

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 1  
**Q.1 Did you receive any presents last Christmas (i.e. in December 2018)?**  
**Base: All respondents**

	Gender		Age						Social Grade				Region							Tenure		Working		Which of the following best describes where you live?				
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
Yes	1883 91%	887 88%	996 94%a	536 91%	213 93%	323 90%	298 90%	327 89%	722 92%	520 92%l	538 92%l	381 91%	444 88%	1473 90%q	434 90%q	478 92%q	428 93%mq	222 82%	170 97%mnop	93 93%q	58 94%q	1239 92%w	270 90%	346 88%	1084 91%	799 91%	1478 90%	405 94%z
No	188 9%	124 12%b	64 6%	52 9%	17 7%	35 10%	33 10%	40 11%	63 8%	45 8%	44 8%	40 9%	59 12%ij	168 10%pr	50 10%r	40 8%r	32 7%r	50 18%mnopr	5 3%	7 7%	4 6%	104 8%	31 10%	49 12%u	111 9%	77 9%	161 10%A	27 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

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Table 2  
**Q.1 Did you receive any presents last Christmas (i.e. in December 2018)?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- ven- ience (A)	Support local high street (B)
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Yes	1883	295	1267	241	1849	647	601	601	99	562	1007	381	667	551	371	562	1585	954	730	883	138	423	255	754	478	737	1405	436	226
	91%	99%cd	96%c	94%	96%c	95%	98%eg	96%	88%	91%	93%h	95%hi	91%	93%	92%	91%	93%	93%	94% <sub>s</sub>	90%	93%	94%	92%	91%	92% <sub>z</sub>	91%	96%	97%	
No	188	4	46	16	72	33	10	28	13	57	70	21	62	44	33	56	124	76	44	96	11	33	15	70	46	61	142	16	6
	9%	1%	4%	6%abd	4%a	5%f	2%	4%f	12% <sub>jk</sub>	9% <sub>k</sub>	7%	5%	9%	7%	8%	9%	7%	7%	6%	10% <sub>r</sub>	7%	6%	8%	9%	8%	9% <sub>y</sub>	4%	3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

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Table 3  
**Q.2 Did you get any unwanted / unloved gifts last Christmas (i.e. in December 2018)?**  
**Base: All who received gift**

	Gender		Age						Social Grade				Region							Tenure		Working		Which of the following best describes where you live?				
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1886	912	974	515	190	325	291	323	757	557	542	310	477	1468	414	473	420	230	185	105	59	1209	346	298	1073	813	1475	411
Weighted base	1883	887	996	536	213	323	298	327	722	520	538	381	444	1473	434	478	428	222	170	93*	58*	1239	270	346	1084	799	1478	405
Yes	492 26%	186 21%	307 31% <sup>a</sup>	197 37% <sup>fgh</sup>	81 38% <sup>fgh</sup>	116 36% <sup>fgh</sup>	74 25%	83 25% <sup>h</sup>	139 19%	153 29% <sup>l</sup>	136 25%	112 29% <sup>l</sup>	92 21%	390 26%	109 25%	137 29%	110 26%	53 24%	46 27%	28 30%	10 18%	323 26%	390 29%	77 22%	309 29% <sup>y</sup>	183 23%	398 27%	94 23%
No	1369 73%	686 77% <sup>b</sup>	683 69%	330 62%	129 60%	202 62%	218 73% <sup>cde</sup>	241 74% <sup>cde</sup>	579 80% <sup>cdef</sup>	364 70%	395 74%	266 70%	343 77% <sup>ik</sup>	1063 72%	320 74%	335 70%	313 73%	166 75%	124 73%	63 68%	48 82%	904 73%	189 70%	263 76%	761 70%	608 76% <sup>x</sup>	1061 72%	308 76%
Don't know	22 1%	15 2%	7 1%	9 2%	4 2%	5 1%	6 2% <sup>h</sup>	3 1%	4 1%	3 1%	6 1%	3 1%	9 2%	20 1%	4 1%	6 1%	4 1%	3 1%	1 1%	3 3%	-	12 1%	2 1%	6 2%	14 1%	7 1%	19 1%	3 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

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Absolutes/col percents

Table 4  
**Q.2 Did you get any unwanted / unloved gifts last Christmas (i.e. in December 2018)?**  
**Base: All who received gift**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	1886	294	1266	242	1848	642	603	603	102	567	1002	378	689	546	363	559	1594	962	728	892	143	423	241	765	472	739	1414	439	224
Weighted base	1883	295	1267	241	1849	647	601	601	99*	562	1007	381	667	551	371	562	1585	954	730	883	138	423	255	754	478	737	1405	436	226
Yes	492 26%	102 34%bcd	330 26%c	46 19%	486 26%c	142 22%	178 30%e	166 28%e	20 20%	132 23%	311 31%hi	125 33%hi	174 26%	162 29%	117 31%	130 23%	437 28%o	296 31%op	214 29%	235 27%	67 48%uvw	131 31%w	88 35%w	148 20%	121 25%	208 28%	371 26%	126 29%	51 22%
No	1369 73%	192 65%	921 73%a	193 80%abd	1342 73%a	500 77%fg	414 69%	429 71%	79 80%jk	427 76%jk	684 68%	251 66%	485 73%	388 70%	253 68%	426 76%pq	1133 71%q	651 68%	513 70%	635 72%	71 51%	287 68%t	163 64%t	600 80%tuv	354 74%	518 70%	1015 72%	305 70%	175 78%
Don't know	22 1%	2 1%	16 1%	2 1%	21 1%	5 1%	9 2%	6 1%	-	3 1%	12 1%	5 1%	7 1%	1 *	2 1%	6 1%	15 1%	7 1%	2 *	13 1%r	1 1%	5 1%	4 2%	5 1%	3 1%	10 1%	19 1%	4 1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base

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Absolutes/col percents

Table 5  
**Q.4 What did you do with the unwanted/ unloved gifts you received last year?**  
**Base: All who received unwanted gift**

	Gender			Age						Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	495	185	310	192	74	118	75	86	142	163	139	88	105	387	103	137	106	55	52	31	11	312	98	69	310	185	393	102
Weighted base	492	186	307	197	81*	116*	74*	83*	139	153	136	112*	92*	390	109*	137	110*	53*	46*	28**	10**	323	78*	77*	309	183	398	94*
Donated to charity	131 27%	40 22%	91 30%	46 24%	15 18%	32 27%	20 26%	17 20%	48 35%cdg	47 31%	38 28%	26 23%	20 22%	104 27%	30 28%	39 29%	29 26%	14 26%	12 26%	6 21%	1 10%	96 30%	16 21%	16 20%	73 24%	57 31%	108 27%	23 24%
Re-gifted it (used it as a gift for someone else)	127 26%	35 19%	92 30%a	61 31%h	26 33%h	35 30%h	22 30%h	19 23%	24 17%	40 26%	26 19%	33 29%	28 31%j	100 26%	34 31%	37 27%	22 20%	14 27%	9 20%	8 30%	3 27%	74 23%	20 26%	29 37%u	83 27%	44 24%	100 25%	27 29%
Sold it on a marketplace	34 7%	14 8%	20 6%	19 10%h	5 6%h	14 12%h	8 11%h	6 8%h	1 1%	12 8%l	11 8%l	9 8%	2 2%	28 7%	8 7%	9 7%	7 7%	5 9%	2 5%	3 11%	-	23 7%	7 10%	2 2%	30 10%y	4 2%	26 7%	8 9%
Tried to get store credit	32 7%	14 8%	18 6%	16 8%	7 8%	9 8%	6 8%	3 4%	7 5%	18 11%k	7 5%	4 3%	4 4%	28 7%	7 6%	5 4%	7 7%	8 16%mo	4 9%	1 3%	-	24 7%	1 2%	6 8%	24 8%	8 5%	25 6%	7 7%
Binned it	27 5%	11 6%	16 5%	11 6%	5 6%	7 6%	6 8%	5 7%	4 3%	8 6%	7 5%	6 6%	6 6%	21 5%	4 4%	13 9%	6 5%	1 2%	2 4%	-	1 9%	19 6%	3 3%	5 7%	23 7%y	4 2%	24 6%	3 4%
Asked giver to get replacement / refund	25 5%	15 8%b	10 3%	16 8%g	9 11%g	7 6%	3 4%	1 1%	6 4%	8 5%	9 6%	2 2%	6 7%	18 5%	6 5%	9 7%	4 3%	2 5%	1 3%	1 5%	1 13%	18 6%	5 6%	2 2%	16 5%	9 5%	23 6%	2 2%
Used it	16 3%	6 3%	10 3%	2 1%	1 1%	1 1%	1 1%	8 10%cdef	5 4%	1 1%	4 3%	4 3%	7 8%l	14 4%	3 2%	4 3%	5 5%	3 6%	1 1%	-	-	9 3%	2 2%	4 5%	8 3%	8 4%	13 3%	2 3%
Didn't have any unwanted gifts	3 1%	2 1%	1 *	1 *	-	1 1%	1 1%	-	2 1%	1 *	2 1%	-	1 1%	2 1%	1 1%	-	1 1%	-	1 1%	-	1 8%	2 1%	1 1%	-	1 *	2 1%	2 1%	1 1%
Altered / upcycled	8 2%	6 3%	3 1%	2 1%	-	2 2%	3 4%	-	3 2%	3 2%	2 2%	2 2%	1 1%	8 2%	-	2 2%	4 3%	-	1 2%	2 6%	-	6 2%	1 2%	2 2%	6 2%	2 1%	5 1%	3 4%
Sold (other)	5 1%	2 1%	3 1%	1 *	-	1 1%	1 2%	1 1%	2 1%	2 1%	-	1 1%	2 2%	3 1%	3 3% <sup>m</sup>	2 1%	-	-	-	-	-	2 1%	1 3%	2 1%	3 1%	2 1%	3 1%	2 2%
Swapped	3 1%	1 1%	2 1%	1 1%	-	1 1%	1 1%	-	1 1%	1 1%	2 1%	-	-	3 1%	-	1 1%	1 2%	-	-	-	-	2 1%	1 1%	-	3 1%	-	3 1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus for Which? (project manager George Holt)



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Absolutes/col percents

Table 5  
**Q.4 What did you do with the unwanted/ unloved gifts you received last year?**  
**Base: All who received unwanted gift**

