

# Consumer Attitudes towards Retail Home Delivery and Collection Services - UK - October 2017

Report Price: £2195.00 | \$2940.64 | €2488.91

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“Online retail shows no signs of slowing down and neither does the speed in which retailers are attempting to fulfil orders and how quickly consumers expect them to arrive.”

**Nick Carroll, Senior Retail Analyst**

This report looks at the following areas:

- **Same-day delivery: ready for the mainstream?**
- **Amazon Flex: is Uberfication the logical step for delivery logistics?**
- **Is online heading towards a consumer backlash?**

Online retail sales in the UK hit £51.5 billion in 2016, accounting for 14.7% of all retail sales. It is a market that shows no signs of slowing down. By 2022 the market is expected to be worth £96.8 billion and to account for around 23% of all retail sales.

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Postal returns the most popular method of returning unwanted goods

Nearly two thirds of delivery users have experienced a problem

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Amazon

J Sainsbury plc

John Lewis Partnership

Ocado

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Courier and express delivery

Royal Mail

Dynamic Parcel Delivery Group

DHL International (UK)

Hermes

UPS

Yodel

DX Group

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UK Mail Group  
FedEx UK  
Third-party collection  
Doddle  
Collect+  
InPost

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Source: Flytrex press office  
Source: Amazon.com  
Source: Zalando corporate blog  
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