Shopping online delivery options

When you buy an item online, you may sometimes be presented with a number of delivery options. Whichever option you select, as much as possible, try to arrange to be at the delivery address at that time. (There is no point paying extra for next day delivery if there is a chance you won't be there to accept the delivery.)

- **Standard delivery** - this varies depending on the company and the item, but the website should provide this information, such as 3 working days or 6-8 weeks.
- **Next day delivery -** usually, to place these orders, you will need to do it within a certain time frame. The website should tell you this.
- **Nominated day delivery -** some websites will allow you to choose the day you want the item to be delivered.

With any of these options, the website must provide the cost for the delivery so that you can make an informed decision.

Another choice a website may give you is where to deliver your item to:

- **Your home address** - again, as mentioned above, try to make sure someone is home to receive the parcel.
- **Store** - you may arrange to collect the item from one of the company's stores. Check before selecting the store that you can get to it and when it is open.
- **Sending the item to someone else** - make sure you have the correct address. Make sure that you have not clicked on the 'sender's address same as billing address' box accidentally, or check that it has not been automatically checked. Notify someone at the address that an item is being delivered.
- **Nominated safe space** - the website may give you the option to provide a safe space, such as a garage, bike storage or a neighbour's house. Whilst this can be useful, it is important to know that this then becomes your responsibility if anything happens to the item, such as being stolen or damaged.
- **Parcel service lockers -** these are secure lockers in various locations where your item will be stored until you collect it. The website should tell

you how long it will be held. Check the options available and how easy they are for you to get to before choosing that option.

To report an online scam or get further advice from Citizens Advice Scams Action Service, call 0808 2505050, or you can talk to an adviser online.

www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/

For more advice or information, speak to Citizens Advice consumer helpline 0808 223 1133, Welsh-speaking adviser 0808 223 1144.

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then 0808 223 1133.

https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/