	Gender		Age						Social Grade					Region						Tenure			Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	492	186	307	197	81*	116*	74*	83*	139	153	136	112*	92*	390	109*	137	110*	53*	46*	28**	10**	323	78*	77*	309	183	398	94*
Got a refund myself	2	1	2	1	-	1	-	1	1	-	-	-	2	2	1	-	-	-	1	1	-	2	-	-	2	1	2	-
Returned to sender	1	-	1	1	-	1	-	-	-	1	-	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-	1	-
Other	1	-	1	-	-	-	-	-	1	1	-	-	-	1	1	-	-	-	-	-	1	-	-	1	-	-	1	-
Undecided	4	1	3	-	-	-	1	-	2	-	1	3	-	1	-	1	-	-	1	1	-	4	-	-	1	2	3	1
Nothing	140	57	83	53	22	31	17	28	42	40	45	31	23	108	23	41	36	15	18	4	5	86	27	20	85	55	112	28
NET: Did something	348	126	222	143	58	85	56	54	94	114	88	78	68	279	85	95	75	38	27	22	6	233	50	57	223	125	283	65
	71%	68%	72%	73%	72%	73%	76%	66%	68%	75%	65%	70%	74%	72%	78%	69%	68%	72%	58%	81%	59%	72%	64%	74%	72%	68%	71%	69%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



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Absolutes/col percents

Table 6  
**Q.4 What did you do with the unwanted/ unloved gifts you received last year?**  
**Base: All who received unwanted gift**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	495	103	326	50	488	141	185	162	22	134	308	126	177	162	113	128	442	302	211	239	68	129	85	152	122	205	373	125	48
Weighted base	492	102*	330	46*	486	142	178	166	20**	132	311	125	174	162	117*	130	437	296	214	235	67*	131	88*	148	121	208	371	126	51*
Donated to charity	131	40	82	6	128	43	54	31	3	37	85	32	45	43	34	37	118	76	73	46	14	31	24	48	34	54	97	26	18
	27%	39%bcd	25%	12%	26%c	31%g	30%g	19%	16%	28%	27%	26%	26%	27%	29%	29%	27%	26%	34% <sup>s</sup>	19%	20%	24%	27%	33%	28%	26%	26%	21%	35%
Re-gifted it (used it as a gift for someone else)	127	38	72	13	124	34	45	46	3	28	84	36	50	35	29	34	114	72	53	59	10	38	25	37	32	52	95	35	15
	26%	37%bd	22%	29%	26%b	24%	25%	28%	15%	21%	27%	29%	29%	21%	25%	26%	24%	25%	25%	15%	15%	29%t	28%	25%	26%	25%	26%	28%	29%
Sold it on a marketplace	34	12	22	1	34	4	21	10	2	5	27	12	9	13	12	9	33	26	13	20	5	8	9	10	12	19	23	4	2
	7%	12% <sup>c</sup>	7%	1%	7%	3%	12% <sup>e</sup>	6%	11%	4%	9%	9%	5%	8%	10%	7%	7%	9%	6%	8%	8%	6%	10%	6%	10%	9% <sup>z</sup>	6%	3%	3%
Tried to get store credit	32	6	22	3	32	9	10	12	6	3	20	8	9	14	7	4	29	25	14	15	2	14	6	7	6	19	26	10	5
	7%	6%	7%	7%	6%	6%	6%	7%	30%	2%	7%	6%	5%	9%	6%	3%	7%	9% <sup>p</sup>	6%	6%	4%	11%	7%	5%	5%	9%	7%	8%	10%
Binned it	27	5	20	2	27	10	14	3	3	4	19	7	8	10	8	4	25	20	14	11	3	3	10	10	8	15	19	2	1
	5%	5%	6%	3%	6%	7% <sup>g</sup>	8% <sup>g</sup>	2%	15%	3%	6%	5%	5%	6%	7%	3%	6%	7%	7%	5%	4%	3%	11% <sup>u</sup>	7%	6%	7%	5%	1%	2%
Asked giver to get replacement / refund	25	2	21	2	25	10	11	5	3	8	13	5	12	8	4	4	18	16	17	8	3	10	8	4	3	16	22	5	1
	5%	2%	6%	3%	5%	7%	6%	3%	15%	6%	4%	4%	7%	5%	4%	3%	4%	5%	8%	3%	5%	8%	9% <sup>w</sup>	3%	3%	8%	6%	4%	2%
Used it	16	6	7	2	16	5	6	5	-	4	11	4	3	8	4	2	13	11	7	7	3	7	3	2	4	7	11	5	2
	3%	6% <sup>b</sup>	2%	4%	3% <sup>b</sup>	4%	3%	3%	-	3%	3%	3%	2%	5%	3%	2%	3%	4%	3%	3%	5%	5%	3%	1%	4%	4%	3%	4%	4%
Didn't have any unwanted gifts	3	-	2	1	3	1	-	2	-	1	2	1	2	1	1	1	3	2	1	2	-	2	1	-	1	-	2	1	-
	1%	-	1%	2%	1%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	-	1%	2%	-	1%	-	*	1%	-
Altered / upcycled	8	3	4	-	8	4	3	1	1	2	5	1	3	4	1	1	8	8	4	5	2	2	1	3	1	4	7	1	2
	2%	3%	1%	-	2%	3%	2%	1%	7%	2%	2%	1%	1%	3%	1%	1%	2%	3%	2%	2%	3%	1%	1%	2%	1%	2%	2%	1%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 6  
**Q.4 What did you do with the unwanted/ unloved gifts you received last year?**  
**Base: All who received unwanted gift**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Weighted base	492	102*	330	46*	486	142	178	166	20**	132	311	125	174	162	117*	130	437	296	214	235	67*	131	88*	148	121	208	371	126	51*
Sold (other)	5	1	3	1	5	2	1	2	-	2	2	2	2	-	2	1	4	2	-	4	1	2	-	1	-	1	5	2	1
Swapped	3	*	1	1	3	-	3	-	-	2	1	-	2	-	*	3	3	-	2	1	-	1	-	2	-	1	3	-	
Got a refund myself	2	-	2	-	2	1	1	1	1	1	1	1	2	1	-	1	2	2	1	2	-	-	-	2	-	2	2	-	
Returned to sender	1	-	1	-	1	-	1	-	-	-	1	-	-	1	-	-	1	1	-	1	-	1	-	-	-	1	1	-	
Other	1	-	1	-	1	-	1	-	-	-	1	-	-	-	1	-	1	1	1	-	-	-	-	-	-	-	1	-	
Undecided	4	-	2	1	4	1	2	-	-	1	1	-	1	-	1	1	2	1	-	2	1	1	-	-	3	4	-		
Nothing	140	15	102	15	138	36	43	58	3	46	85	40	47	46	35	39	131	86	54	77	27	34	18	43	38	47	102	44	
	28%	15%	31% <sup>a</sup>	33% <sup>a</sup>	28% <sup>a</sup>	26%	24%	35% <sup>f</sup>	16%	34%	27%	32%	27%	29%	30%	30%	30%	29%	25%	33%	40% <sup>v</sup>	26%	20%	29%	31%	23%	28% <sup>y</sup>	35%	25%
NET: Did something	348	87	225	29	344	103	134	106	17	84	225	84	125	115	81	88	304	210	160	154	39	95	69	106	83	159	265	82	
	71%	85% <sup>bcd</sup>	68%	62%	71%	73%	75% <sup>g</sup>	64%	84%	64%	72%	68%	72%	71%	69%	68%	69%	71%	75%	66%	58%	73%	78% <sup>t</sup>	71%	69%	76% <sup>z</sup>	71%	65%	75%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 7  
**Q.6 When did you start your 2018 Christmas shopping?**  
 Base: All respondents

	Gender			Age						Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ireland (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
NET: 2017	51	19	32	17	2	15	12	5	18	11	8	18	13	43	11	14	11	6	2	4	3	35	6	10	33	19	43	8
	2%	2%	3%	3% <sup>d</sup>	1%	4% <sup>g</sup>	3%	1%	2%	2%	1%	4% <sup>j</sup>	3%	3%	2%	2%	2%	2%	1%	4%	5%	3%	2%	3%	3%	2%	3%	2%
Before Christmas 2017	15	6	9	7	1	6	2	2	4	4	3	3	5	14	5	5	2	2	-	1	-	10	4	1	11	4	14	1
	1%	1%	1%	1%	*	2%	1%	*	1%	1%	1%	1%	1%	1%	1%	*	1%	-	-	1%	-	1%	4	1	11	4	14	1
Boxing Day sales 2017	36	14	23	10	1	9	9	3	14	8	5	15	9	29	6	10	9	4	2	3	3	25	2	9	22	15	29	7
	2%	1%	2%	2%	1%	2%	3%	1%	2%	1%	1%	4% <sup>ij</sup>	2%	2%	1%	2%	2%	1%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%
NET: Jan-Oct 2018	770	281	488	199	63	137	137	140	294	198	206	169	197	597	192	203	172	57	70	48	28	504	103	151	438	331	583	187
	37%	28%	46% <sup>a</sup>	34% <sup>d</sup>	27%	38% <sup>cd</sup>	41% <sup>cd</sup>	38% <sup>d</sup>	37% <sup>d</sup>	35%	35%	40%	39%	36% <sup>q</sup>	40% <sup>q</sup>	39% <sup>q</sup>	37% <sup>q</sup>	21%	40% <sup>q</sup>	47% <sup>mq</sup>	45% <sup>q</sup>	38%	34%	38%	37%	38%	36%	43% <sup>z</sup>
January sales 2018	114	26	88	26	7	19	13	22	52	23	33	28	30	101	33	28	27	8	7	11	-	81	11	20	62	52	91	23
	6%	3%	8% <sup>a</sup>	4%	3%	5%	4%	6%	7%	4%	6%	7%	6%	6% <sup>q</sup>	7% <sup>qt</sup>	5%	6%	3%	4%	11% <sup>moqrt</sup>	-	6%	4%	5%	5%	6%	6%	5%
February 2018 - August 2018	134	51	84	32	8	24	30	19	53	30	30	28	46	106	37	37	29	11	10	8	2	91	13	30	66	68	98	37
	6%	5%	8% <sup>a</sup>	5%	4%	7%	9% <sup>d</sup>	5%	7%	5%	5%	7%	9% <sup>ij</sup>	6%	8%	7%	6%	4%	6%	8%	4%	7%	4%	8%	6%	8% <sup>x</sup>	6%	8%
September 2018	235	96	139	64	20	44	51	41	79	67	60	52	56	167	54	65	49	14	24	16	12	134	34	62	136	99	177	58
	11%	9%	13% <sup>a</sup>	11%	9%	12%	16% <sup>dh</sup>	11%	10%	12%	10%	12%	11%	10% <sup>q</sup>	11% <sup>q</sup>	13% <sup>q</sup>	11% <sup>q</sup>	5%	14% <sup>q</sup>	16% <sup>q</sup>	20% <sup>mpq</sup>	10%	11%	16% <sup>u</sup>	11%	11%	11%	13%
October 2018	287	109	178	77	28	50	42	58	110	77	83	61	66	223	68	73	67	24	28	13	13	198	45	39	175	112	217	70
	14%	11%	17% <sup>a</sup>	13%	12%	14%	13%	16%	14%	14%	14%	14%	13%	14% <sup>q</sup>	14% <sup>q</sup>	14% <sup>q</sup>	15% <sup>q</sup>	9%	16% <sup>q</sup>	13%	22% <sup>q</sup>	15% <sup>w</sup>	15% <sup>w</sup>	10%	15%	13%	13%	16%
November 2018 (not Black Friday)	314	148	166	88	38	50	38	57	130	102	98	48	65	244	79	78	75	35	29	12	7	223	45	41	169	145	265	49
	15%	15%	16%	15%	16%	14%	12%	15%	17% <sup>f</sup>	18% <sup>kl</sup>	17% <sup>k</sup>	12%	13%	15%	16%	15%	16%	13%	17%	12%	12%	17% <sup>w</sup>	15%	10%	14%	17%	16% <sup>A</sup>	11%
November 2018: Black Friday sales	131	71	60	50	20	30	33	17	31	35	38	31	27	103	27	33	21	29	10	4	6	85	19	23	93	38	111	20
	6%	7%	6%	8% <sup>gh</sup>	9% <sup>h</sup>	8% <sup>h</sup>	10% <sup>gh</sup>	5%	4%	6%	6%	7%	5%	6%	5%	6%	5%	11% <sup>mnpqs</sup>	6%	4%	10%	6%	6%	6%	8% <sup>y</sup>	4%	7%	5%
NET: Dec 2018	605	368	236	181	86	96	82	105	237	164	186	112	143	474	125	154	134	98	55	26	14	385	92	118	361	244	474	131
	29%	36% <sup>b</sup>	22%	31% <sup>e</sup>	37% <sup>cefg</sup>	27%	25%	29%	30%	29%	32%	27%	28%	29%	26%	30%	29%	36% <sup>mnt</sup>	31%	26%	22%	29%	31%	30%	30%	28%	29%	30%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

