

UK Delivery Challenges: Essential Stats You Need to Know

Delivery has become a make-or-break factor for UK retailers — keeping up with evolving consumer expectations is key to staying ahead, and understanding the latest trends and challenges is crucial to stay in the competition.

In 2024, online basket abandonment due to delivery issues is now costing UK retailers a staggering **£34.4 billion, marking a £2.9 billion increase from 2023.**



64.5% of consumers

Expect more from delivery services than ever before, driven by technological advancements and increased choice from multiple carriers



60.8% of online shoppers

Value a wide variety of delivery options, especially among 25- to 44-year-olds and affluent households



42% of consumers

Report packages being left in unsafe locations, highlighting the need for secure and reliable delivery solutions



47% of UK shoppers

are open to paying for premium delivery options, demonstrating a preference for convenience over cost



Ready to optimise your delivery strategy?

Discover how to excel at delivery efficiency and boost customer loyalty in one hit.

Sign up for our webinar!

From Cart to Heart:
How to Excel at Delivery Efficiency & Customer Loyalty in One Hit

Wednesday, 4th September, 11am UK

REGISTER NOW

