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# Waiting in for a delivery puts one quarter of Brits off shopping online this Christmas

*Surge in returns expected this Thursday as online shoppers decide on alternative gifts*

**6 December 2012:** The internet has revolutionised the way we shop, but almost a quarter (22 per cent) of Brits are put off ordering Christmas presents online because of the inconvenience of waiting in at home for a delivery, according to new research from CollectPlus.

Furthermore, two in five (40 per cent) are worried that their purchases won't arrive in time for Christmas.

The news comes as CollectPlus, the modern alternative to the Post Office, predicts that this Thursday, 6th December, will see a peak in the number of gifts bought online being returned.

It's dubbed "Boomerang Thursday", as it follows the busiest online shopping day of the year, "Mega Monday".

Customers have bought presents in their millions, but many change their minds and want swift refunds or the chance to seek alternative gifts.

CollectPlus predicts a 15% increase in parcel return volumes this Thursday, compared to an average Thursday outside the peak Christmas period.

With such a surge expected, and just three weeks to go until the big day, the research has found that a quarter (24 per cent) of online shoppers are so confident of receiving replacement items in time for Christmas that they are happy to return items for exchange after the Mega Monday rush.

Despite some Brits citing barriers when it comes to shopping online this Christmas, the vast majority are taking advantage of the convenience and ease that the internet offers, with almost nine out of ten Brits (87 per cent) stating that they will shop online this year and over one quarter (27 per cent) intending to do more online than in 2011.

For those worried about missing vital Christmas deliveries or not being able to visit the Post Office during opening hours to return parcels, CollectPlus can give shoppers the option to do so at over 5,000 outlets, from convenience stores to garage forecourts, which are open considerably longer hours.

**Mark Lewis, CEO of CollectPlus, said:** *"Looking at how people are shopping today to how they did ten years ago, it's clear to see we are a nation which is embracing the world of e-retail, particularly when it comes to Christmas."*

*"For most of us, fitting Christmas shopping in between our busy day-to-day schedules is no mean feat and retailers need to ensure that returning and receiving parcels is as simple as possible. With now over 5,000 stores in our network, this year's Christmas shoppers have more flexibility than ever to pick up and return items at a time that suits them."*

Giving retailers an additional boost this festive season, the average annual revenue that a shop

will generate from CollectPlus customers buying other goods during their visit is £1,300. CollectPlus works with its network of over 5,000 outlets, including convenience stores, supermarkets and garage forecourts to give shoppers the opportunity to pick up and return deliveries at a time that is convenient to them – nearly all stores offering CollectPlus are open seven days a week, early ‘til late, perfect for the busy Christmas period.

CollectPlus offers three services this Christmas:

- **Delivery to store**, “Click&Collect+” allows customers to choose a CollectPlus store as their delivery address from a growing number of retailers, including Amazon, House of Fraser, ASOS and Very.co.uk.
- **Retailer returns service**: CollectPlus works with 160 retail brands to provide tracked returns solutions. This allows consumers to drop off unwanted items at their local CollectPlus store for delivery back to the retailer.
- **Send service**: CollectPlus offers the option for UK online sellers to send items sold online to buyers, or for individuals to send presents to friends or family, at their local CollectPlus store for delivery to any UK address. The last sending date for Christmas is 14th December.

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

## Ends

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## 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&Collect+”, 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. CollectPlus also offers the option for UK residents to drop off eBay items to buyers, or presents to friends and family at their local CollectPlus stores for delivery to any UK address.

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’.

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