Prepared by Populus for Which? (project manager George Holt)



### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 7  
**Q.6 When did you start your 2018 Christmas shopping?**  
Base: All respondents

	Gender		Age							Social Grade				Region							Tenure		Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
Early December 2018	348 17%	215 21%b	133 13%	93 16%e	47 21%ce	46 13%	56 17%	55 15%	144 18%e	101 18%	104 18%	58 14%	84 17%	264 16%	76 16%	93 18%	76 17%	46 17%	38 22%st	12 12%	6 9%	227 17%	48 16%	68 17%	198 17%	150 17%	270 16%	78 18%
Mid-December 2018	166 8%	97 10%b	69 7%	55 9%f	22 10%f	33 9%f	15 5%	30 8%	67 8%f	41 7%	51 9%	32 8%	42 8%	135 8%	30 6%	37 7%	39 8%	34 12%mnor	10 6%	10 10%	7 11%	100 7%	29 10%	34 9%	100 8%	66 8%	137 8%	29 7%
Late December 2018	91 4%	57 6%b	34 3%	33 6%	17 7%h	17 5%	11 3%	20 5%	27 3%	22 4%	31 5%	22 5%	17 3%	75 5%	19 4%	23 4%	18 4%	18 7%	7 4%	4 4%	1 2%	57 4%	15 5%	16 4%	63 5%y	28 3%	67 4%	24 6%
Can't remember	51 2%	30 3%	21 2%	12 2%	7 3%	5 1%	7 2%	10 3%	21 3%	12 2%	15 3%	8 2%	16 3%	42 3%	13 3%	8 2%	15 3%	8 3%	5 3%	1 1%	-	32 2%	6 2%	13 3%	19 2%	32 4%x	38 2%	13 3%
N/A - didn't buy any Christmas presents	150 7%	93 9%b	58 5%	41 7%	14 6%	26 7%	22 7%	33 9%	54 7%	43 8%	31 5%	34 8%	42 8%	138 8%or	39 8%r	27 5%	32 7%r	38 14%smnopr	4 2%	6 6%	3 5%	78 6%	30 10%u	39 10%u	83 7%	67 8%	126 8%	24 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 8  
**Q.6 When did you start your 2018 Christmas shopping?**  
 Base: All respondents

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
NET: 2017	51	51	-	-	51	28	17	6	5	19	23	9	25	12	8	16	43	22	21	25	3	5	10	25	5	29	46	4	8
Before Christmas 2017	15	15	-	-	15	5	8	2	3	3	6	3	5	5	3	4	12	8	3	9	-	2	2	7	2	7	13	1	1
Boxing Day sales 2017	36	36	-	-	36	23	10	4	2	16	16	7	20	7	6	12	31	14	18	16	3	3	8	18	3	22	33	3	7
NET: Jan-Oct 2018	770	248	521	-	770	241	288	241	25	207	465	193	270	241	150	218	671	413	342	338	51	174	119	310	203	300	567	177	99
January sales 2018	114	114	-	-	114	40	46	28	5	30	68	30	43	44	12	34	100	60	48	55	8	23	18	50	28	51	86	19	17
February 2018 - August 2018	134	134	-	-	134	33	66	34	4	34	85	36	44	43	25	40	119	74	67	50	9	18	32	54	42	46	92	24	13
September 2018	235	-	235	-	235	71	78	86	9	56	152	61	91	68	52	68	208	132	108	104	13	62	38	91	67	81	168	66	30
October 2018	287	-	287	-	287	96	98	93	7	86	159	67	93	85	61	76	245	147	119	128	21	70	31	114	66	122	221	69	39
November 2018 (not Black Friday)	314	-	314	-	314	108	88	117	13	95	175	64	102	98	68	97	268	166	113	160	29	79	36	126	84	112	229	78	32

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 8  
**Q.6 When did you start your 2018 Christmas shopping?**  
Base: All respondents

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
November 2018: Black Friday sales	131	-	131	-	131	31	42	58	6	29	86	30	38	43	39	33	111	76	57	58	14	26	33	46	37	57	94	42	8
NET: Dec 2018	605	-	348	257	605	251	161	192	45	207	268	88	220	171	112	195	484	275	197	306	44	136	63	243	146	238	459	139	78
Early December 2018	348	-	348	-	348	127	105	116	22	115	166	59	113	110	69	110	285	160	122	173	18	78	44	143	86	143	262	83	49
Mid-December 2018	166	-	-	166	166	71	43	52	9	58	73	22	63	43	30	53	130	79	50	84	18	39	11	65	39	59	127	40	17
Late December 2018	91	-	-	91	91	54	13	24	13	34	28	8	44	17	12	32	70	36	25	48	9	19	8	34	21	37	70	16	12
Can't remember	51	-	-	-	51	21	14	15	2	19	13	1	11	7	7	14	32	19	8	22	1	10	2	12	13	10	38	12	8
N/A - didn't buy any Christmas presents	150	-	-	-	-	-	-	-	16	45	49	15	63	24	21	44	99	59	36	70	7	26	8	62	36	51	114	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 9  
**Q.7 And when did you finish your 2018 Christmas shopping?**  
**Base: All who bought Christmas presents**

	Gender		Age						Social Grade					Region							Tenure		Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ireland (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1922	946	976	526	193	333	302	330	764	557	556	315	494	1495	425	485	420	240	186	106	60	1232	349	307	1099	823	1509	413
Weighted base	1921	918	1003	547	215	332	309	334	731	522	550	386	462	1503	446	491	428	233	171	94*	59*	1264	271	356	1112	809	1513	408
NET: 2017	7	2	4	3	1	2	2	1	-	5	-	-	2	7	2	4	1	-	-	-	-	5	-	2	6	1	6	1
Before Christmas 2017	2	1	1	1	-	1	-	1	-	1	-	-	1	2	-	2	-	-	-	-	-	2	-	-	2	-	2	-
Boxing Day sales 2017	4	2	3	2	1	1	2	-	-	3	-	-	1	4	2	2	1	-	-	-	-	3	-	2	4	1	4	1
NET: Jan-Oct 2018	86	35	50	20	7	13	19	10	36	25	11	25	25	72	21	30	12	12	7	4	-	56	10	19	49	37	70	15
January sales 2018	7	5	2	3	1	2	2	-	2	1	1	2	3	4	2	3	-	-	2	-	-	5	-	2	7	-	5	2
February 2018 - August 2018	9	3	6	3	-	3	1	1	4	3	2	2	2	7	3	3	-	-	1	1	-	6	1	2	6	3	7	2
September 2018	15	3	12	2	-	2	4	3	6	6	1	4	5	15	3	4	5	2	-	1	-	8	1	6	7	8	11	4
October 2018	54	24	30	13	6	7	11	6	24	15	7	17	15	45	12	19	7	10	4	2	-	38	7	8	29	26	48	7
November 2018 (not Black Friday)	109	49	60	28	10	18	19	9	53	32	31	25	22	87	32	27	25	6	10	5	5	74	15	19	60	49	84	25
November 2018: Black Friday sales	39	16	23	19	6	13	4	7	9	11	17	2	9	32	9	7	10	7	3	2	2	22	9	7	25	14	27	12
NET: Dec 2018	1638	790	847	465	185	281	259	299	615	440	478	326	394	1271	374	412	367	203	146	84	52	1080	235	297	954	683	1295	343
	85%	86%	84%	85%	86%	85%	84%	90%fh	84%	84%	87%	84%	85%	85%	84%	84%	86%	87%	86%	89%	88%	85%	86%	83%	86%	85%	86%	84%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

Prepared by Populus for Which? (project manager George Holt)

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 9  
**Q.7 And when did you finish your 2018 Christmas shopping?**  
**Base: All who bought Christmas presents**

