



Press release

2 in 5 people in Wales have had a parcel delivery problem since first March lockdown

Citizens Advice has found that 2 in 5 of adults (39%) in Wales have had an issue with parcel delivery since the country went into lockdown in March.

This comes at a time when over half (51%) of people across the country feel more reliant on parcel deliveries as a result of the pandemic, with 97% of people in Wales saying they'd ordered a parcel since March.

Parcels going missing was the biggest problem faced by Wales' consumers, with 19% reporting this issue.

Despite widespread problems, the charity found that only 32% people across Wales knew their rights if something went wrong.

As a result this National Consumer Week, which runs between 16 and 22 November, Citizens Advice Gwynedd are working to help clue Gwynedd's consumers up on their rights if something goes wrong with a parcel delivery.

Tal Michael Chief Executive of Cyngor ar Bopeth Gwynedd, said:

"Parcel delivery has been a lockdown lifeline for so many of us in Wales this year. It's helped us turn our homes into makeshift offices; send gifts to those we love and miss; and get hold of essentials and the occasional luxury.

"With the current restrictions in place parcels will continue to be vital. So it's not good enough that so many people across Wales are having issues. And it's especially worrying that the number of people who don't know their rights if something goes wrong is so high.

"With the festive season coming up, it's important to remember that it's the seller's responsibility - not yours or the courier's - to make sure the item gets to you.

“As we all turn to shopping online more, it’s important people feel confident that they can shop safely and securely from home.”

Cyngor ar Bopeth Gwynedd gives their top tips to help people across Gwynedd to shop safely and securely from home:

- 1. Check delivery policies** - before you place an order find out what the delivery times, costs and returns policies are of the items you have ordered.
- 2. If you’re out of the house during delivery** - Consider asking a neighbour or friend if it can be delivered to their address if you think it may be a time or date you are not home. But beware, if you do provide details of a safe space or nominated neighbour and something goes wrong it’s not the seller or courier’s responsibility.
- 3. Online trader or online marketplace?** - Make sure you know if you are dealing with a trader or a private seller on an online marketplace as dispute processes may vary. If you have an issue with a trader, a dispute can be raised directly with them, but if it’s a private individual it may be easier to go through a marketplace’s dispute process.
- 4. Review traders** - Check and review if the trader is genuine. It’s always worth taking a look at reviews to gain an insight as to how reliable the company is and how well they deal with missing parcel complaints and refunds.
- 5. Who to deal with when a parcel goes missing** - your purchase and contract is with the seller. If your parcel goes missing you should speak to the trader to deal with the problem, not the courier company.