebranded as Yodel in May 2010. The company delivers more than 150 million parcels per year with annual revenues of £535 million and is the second-largest parcel delivery business in the UK after the Post Office.

Yodel operates from a national network of sort and service centres and has a fleet of over 5,000 vans.

The company is headquartered in Hatfield.