	Gender		Age							Social Grade				Region							Tenure			Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)	
Weighted base	1921	918	1003	547	215	332	309	334	731	522	550	386	462	1503	446	491	428	233	171	94*	59*	1264	271	356	1112	809	1513	408	
Early December 2018	434 23%	172 19%	261 26%a	112 21%	39 18%	73 22%	75 24%	69 21%	177 24%	115 22%	132 24%	86 22%	100 22%	332 22%	100 22%	118 24%	94 22%	42 18%	42 25%	24 26%	13 22%	315 25%w	54 20%	60 17%	236 21%	197 24%	339 22%	95 23%	
Mid-December 2018	666 35%	349 38%b	317 32%	169 31%	72 34%	97 29%	98 32%	112 34%	287 39%cef	203 39%j	179 32%	123 32%	161 35%	530 35%	156 35%	153 31%	158 37%	90 38%	52 31%	37 39%	21 35%	455 36%	89 33%	115 32%	362 33%	303 38%x	535 35%	131 32%	
Late December 2018	539 28%	269 29%	269 27%	184 34%h	73 34%h	111 33%h	86 28%h	118 35%h	151 21%	122 23%	167 30%i	117 30%i	133 29%	408 27%	119 27%	141 29%	115 27%	72 31%	52 30%	23 24%	18 31%	310 25%	92 34%u	122 34%u	356 32%y	183 23%	421 28%	118 29%	
Can't remember	43 2%	25 3%	18 2%	11 2%	6 3%	5 1%	5 2%	8 2%	19 3%	10 2%	14 2%	9 2%	10 2%	36 2%	8 2%	11 2%	13 3%	6 3%	4 2%	-	-	27 2%	4 1%	13 4%	18 2%	25 3%x	31 2%	12 3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 10  
**Q.7 And when did you finish your 2018 Christmas shopping?**  
 Base: All who bought Christmas presents

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea-sons Mostly Online	Rea-sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	1922	298	1315	257	1922	677	614	631	99	582	1020	384	688	565	376	572	1618	978	736	915	146	430	247	774	480	751	1442	454	231
Weighted base	1921	300	1314	257	1921	680	611	630	96*	575	1028	387	666	572	384	574	1610	970	738	908	142	430	262	761	489	747	1432	452	233
NET: 2017	7	7	-	-	7	3	4	-	2	1	3	-	1	4	1	3	5	2	4	1	-	1	3	1	5	5	-	1	
Before Christmas 2017	2	2	-	-	2	1	1	-	2	-	-	-	2	-	2	2	-	1	1	-	-	-	2	1	1	1	-	1	
Boxing Day sales 2017	4	4	-	-	4	1	3	-	-	1	3	-	1	2	1	1	3	2	2	-	1	1	1	-	4	4	-	-	
NET: Jan-Oct 2018	86	56	29	-	86	40	32	14	5	30	37	11	27	31	11	20	67	38	39	33	5	12	13	37	25	38	61	12	15
January sales 2018	7	7	-	-	7	7	-	-	1	5	1	-	3	3	-	2	6	3	4	3	4	3	-	1	3	1	5	6	2
February 2018 - August 2018	9	9	-	-	9	5	2	2	1	3	5	2	3	5	1	1	8	6	5	4	-	3	-	4	2	5	7	2	3
September 2018	15	13	2	-	15	9	5	1	2	4	7	1	8	4	-	2	10	8	9	5	1	1	3	8	2	7	13	-	4
October 2018	54	27	27	-	54	19	25	11	1	18	23	7	13	19	10	14	42	20	22	20	2	7	9	21	20	20	34	10	6
November 2018 (not Black Friday)	109	41	65	-	109	32	40	36	6	27	65	26	40	35	18	38	94	49	48	44	7	21	15	49	35	40	74	23	12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 10  
Q.7 And when did you finish your 2018 Christmas shopping?  
Base: All who bought Christmas presents

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Weighted base	1921	300	1314	257	1921	680	611	630	96*	575	1028	387	666	572	384	574	1610	970	738	908	142	430	262	761	489	747	1432	452	233
November 2018: Black Friday sales	39	10	29	-	39	8	11	21	2	10	24	10	15	12	9	7	35	27	12	22	8	2	15	8	9	21	31	16	1
NET: Dec 2018	1638	182	1180	254	1638	577	514	546	76	497	889	335	572	484	341	496	1384	840	627	795	121	383	217	657	412	633	1226	390	198
Early December 2018	434	72	357	-	434	158	111	165	20	129	226	89	154	130	71	138	357	208	169	196	27	87	68	179	112	174	322	107	63
Mid-December 2018	666	70	511	72	666	218	223	225	31	197	377	142	231	190	151	197	569	350	272	317	45	158	76	292	168	257	498	166	71
Late December 2018	539	40	312	182	539	202	181	156	25	171	286	103	187	164	120	162	458	282	185	283	49	138	73	185	132	202	407	117	64
Can't remember	43	4	12	3	43	20	11	13	5	10	11	5	12	6	4	11	26	13	8	13	1	11	7	8	9	35	10	5	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 11  
**Q.8 Which statement best describes how did your 2018 Christmas shopping?**  
**Base: All who bought Christmas presents**

	Gender		Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1922	946	976	526	193	333	302	330	764	557	315	494	1495	425	485	420	240	186	106	60	1232	349	307	1099	823	1509	413	
Weighted base	1921	918	1003	547	215	332	309	334	731	522	386	462	1503	446	491	428	233	171	94*	59*	1264	271	356	1112	809	1513	408	
All in-store	268	146	121	57	22	35	29	42	140	53	87	50	78	215	69	64	52	41	19	13	159	29	74	134	134	215	52	
	14%	16% <sup>b</sup>	12%	10%	10%	11%	9%	13%	19% <sup>cdef</sup>	10%	16% <sup>i</sup>	13%	17% <sup>ai</sup>	14%	15%	13%	12%	18%	11%	14%	16%	13%	11%	21% <sup>uv</sup>	12%	17% <sup>x</sup>	14%	
Mostly in store but some online	412	189	223	106	35	71	51	67	188	101	113	88	109	326	110	117	84	41	33	20	9	274	56	78	224	188	325	88
	21%	21%	22%	19%	16%	21%	17%	20%	26% <sup>cdf</sup>	19%	21%	23%	24%	22%	25% <sup>q</sup>	24%	20%	18%	19%	21%	15%	22%	21%	22%	20%	23%	21%	22%
An equal mix of in-store and online	611	269	342	180	77	103	104	116	212	164	166	144	482	142	146	145	69	58	32	18	416	95	90	387	225	485	126	
	32%	29%	34% <sup>a</sup>	33%	36%	31%	34%	35%	29%	31%	30%	36%	31%	32%	30%	34%	30%	34%	34%	34%	31%	33% <sup>w</sup>	35% <sup>w</sup>	25%	35% <sup>y</sup>	28%	32%	31%
Mostly online but some in-store	485	238	247	160	60	100	93	80	151	162	140	89	95	372	96	114	120	66	51	22	16	324	72	83	287	198	384	101
	25%	26%	25%	29% <sup>h</sup>	28% <sup>h</sup>	30% <sup>h</sup>	30% <sup>h</sup>	24%	21%	31% <sup>ijkl</sup>	25%	23%	20%	25%	22%	23%	28% <sup>n</sup>	28%	30% <sup>n</sup>	24%	27%	26%	27%	23%	26%	24%	25%	25%
All online	145	76	69	44	22	22	32	29	40	42	45	22	36	109	29	50	27	16	9	8	6	90	19	31	80	64	105	40
	8%	8%	7%	8%	10% <sup>h</sup>	7%	10% <sup>h</sup>	9%	5%	8%	8%	6%	8%	7%	6%	10% <sup>mp</sup>	6%	7%	5%	8%	10%	7%	9%	7%	8%	7%	10%	
NET: Online	630	314	316	204	82	123	125	109	191	204	185	110	131	480	125	164	146	82	60	30	22	414	91	114	367	262	488	141
	33%	34%	32%	37% <sup>h</sup>	38% <sup>h</sup>	37% <sup>h</sup>	41% <sup>h</sup>	33% <sup>h</sup>	26%	39% <sup>kl</sup>	34%	29%	28%	32%	28%	33%	34%	35%	35%	32%	37%	33%	34%	32%	33%	32%	35%	
NET: In-store	680	335	345	163	57	106	80	109	328	154	200	138	187	541	179	181	136	82	52	32	18	434	85	152	358	322	540	140
	35%	37%	34%	30%	26%	32%	26%	33%	45% <sup>cdef</sup>	30%	36% <sup>i</sup>	36%	41% <sup>i</sup>	36% <sup>p</sup>	40% <sup>pr</sup>	37%	32%	35%	30%	34%	31%	34%	31%	43% <sup>uv</sup>	32%	40% <sup>x</sup>	36%	34%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 12  
**Q.8 Which statement best describes how did your 2018 Christmas shopping?**  
Base: All who bought Christmas presents

