



# Do you know what your customers want from delivery?

We know first-hand that online delivery options have a direct impact on cart abandonment and sales conversion rates at checkout.

But how can you make sure your delivery offers the service your customer is looking for?

1

## Is fast always best?

It's a resounding **NO** from shoppers.

9%

of customers expect to need same day delivery in the next year.

11%

expect to need next day delivery.

*(Royal Mail Delivery Matters, 2020)*

57%

said Standard Delivery is their preferred delivery option.

*(Sendcloud, 2021)*



2

## The key to more sales? It's all about convenience!

of consumers choose one store over another if they're offering flexible delivery options.

*(Sendcloud, 2021)*

71%

3

## Click & Collect is the delivery option of choice for many. In fact...

are now choosing click and collect options at checkout.

*(Royal Mail Delivery Matters, 2020)*

59%



4

## Expectations from shoppers overseas are sky high

47%

are put off from buying from international sellers due to lack of transparency over custom charges.

*(Sendcloud, 2021)*



5

## Returns are just as important as delivery

59%

of UK customers say they would never shop with a retailer again following a poor returns experience.

*(ZigZag Global, 2021)*

Help your customers buy more easily and more frequently with seamless, friction-free delivery.

We can help you put this into practice - Get in touch to find out how!

[CONTACT US TODAY](#)