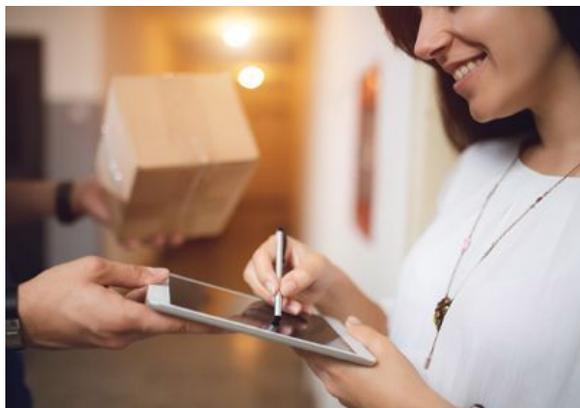


Online Retailing: Delivery, Collection and Returns - UK - October 2019

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“Customers are increasingly making purchasing choices based on how, when and where they will receive orders made online.”

– Nick Carroll, Associate Director of Retail Research

This report looks at the following areas:

Therefore how retailers fulfil orders, and process returns, must be viewed as not simply something that happens ‘after the sale’ but as important to the decision-making process as more traditional purchase triggers.

- The need to make online more sustainable
- Tackling the returns problem
- In-home delivery, the next step?

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This report is part of a series of reports, produced to provide you with a more holistic view of this market

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