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	1922	298	1315	257	1922	677	614	631	99	582	1020	384	688	565	376	572	1618	978	736	915	146	430	247	774	480	751	1442	454	231
Weighted base	1921	300	1314	257	1921	680	611	630	96*	575	1028	387	666	572	384	574	1610	970	738	908	142	430	262	761	489	747	1432	452	233
All in-store	268	33	148	75	268	268	-	-	38	99	27	4	109	42	11	78	150	68	60	100	19	27	15	91	60	114	208	-	83
	14%	11%	11%	29%abd	14%b	39%fg	-	-	40%ijk	17%jk	3%k	1%	16%mn	7%n	3%	14%pq	9%q	7%	8%	11%	13%uv	6%	6%	12%uv	12%	15%	14%	-	36%
Mostly in store but some online	412	68	285	49	412	412	-	-	30	194	156	27	208	118	41	140	357	206	150	213	30	73	59	188	105	154	307	-	150
	21%	23%	22%	19%	21%	61%fg	-	-	31%jk	34%jk	15%k	7%	31%mn	21%n	11%	24%	22%	21%	20%	23%	21%	17%	23%	25%u	22%	21%	21%	-	64%
An equal mix of in-store and online	611	130	411	56	611	-	611	-	20	168	378	127	207	211	118	168	541	346	259	291	50	158	94	228	145	238	467	-	-
	32%	43%bcd	31%c	22%	32%c	-	100%eg	-	21%	29%	37%hi	33%h	31%	37%l	31%	29%	34%o	36%o	35%	32%	36%	37%w	36%	30%	30%	32%	33%	-	-
Mostly online but some in-store	485	60	359	56	485	-	-	485	6	89	363	174	111	155	163	136	439	282	209	234	31	146	70	189	139	177	346	356	-
	25%	20%	27%ad	22%	25%a	-	-	77%ef	6%	15%h	35%hi	45%hij	17%	27%l	43%lm	24%	27%o	29%o	28%	22%	22%	34%tw	27%	25%	28%	24%	24%	79%	-
All online	145	8	111	20	145	-	-	145	2	26	104	54	31	46	51	52	124	68	59	70	13	26	24	65	40	64	104	96	-
	8%	3%	8%ad	8%a	8%a	-	-	23%ef	2%	4%	10%hi	14%hij	5%	8%l	13%lm	9%	8%	7%	8%	9%	9%	6%	9%	9%	8%	9%	7%	21%	-
NET: Online	630	68	470	76	630	-	-	630	8	114	467	228	142	201	214	188	563	351	268	305	43	172	95	254	179	241	451	452	-
	33%	23%	36%ad	30%	33%a	-	-	100%ef	8%	20%h	45%hi	59%hij	21%	35%l	56%lm	33%	35%	36%	36%	34%	30%	40%w	36%	33%	37%	32%	31%	100%	-
NET: In-store	680	102	433	125	680	680	-	-	68	293	183	31	317	160	52	218	506	274	210	313	48	100	74	279	165	268	515	-	233
	35%	34%	33%	49%abd	35%b	100%fg	-	-	71%ijk	51%jk	18%k	8%	48%mn	28%n	14%	38%pq	31%q	28%	29%	34%r	34%u	23%	28%	37%uv	34%	36%	36%	-	100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 13  
**Q.9 You said you did your Christmas shopping online. Why was that?**  
**Base: All who bought Christmas presents online**

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ireland (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	631	327	304	193	71	122	126	111	201	216	189	87	139	476	120	161	140	88	68	31	23	400	117	102	362	269	489	142
Weighted base	630	314	316	204	82*	123	125	109	191	204	185	110*	131	480	125	164	146	82*	60*	30**	22**	414	91	114*	367	262	488	141
To avoid busy shops at Christmas	382 61%	189 60%	193 61%	119 58%	41 50%	78 64%	81 65%	70 64%	113 59%	122 60%	113 61%	84 76%ijl	63 48%	287 60%	81 65%	96 58%	86 59%	47 57%	38 63%	19 64%	16 71%	252 61%	53 58%	72 63%	232 63%	150 57%	288 59%	94 66%
To save time as I don't have to visit the shop/s	332 53%	173 55%	159 50%	104 51%	43 53%	61 49%	73 58%h	66 60%h	89 47%	113 55%	106 58%	52 47%	61 46%	244 51%	62 50%	93 57%	79 54%	39 47%	30 50%	14 48%	14 65%	242 58%w	44 48%	40 35%	219 60%y	112 43%	261 53%	71 50%
To be able to shop at any time/ on the go	309 49%	155 49%	154 49%	100 49%	41 51%	59 48%	65 52%	54 50%	90 47%	100 49%	98 53%	54 49%	56 43%	230 48%	64 51%	79 48%	69 47%	40 49%	29 48%	11 38%	18 81%	204 49%	51 55%	50 44%	173 47%	136 52%	232 48%	77 54%
A broader range of products available than on the high street	243 39%	108 34%	135 43%a	77 38%	30 37%	48 39%	44 35%	43 39%	79 41%	91 44%l	69 37%	43 39%	40 31%	182 38%	48 38%	64 39%	55 37%	32 39%	20 34%	10 33%	15 67%	160 39%	40 44%	39 34%	126 34%	117 45%x	185 38%	57 41%
To be able to compare the cost of products across multiple retailers	219 35%	104 33%	115 36%	69 34%	24 29%	46 37%	40 32%	38 35%	72 38%	79 39%	60 33%	38 34%	41 32%	169 35%	43 34%	50 31%	57 39%	28 35%	19 32%	10 35%	11 50%	148 36%	33 36%	34 30%	123 33%	96 37%	166 34%	53 38%
To get inspiration for gift ideas	168 27%	70 22%	98 31%a	51 25%	25 30%	26 21%	25 20%	30 27%	62 33%ef	54 26%	48 26%	40 36%l	26 20%	125 26%	26 21%	44 27%	39 27%	24 29%	17 29%	9 30%	8 37%	113 27%	28 31%	24 21%	86 23%	82 31%x	129 26%	40 28%
To get heavy/awkward items delivered directly to my home	125 20%	41 13%	85 27%a	38 19%	10 13%	28 23%	18 15%	18 17%	50 26%df	38 19%	42 23%	17 16%	28 21%	87 18%	20 16%	27 17%	32 22%	21 26%am	13 22%	3 9%	10 44%	80 19%	23 25%	22 19%	56 15%	70 27%x	93 19%	32 23%
To buy from online-only retailers	96 15%	46 15%	50 16%	31 15%	11 13%	20 17%	21 16%	21 19%	24 12%	27 13%	29 15%	14 13%	27 21%	70 15%	14 11%	27 16%	21 14%	13 16%	9 15%	6 19%	6 29%	62 15%	16 17%	17 15%	52 14%	45 17%	68 14%	28 20%
To be able to get the gift sent directly to the recipient	55 9%	27 9%	28 9%	16 8%	4 5%	12 10%	11 8%	12 11%	16 9%	19 9%	14 8%	13 12%	9 7%	40 8%	13 10%	11 7%	10 7%	10 13%	6 10%	3 9%	2 11%	32 8%	10 11%	12 10%	32 9%	23 9%	39 8%	16 11%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus for Which? (project manager George Holt)

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 13  
**Q.9 You said you did your Christmas shopping online. Why was that?**  
 Base: All who bought Christmas presents online

	Gender		Age						Social Grade				Region						Tenure			Working		Which of the following best describes where you live?				
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	630	314	316	204	82*	123	125	109	191	204	185	110*	131	480	125	164	146	82*	60*	30**	22**	414	91	114*	367	262	488	141
To be able to check stock levels	54 9%	24 8%	31 10%	12 6%	3 3%	9 8%	14 11%	12 11%	16 9%	17 8%	12 9%	11 11%	10 7%	39 8%	8 7%	12 7%	12 8%	6 8%	6 10%	4 14%	5 24%	37 9%	7 8%	11 9%	32 9%	23 9%	39 8%	15 11%
To take advantage of enhanced consumer rights from purchasing online	33 5%	22 7%	11 4%	8 4%	3 3%	5 4%	7 5%	8 7%	10 5%	14 7%	8 5%	5 5%	5 4%	28 6%	8 6%	10 6%	5 4%	6 8%	1 1%	1 4%	2 9%	27 6%	2 3%	4 3%	20 5%	13 5%	24 5%	9 7%
Other	41 7%	21 7%	20 6%	7 3%	1 1%	6 5%	9 7%	7 6%	18 10%cd	4 2%	12 6%i	5 4%	21 16%ijkl	27 6%	7 6%	13 8%	8 5%	4 5%	8 13%mp	2 5%	-	23 6%	5 5%	13 11%	15 4%	26 10%x	28 6%	13 9%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 14  
**Q.9 You said you did your Christmas shopping online. Why was that?**  
**Base: All who bought Christmas presents online**

	Christmas Shopping Start				Christmas Shopping Behaviour			Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)			In-correct /DK (z)
Unweighted base	631	68	472	75	631	-	-	631	8	115	468	229	152	198	212	188	567	355	264	311	47	173	87	260	178	238	453	454	-
Weighted base	630	68*	470	76*	630	**	**	630	8**	114*	467	228	142	201	214	188	563	351	268	305	43*	172	95*	254	179	241	451	452	*
To avoid busy shops at Christmas	382	40	293	38	382	-	-	382	6	59	296	153	64	132	146	104	346	227	167	181	25	108	58	156	110	144	273	287	-
	61%	59%	62%	50%	61%	-	-	61%	79%	51%	63% <sub>il</sub>	67% <sub>il</sub>	45%	66% <sub>il</sub>	68% <sub>il</sub>	55%	61% <sub>oo</sub>	65% <sub>oo</sub>	62%	59%	57%	63%	61%	61%	61%	60%	60%	64%	-
To save time as I don't have to visit the shops	332	23	260	39	332	-	-	332	2	60	255	135	76	99	128	88	303	200	136	168	23	103	49	131	92	134	240	332	-
	53%	34%	55% <sub>ad</sub>	51%	53% <sub>aa</sub>	-	-	53%	24%	53%	55%	59%	54%	49%	60% <sub>om</sub>	47%	54% <sub>oo</sub>	57% <sub>oo</sub>	51%	55%	53%	60%	52%	52%	51%	55%	53%	73%	-
To be able to shop at any time/ on the go	309	38	224	38	309	-	-	309	2	42	251	136	59	92	126	76	285	201	149	138	21	98	46	114	88	115	221	309	-
	49%	56%	48%	50%	49%	-	-	49%	21%	37%	54% <sub>il</sub>	60% <sub>ij</sub>	42%	46%	59% <sub>lm</sub>	40%	51% <sub>oo</sub>	57% <sub>op</sub>	56% <sub>ss</sub>	45%	49%	57% <sub>w</sub>	49%	45%	49%	48%	49%	68%	-
A broader range of products available than on the high street	243	30	186	24	243	-	-	243	-	29	205	106	40	77	102	66	226	152	107	122	21	75	34	96	68	95	174	192	-
	39%	45%	40%	31%	39%	-	-	39%	-	25%	44% <sub>il</sub>	46% <sub>il</sub>	28%	38%	48% <sub>il</sub>	35%	40%	43%	40%	49%	44%	36%	38%	38%	38%	40%	39%	42%	-
To be able to compare the cost of products across multiple retailers	219	29	159	26	219	-	-	219	1	22	188	111	39	66	97	47	203	144	106	99	17	75	32	79	62	76	157	187	-
	35%	42%	34%	34%	35%	-	-	35%	11%	19%	40% <sub>il</sub>	49% <sub>ij</sub>	28%	33%	45% <sub>lm</sub>	25%	36% <sub>oo</sub>	41% <sub>op</sub>	39%	32%	38%	44% <sub>w</sub>	34%	31%	34%	31%	35%	41%	-
To get inspiration for gift ideas	168	19	123	22	168	-	-	168	2	26	135	70	33	49	67	40	155	111	73	84	12	57	27	55	41	55	127	140	-
	27%	28%	26%	29%	27%	-	-	27%	21%	22%	29%	31%	23%	25%	32%	21%	28% <sub>oo</sub>	32% <sub>op</sub>	27%	28%	27%	33% <sub>w</sub>	29%	22%	23%	23%	28% <sub>y</sub>	31%	-
To get heavy/awkward items delivered directly to my home	125	20	93	12	125	-	-	125	1	13	103	57	23	32	55	27	111	82	59	57	15	31	16	46	31	44	95	97	-
	20%	29%	20%	16%	20%	-	-	20%	11%	11%	22% <sub>il</sub>	25% <sub>il</sub>	17%	16%	26% <sub>om</sub>	14%	20% <sub>oo</sub>	23% <sub>op</sub>	22%	19%	35% <sub>uvw</sub>	18%	17%	18%	17%	18%	21%	21%	-
To buy from online-only retailers	96	12	72	11	96	-	-	96	-	14	74	39	11	31	40	24	85	61	43	45	7	29	12	36	21	36	75	77	-
	15%	18%	15%	14%	15%	-	-	15%	-	12%	16%	17%	8%	15% <sub>il</sub>	19% <sub>il</sub>	13%	15%	17%	16%	15%	16%	17%	12%	14%	12%	15%	17%	17%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 14  
**Q.9 You said you did your Christmas shopping online. Why was that?**  
Base: All who bought Christmas presents online

