



# The Consumer Experience: Online shopping and delivery related problems

November 2023

# Consumer Research



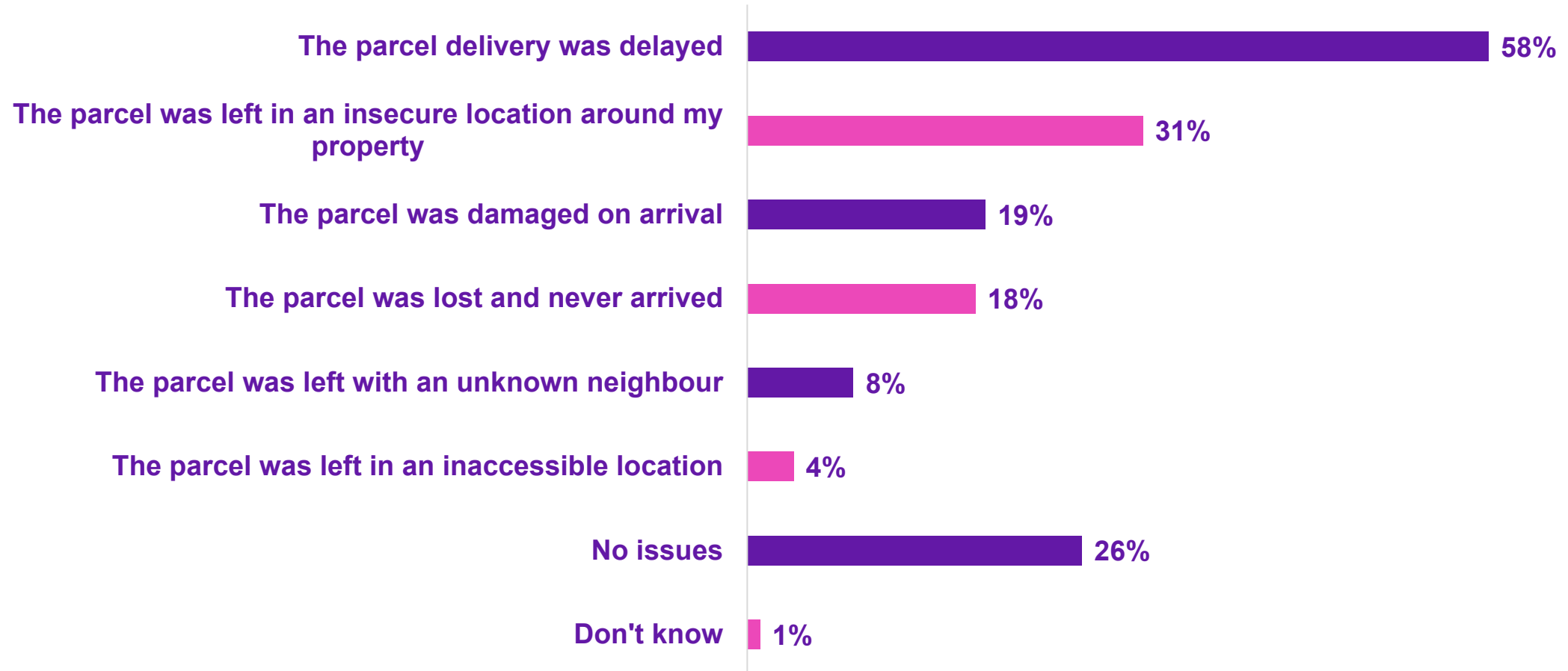
The Consumer Council commissioned YouGov to carry out an online consumer survey



Research took place in January/February 2023 with over 1,000 consumers across Northern Ireland

Total sample size was 1009 adults. Fieldwork was undertaken between 27th January - 16th February 2023. The survey was carried out online. The figures have been weighted and are representative of all NI adults (aged 16+).

# The consumer parcel delivery experience in the past 12 months



Question: In the past 12 months, including the Christmas period, when receiving your parcel delivery for the items bought online have you experienced any of the following?  
Please tick all that apply. (Base: online parcel shoppers last 12 months: 886)

# Online Shopping and Parcel Delivery Rights

**Visit our website for information about shopping online and your postal rights**

[www.consumercouncil.org.uk/parcel-delivery-rights](http://www.consumercouncil.org.uk/parcel-delivery-rights)

Learn about:

- How to protect yourself from parcel delivery related problems
- What to do if you experience a delivery related problem
- How to complain