	Christmas Shopping Start				Christmas Shopping Behaviour			Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	Incorrect (y)			Incorrect/DK (z)
Weighted base	630	68*	470	76*	630	-**	-**	630	8**	114*	467	228	142	201	214	188	563	351	268	305	43*	172	95*	254	179	241	451	452	-*
To be able to get the gift sent directly to the recipient	55	8	41	5	55	-	-	55	-	14	40	18	14	15	22	9	50	39	29	24	6	18	15	16	14	25	41	42	-
	9%	11%	9%	6%	9%	-	-	9%	-	12%	9%	8%	10%	8%	10%	5%	9%	11%	11%	8%	13%	10%	16%	8%	8%	10%	9%	9%	-
To be able to check stock levels	54	9	39	6	54	-	-	54	-	9	44	27	8	18	25	14	51	34	29	21	2	14	10	25	12	20	42	46	-
	9%	13%	8%	8%	9%	-	-	9%	-	8%	9%	12%	6%	9%	12%	8%	9%	10%	11%	7%	4%	8%	10%	10%	7%	8%	9%	10%	-
To take advantage of enhanced consumer rights from purchasing online	33	4	23	4	33	-	-	33	-	6	26	12	5	13	11	11	29	15	21	11	-	11	2	18	7	21	26	29	-
	5%	6%	5%	5%	5%	-	-	5%	-	5%	6%	5%	4%	6%	5%	6%	5%	4%	8%	4%	-	6%	2%	7%	4%	9%	6%	6%	-
Other	41	6	33	1	41	-	-	41	-	7	33	15	9	9	15	17	39	21	13	27	4	5	8	16	17	25	10	-	
	7%	10%	7%	1%	7%	-	-	7%	-	6%	7%	7%	6%	5%	7%	9%	7%	6%	5%	9%	9%	3%	8%	9%	7%	6%	2%	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 15  
**Q.9 You said you did your Christmas shopping in-store. Why was that?**  
**Base: All who bought Christmas presents in-store**

	Gender		Age							Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	677	344	333	156	51	105	75	101	345	167	199	112	199	535	167	178	140	79	56	38	19	432	110	125	355	322	533	144
Weighted base	680	335	345	163	57*	106*	80*	109*	328	154	200	138*	187	541	179	181	136	82*	52*	32*	18**	434	85	152	358	322	540	140
To be able to see/handle the item before purchasing	423	193	230	69	24	44	42	68	244	87	136	90	109	340	108	120	90	45	29	21	10	280	49	90	191	232	333	90
	62%	58%	67%a	42%	43%	42%	53%	63%cd	74%cd	56%	68%l	65%	58%	63%	61%	67%	66%	55%	64%	55%	64%	58%	59%	53%	72%x	62%	64%	
To be able to have the present to take away immediately	290	146	145	56	19	37	32	41	162	59	86	59	86	228	74	71	66	38	19	14	9	178	41	67	139	151	234	56
	43%	43%	42%	34%	33%	35%	40%	37%	49%cd	38%	43%	43%	46%	42%	41%	39%	49%	46%	42%	52%	41%	48%	44%	39%	47%x	43%	40%	
To get inspiration for gift ideas	269	106	163	64	22	42	30	34	141	71	82	56	59	219	74	78	56	25	16	14	6	190	27	49	126	143	219	49
	40%	32%	47%a	39%	38%	39%	38%	31%	43%g	46%l	41%	41%	32%	40%	42%	43%	41%	31%	31%	42%	31%	44%vw	31%	32%	35%	44%x	41%	35%
To help support the local high street	233	104	129	35	10	25	20	31	146	58	64	45	66	186	75	57	48	18	14	12	9	168	19	43	103	129	176	56
	34%	31%	37%	22%	18%	24%	25%	29%	44%cd	37%	32%	32%	35%	34%q	42%mq	32%	35%	22%	28%	37%	48%	39%vw	23%	28%	29%	40%x	33%	40%
To enjoy the Christmas atmosphere whilst shopping	216	93	123	45	10	36	21	32	118	50	61	49	56	179	70	49	43	25	10	11	8	139	25	51	115	101	178	38
	32%	28%	36%a	28% <sup>d</sup>	17%	34%cd	26%	29%	36% <sup>d</sup>	33%	30%	35%	30%	33% <sup>r</sup>	39% <sup>or</sup>	27%	32%	30%	20%	35%	41%	32%	29%	33%	32%	31%	33%	27%
To browse/purchase gifts with someone else	206	108	98	56	16	40	23	27	100	47	50	53	56	169	64	65	35	10	12	16	3	131	25	50	114	92	164	42
	30%	32%	29%	34%	28%	38%	29%	25%	30%	30%	25%	38% <sup>j</sup>	30%	31% <sup>q</sup>	36% <sup>q</sup>	36% <sup>q</sup>	26% <sup>q</sup>	13%	24%	49% <sup>mpqr</sup>	16%	30%	29%	33%	32%	29%	30%	30%
To buy from retailers who don't have an online shop	71	34	38	21	5	16	7	14	29	16	17	15	23	56	18	18	15	7	7	3	3	42	7	21	35	37	53	18
	10%	10%	11%	13%	9%	15%	9%	13%	9%	11%	9%	11%	12%	10%	10%	10%	11%	9%	14%	9%	18%	10%	9%	14%	10%	11%	10%	13%
To buy delicate gifts that might be broken in delivery	62	27	35	11	4	7	6	11	34	13	16	17	16	46	16	18	10	4	7	5	2	42	5	15	34	28	50	12
	9%	8%	10%	7%	7%	7%	7%	10%	10%	8%	8%	12%	8%	8%	9%	10%	7%	5%	14%	14%	10%	10%	6%	10%	9%	9%	9%	9%
Deliveries from online shopping are inconvenient for me	60	24	36	27	7	20	11	11	12	10	24	9	18	45	14	19	11	8	6	3	-	28	8	22	40	20	46	14
	9%	7%	10%	16% <sup>h</sup>	12% <sup>h</sup>	19% <sup>h</sup>	13% <sup>h</sup>	10% <sup>h</sup>	4%	6%	12%	6%	9%	8%	8%	11%	8%	9%	12%	8%	-	6%	9%	15% <sup>u</sup>	11% <sup>y</sup>	6%	9%	10%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus for Which? (project manager George Holt)

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 15  
**Q.9 You said you did your Christmas shopping in-store. Why was that?**  
 Base: All who bought Christmas presents in-store

	Gender		Age						Social Grade				Region							Tenure			Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	680	335	345	163	57*	106*	80*	109*	328	154	200	138*	187	541	179	181	136	82*	52*	32*	18**	434	85	152	358	322	540	140
To buy a high-worth item/s I didn't trust to be sent through the post	29 4%	17 5%	12 4%	6 4%	3 5%	3 3%	4 6%	6 6%	12 4%	8 5%	8 4%	8 5%	5 3%	26 5%	9 5%	7 4%	7 5%	1 2%	3 6%	2 6%	-	19 4%	1 1%	9 6%	19 5%	9 3%	22 4%	7 5%
Other	33 5%	21 6%	12 3%	12 7%h	5 9%h	7 6%	5 6%	7 7%	9 3%	6 4%	9 5%	7 5%	10 5%	22 4%	5 3%	6 4%	6 4%	4 5%	6 12% mno	4 11% mn	2 10%	16 4%	10 11% uw	5 3%	25 7% ey	8 2%	27 5%	6 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 16  
**Q.9 You said you did your Christmas shopping in-store. Why was that?**  
**Base: All who bought Christmas presents in-store**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	677	102	428	126	677	677	-	-	70	297	173	29	321	154	52	215	504	276	212	308	47	100	69	279	157	275	520	-	231
Weighted base	680	102*	433	125	680	680	**	**	68*	293	183	31**	317	160	52*	218	506	274	210	313	48*	100*	74*	279	165	268	515	-*	233
To be able to see/handle the item before purchasing	423	70	264	78	423	423	-	-	42	189	115	21	214	95	30	153	332	161	126	207	25	62	40	195	105	161	318	-	172
	62%	69%	61%	62%	62%	62%	-	-	62%	65%	63%	66%	68%	59%	58%	70%q	65%q	59%	60%	66%	52%	62%	54%	70%tv	63%	60%	62%	-	74%
To be able to have the present to take away immediately	290	38	183	62	290	290	-	-	23	124	76	10	134	59	24	90	209	117	77	137	21	44	24	119	66	113	224	-	132
	43%	37%	42%	49%	43%	43%	-	-	33%	42%	41%	33%	42%	37%	46%	41%	41%	43%	37%	44%	44%	44%	32%	43%	40%	42%	44%	-	57%
To get inspiration for gift ideas	269	46	186	30	269	269	-	-	21	112	85	11	128	62	22	88	211	112	87	121	16	40	32	118	71	99	197	-	125
	40%	45%c	43%cd	24%	40%c	40%	-	-	31%	38%	47%h	35%	40%	39%	43%	40%	42%	41%	41%	39%	33%	40%	43%	42%	43%	37%	38%	-	54%
To help support the local high street	233	38	158	29	233	233	-	-	26	98	59	6	105	54	16	80	173	91	64	115	16	34	18	105	63	83	169	-	233
	34%	38%c	36%c	23%	34%c	34%	-	-	37%	33%	32%	19%	33%	34%	31%	37%	34%	33%	30%	37%	33%	34%	24%	38%	38%	31%	33%	-	100%
To enjoy the Christmas atmosphere whilst shopping	216	37	148	25	216	216	-	-	21	95	59	6	107	47	16	71	167	87	81	88	8	30	23	105	62	79	154	-	111
	32%	36%c	34%c	20%	32%c	32%	-	-	30%	32%	32%	18%	34%	30%	30%	33%	33%	32%	38% <sub>s</sub>	28%	18%	30%	31%	38% <sub>t</sub>	38%	30%	30%	-	48%
To browse/purchase gifts with someone else	206	36	137	27	206	206	-	-	13	82	77	8	92	57	17	51	157	106	82	87	15	40	28	76	50	94	157	-	99
	30%	36%c	32%c	22%	30%c	30%	-	-	20%	28%	42% <sub>hi</sub>	26%	29%	35%	32%	24%	31% <sub>o</sub>	39% <sub>op</sub>	39% <sub>s</sub>	28%	31%	39% <sub>w</sub>	38%	27%	30%	35% <sub>z</sub>	30%	-	43%
To buy from retailers who don't have an online shop	71	11	53	6	71	71	-	-	3	31	33	6	39	21	5	20	64	44	26	40	4	19	11	30	22	27	49	-	36
	10%	11%	12% <sub>c</sub>	5%	10% <sub>c</sub>	10%	-	-	5%	11%	18% <sub>hi</sub>	18%	12%	13%	10%	9%	13%	16% <sub>op</sub>	12%	13%	9%	19%	15%	11%	13%	10%	10%	-	15%
To buy delicate gifts that might be broken in delivery	62	14	41	6	62	62	-	-	7	34	17	1	35	18	5	20	57	32	22	35	6	11	13	25	11	29	51	-	39
	9%	13% <sub>c</sub>	10%	5%	9%	9%	-	-	10%	12%	9%	4%	11%	11%	9%	9%	11%	12%	10%	11%	12%	11%	17%	9%	7%	11%	10%	-	17%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 16  
**Q.9 You said you did your Christmas shopping in-store. Why was that?**  
**Base: All who bought Christmas presents in-store**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	Incorrect (y)	Incorrect/DK (z)		
Weighted base	680	102*	433	125	680	680	-**	-**	68*	293	183	31**	317	160	52*	218	506	274	210	313	48*	100*	74*	279	165	268	515	-*	233
Deliveries from online shopping are inconvenient for me	60	8	36	12	60	60	-	-	8	27	11	4	26	17	3	17	43	26	23	23	10	9	8	15	18	28	42	-	18
To buy a high-worth item/s I didn't trust to be sent through the post	29	8	15	4	29	29	-	-	6	11	7	2	12	7	5	11	21	12	9	14	2	4	2	14	4	14	25	-	15
Other	33	4	18	10	33	33	-	-	1	16	8	1	14	6	5	12	25	12	10	13	3	6	-	12	7	11	26	-	1

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 17  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**

**Summary**

Base: All who bought Christmas presents

		My local high street doesn't have enough number of shops for Christmas shopping as I'd like	In the future I think everyone will do their Christmas shopping online and not on the high street	I like to support independent retailers but the only way to do that is to buy online	There isn't enough range of unique products for Christmas presents on the high street	I'd like to support the high street, but I can find better deals online	The high street is too expensive	The quality of products on the high street is better than those online	I trust high street retailers over online retailers
Unweighted base		1922	1922	1922	1922	1922	1922	1922	1922
Weighted base		1921	1921	1921	1921	1921	1921	1921	1921
NET: Agree		1048 55%	939 49%	468 24%	860 45%	1330 69%	772 40%	312 16%	591 31%
Strongly Agree	(+2)	349 18%	183 10%	60 3%	165 9%	374 19%	138 7%	51 3%	101 5%
Tend to Agree	(+1)	699 36%	756 39%	408 21%	695 36%	956 50%	635 33%	260 14%	490 25%
Neither Agree nor Disagree	(0)	470 24%	529 28%	873 45%	597 31%	439 23%	788 41%	1074 56%	1000 52%
Tend to Disagree	(-1)	311 16%	384 20%	482 25%	384 20%	123 6%	314 16%	446 23%	283 15%
Strongly Disagree	(-2)	93 5%	69 4%	98 5%	80 4%	29 2%	47 2%	90 5%	48 2%
NET: Disagree		404 21%	453 24%	580 30%	464 24%	151 8%	361 19%	536 28%	331 17%
Mean		0.47	0.31	-0.08	0.25	0.79	0.26	-0.14	0.16
Standard deviation		1.11	1.01	0.89	1.00	0.88	0.90	0.80	0.83
Standard error		0.03	0.02	0.02	0.02	0.02	0.02	0.02	0.02

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 18  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**My local high street doesn't have enough a large enough number of shops for Christmas shopping as I'd like**  
**Base: All who bought Christmas presents**

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ireland (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1922	946	976	526	193	333	302	330	764	557	556	315	494	1495	425	485	420	240	186	106	60	1232	349	307	1099	823	1509	413
Weighted base	1921	918	1003	547	215	332	309	334	731	522	550	386	462	1503	446	491	428	233	171	94*	59*	1264	271	356	1112	809	1513	408
NET: Agree	1048	468	580	298	106	192	185	185	380	283	298	214	252	814	231	286	227	114	94	61	35	698	146	190	611	436	813	234
	55%	51%	58%a	55%	49%	58%	60%dh	55%	52%	54%	54%	56%	55%	54%	52%	58%q	53%	49%	64%	64%mpq	59%	55%	54%	53%	55%	54%	54%	57%
Strongly Agree (+2)	349	137	212	104	38	66	63	62	120	95	90	64	99	266	76	103	68	38	36	20	7	232	50	64	204	145	271	78
	18%	15%	21%a	19%	18%	20%	20%	19%	16%	18%	16%	17%	22%j	18%	17%	21%	16%	21%	21%	13%	18%	19%	18%	18%	18%	18%	18%	19%
Tend to Agree (+1)	699	331	367	194	68	126	122	122	260	187	208	150	153	548	155	182	160	77	57	40	27	466	96	126	408	291	542	156
	36%	36%	37%	36%	32%	38%	39%	37%	36%	38%	39%	33%	36%	35%	37%	37%	33%	34%	43%	46%	37%	35%	35%	37%	36%	36%	38%	
Neither Agree nor Disagree (0)	470	240	229	126	61	65	69	99	176	114	141	92	122	381	99	127	115	67	36	17	9	290	69	103	272	198	366	104
	24%	26%	23%	23%e	28%e	20%	22%	30%ce	24%	22%	26%	24%	26%	25%	22%	26%	27%	29%t	21%	18%	15%	23%	25%	29%	24%	24%	24%	25%
Tend to Disagree (-1)	311	165	146	91	37	53	41	42	136	96	82	66	67	233	85	65	65	44	33	6	12	212	41	49	178	133	257	54
	16%	18%	15%	17%	17%	16%	13%	19%g	18%	15%	17%	15%	16%h	16%h	19%mos	13%	15%h	19%h	7%	21%h	17%	15%	14%	16%	16%	17%	13%	
Strongly Disagree (-2)	93	45	48	32	11	21	13	8	40	29	29	14	21	75	30	13	20	8	10	3	64	15	14	51	42	77	16	
	5%	5%	5%	6%g	5%	6%g	4%	2%	5%g	6%	5%	4%	4%	5%o	7%o	3%	5%	3%	5%	11%mpq	6%	5%	6%	4%	5%	5%	5%	4%
NET: Disagree	404	210	194	123	49	74	55	50	176	125	111	79	88	308	115	78	85	52	41	17	16	276	56	63	229	175	333	70
	21%	23%	19%	22%g	23%g	22%g	18%	15%	24%fg	24%	20%	21%	19%	20%o	26%mo	16%	20%	22%	24%o	18%	27%	22%	21%	18%	21%	22%	22%A	17%
Mean	0.47	0.38	0.55a	0.45	0.39	0.49	0.58h	0.57h	0.39	0.43	0.45	0.48	0.53	0.46n	0.36	0.61mpq	0.44	0.40	0.48	0.58	0.39	0.47	0.46	0.50	0.48	0.45	0.45	0.55
Standard deviation	1.11	1.09	1.12	1.15	1.12	1.16	1.09	1.01	1.12	1.15	1.09	1.07	1.11	1.10	1.17	1.04	1.07	1.07	1.16	1.21	1.13	1.12	1.12	1.10	1.12	1.12	1.12	1.07
Standard error	0.03	0.04	0.04	0.05	0.08	0.06	0.06	0.06	0.04	0.05	0.05	0.06	0.05	0.03	0.06	0.05	0.05	0.07	0.09	0.12	0.15	0.03	0.06	0.03	0.04	0.03	0.03	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 19  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**My local high street doesn't have enough a large enough number of shops for Christmas shopping as I'd like**  
 Base: All who bought Christmas presents

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- vience (A)	Support local high street (B)	
Unweighted base	1922	298	1315	257	1922	677	614	631	99	582	1020	384	688	565	376	572	1618	978	736	915	146	430	247	774	480	751	1442	454	231	
Weighted base	1921	300	1314	257	1921	680	611	630	96*	575	1028	387	666	572	384	574	1610	970	738	908	142	430	262	761	489	747	1432	452	233	
NET: Agree	1048	173	720	127	1048	295	360	392	48	275	640	255	346	325	243	285	908	590	441	495	92	248	157	417	272	403	776	294	95	
		55%	58%	55%	50%	55%	43%	59%e	62%e	50%	48%	62%hi	66%hi	52%	57%	63%l	50%	56%o	61%op	60%o	55%	65%w	58%	60%	55%	56%	54%	54%	65%	41%
Strongly Agree	(+2)	349	69	243	35	349	86	118	145	18	64	241	104	106	110	98	302	209	148	165	32	70	56	150	95	143	254	109	23	
		18%	23%cd	18%	14%	18%	13%	19%e	23%e	19%i	11%	23%i	27%i	16%	19%	25%lm	16%	19%o	22%op	20%	18%	22%	16%	21%	20%	19%	19%	18%	24%	10%
Tend to Agree	(+1)	699	104	477	92	699	210	243	247	30	211	398	151	241	215	145	193	606	381	293	330	60	178	101	267	177	260	522	185	72
		36%	35%	36%	36%	36%	31%	40%e	39%e	31%	37%	39%	36%	38%	38%	34%	38%o	39%o	40%	36%	42%	41%w	38%	35%	36%	36%	35%	36%	41%	31%
Neither Agree nor Disagree	(0)	470	73	318	61	470	184	137	149	19	161	210	74	166	134	74	152	366	203	157	216	24	107	46	178	113	180	357	101	48
		24%	24%	24%	24%	24%	27%	22%	24%	20%	28%jk	20%	19%	25%n	24%	19%	27%pq	23%	21%	21%	24%	17%	25%v	17%	23%	23%	24%	25%	22%	21%
Tend to Disagree	(-1)	311	36	218	54	311	154	88	68	19	112	136	42	122	81	55	103	260	135	105	156	14	59	49	128	76	125	235	44	70
		16%	12%	17%	21%ad	16%a	23%fg	14%	11%	20%k	19%jk	13%	11%	18%	14%	14%	18%q	16%q	14%	14%	17%	10%	14%	19%t	17%t	16%	17%	16%	10%	30%
Strongly Disagree	(-2)	93	18	58	15	93	47	25	21	10	27	42	16	31	31	11	34	77	42	35	42	12	15	10	38	28	39	65	13	21
		5%	6%	4%	6%	5%	7%fg	4%	3%	10%ijk	5%	4%	5%	5%	5%	3%	6%	5%	4%	5%	5%	8%u	4%	4%	5%	6%	5%	5%	3%	9%
NET: Disagree		404	54	276	69	404	201	114	89	29	139	178	58	153	112	67	137	337	177	140	198	26	75	59	166	104	164	300	57	90
		21%	18%	21%	27%abd	21%	30%fg	19%g	14%	30%jk	24%jk	17%	15%	23%n	20%	17%	24%q	21%q	18%	19%	22%	18%	17%	23%	22%	21%	22%	21%	13%	39%
Mean		0.47	0.57c	0.48c	0.31	0.47c	0.20	0.56e	0.68e	0.29	0.30	0.64hi	0.74hij	0.40	0.51	0.68lm	0.36	0.49o	0.60op	0.56	0.46	0.60	0.53	0.55	0.48	0.48	0.46	0.46	0.74	0.03
Standard deviation		1.11	1.15	1.10	1.12	1.11	1.13	1.08	1.05	1.27	1.05	1.10	1.09	1.10	1.12	1.09	1.12	1.11	1.10	1.10	1.11	1.18	1.03	1.14	1.13	1.14	1.13	1.10	1.02	1.17
Standard error		0.03	0.07	0.03	0.07	0.03	0.04	0.04	0.04	0.13	0.04	0.03	0.06	0.04	0.05	0.06	0.05	0.04	0.04	0.04	0.10	0.05	0.07	0.04	0.05	0.04	0.03	0.05	0.08	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 20  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**In the future I think everyone will do their Christmas shopping online and not on the high street**  
 Base: All who bought Christmas presents

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ireland (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1922	946	976	526	193	333	302	330	764	557	556	315	494	1495	425	485	420	240	186	106	60	1232	349	307	1099	823	1509	413
Weighted base	1921	918	1003	547	215	332	309	334	731	522	550	386	462	1503	446	491	428	233	171	94*	59*	1264	271	356	1112	809	1513	408
NET: Agree	939 49%	451 49%	488 49%	309 56%gh	129 60%gh	180 54%h	168 54%h	160 48%	302 41%	264 51%	259 47%	178 46%	238 52%	733 49%	215 48%	249 51%	206 48%	106 46%	86 50%	42 45%	36 61%q	596 47%	149 55%u	180 50%	565 51%	375 46%	745 49%	194 48%
Strongly Agree (+2)	183 10%	90 10%	92 9%	84 15%gh	36 17%gh	48 15%gh	36 12%h	26 8%	36 5%	58 11%	45 8%	31 8%	48 10%	144 10%	47 10%	51 10%	35 8%	19 8%	15 9%	11 12%	4 7%	103 8%	29 11%	45 13%u	123 11%y	60 7%	143 9%	40 10%
Tend to Agree (+1)	756 39%	361 39%	396 39%	225 41%	93 43%	132 40%	131 43%	134 40%	266 36%	206 39%	214 39%	147 38%	190 41%	589 39%	168 40%	198 40%	171 40%	87 37%	70 41%	31 33%	31 53%mnqs	493 39%	119 44%	134 38%	442 40%	315 39%	602 40%	154 38%
Neither Agree nor Disagree (0)	529 28%	224 24%	305 30%a	142 26%	58 27%	83 25%	74 24%	90 27%	224 31%f	119 23%	161 29%i	112 29%	136 30%i	406 27%	123 28%	145 29%	118 28%	58 25%	44 26%	31 33%t	10 17%	339 27%	75 28%	107 30%	297 27%	231 29%	411 27%	118 29%
Tend to Disagree (-1)	384 20%	200 22%	184 18%	85 16%d	22 10%	63 19%cd	55 18%d	68 20%d	176 24%cdf	121 23%l	111 20%l	83 21%l	70 15%	309 21%o	86 19%	82 17%	96 22%o	56 24%o	35 21%	18 19%	12 20%	282 22%vw	40 15%	55 16%	217 20%	167 21%	304 20%	80 20%
Strongly Disagree (-2)	69 4%	43 5%b	26 3%	11 2%	6 3%	5 2%	13 4%	15 4%e	29 4%e	18 3%	19 3%	14 4%	18 4%	55 4%p	22 5%p	16 3%	8 2%	13 6%p	6 3%	3 3%	1 2%	47 4%	7 3%	14 4%	33 3%	36 4%	52 3%	16 4%
NET: Disagree	453 24%	243 26%b	210 21%	96 18%d	28 13%	68 21%cd	68 22%d	83 25%cd	206 28%cdef	139 27%l	130 24%	97 25%	87 19%	364 24%o	108 24%	97 20%	104 24%	69 30%o	41 24%	21 22%	13 22%	329 26%vw	47 17%	69 19%	250 22%	203 25%	357 24%	96 24%
Mean	0.31	0.28	0.34	0.52gh	0.60gh	0.47gh	0.40h	0.26	0.14	0.32	0.28	0.25	0.39	0.30	0.30	0.38q	0.30	0.19	0.32	0.33	0.44	0.26	0.46u	0.40u	0.36y	0.24	0.32	0.30
Standard deviation	1.01	1.06	0.97	1.00	0.98	1.01	1.04	1.02	0.97	1.05	0.99	1.00	0.99	1.02	1.05	0.98	0.97	1.07	1.01	1.01	0.97	1.01	0.96	1.02	1.01	1.01	1.01	1.02
Standard error	0.02	0.03	0.03	0.04	0.07	0.06	0.06	0.06	0.04	0.04	0.04	0.06	0.04	0.03	0.05	0.04	0.05	0.07	0.07	0.10	0.03	0.05	0.06	0.03	0.04	0.03	0.03	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

## Winter Consumer Rights Survey Re-run Jan 2019

### ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 21  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**In the future I think everyone will do their Christmas shopping online and not on the high street**  
 Base: All who bought Christmas presents

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- vience (A)	Support local high street (B)	
Unweighted base	1922	298	1315	257	1922	677	614	631	99	582	1020	384	688	565	376	572	1618	978	736	915	146	430	247	774	480	751	1442	454	231	
Weighted base	1921	300	1314	257	1921	680	611	630	96*	575	1028	387	666	572	384	574	1610	970	738	908	142	430	262	761	489	747	1432	452	233	
NET: Agree	939	149	645	126	939	264	293	382	47	237	571	233	292	312	227	256	811	521	390	439	70	238	137	369	251	403	688	276	86	
	49%	50%	49%	49%	49%	39%	48%e	61%ef	49%	41%	56%i	60%hij	44%	55%l	59%l	45%	50%o	54%op	53%	48%	49%	55%w	52%	49%	51%	54%z	48%	61%	37%	
Strongly Agree	(+2)	183	41	120	19	183	40	52	91	13	32	118	52	61	48	40	149	110	71	88	11	47	37	59	52	97	131	65	10	
	10%	14%bcd	9%	7%	10%	6%	9%	14%ef	13%i	5%	12%i	13%i	8%	11%	13%l	7%	9%o	11%op	10%	10%	7%	11%	14%w	8%	11%	13%z	9%	14%	4%	
Tend to Agree	(+1)	756	109	524	107	756	225	241	291	34	206	453	181	241	251	179	217	661	411	319	351	59	191	100	310	199	306	557	212	76
	39%	36%	40%	42%	39%	33%	39%e	46%ef	35%	36%	44%i	47%i	36%	44%l	47%l	38%	41%	42%	43%	39%	41%	44%	38%	41%	41%	41%	39%	47%	33%	
Neither Agree nor Disagree	(0)	529	89	357	65	529	210	178	142	25	182	245	75	217	135	71	182	427	228	186	242	31	101	77	203	103	182	426	99	67
	28%	30%	27%	25%	28%	31%g	29%g	22%	26%	32%jk	24%k	19%	33%mn	24%	18%	32%ppq	26%q	23%	25%	27%	22%	24%v	18%	15%	21%	23%y	18%	19%	22%	29%
Tend to Disagree	(-1)	384	55	265	53	384	164	120	100	22	126	189	71	138	101	77	121	323	187	134	200	35	79	40	160	114	134	271	74	62
	20%	18%	20%	21%	20%	24%g	20%	16%	23%	22%	18%	18%	21%	18%	20%	21%	20%	19%	18%	22%	24%v	18%	15%	21%	23%y	18%	19%	16%	27%	
Strongly Disagree	(-2)	69	6	47	13	69	42	21	6	3	30	23	7	18	23	9	15	50	35	29	27	7	11	8	29	21	28	48	2	18
	4%	2%	4%	5%	4%	6%fg	3%g	1%	3%	5%jk	2%	2%	3%	4%	2%	3%	3%	4%	4%	3%	5%	3%	3%	4%	4%	4%	4%	3%	1%	8%
NET: Disagree	453	61	312	66	453	206	141	106	25	156	212	78	157	125	86	135	373	222	162	227	42	91	48	189	134	161	318	76	80	
	24%	21%	24%	26%	24%	30%fg	23%g	17%	26%	27%jk	21%	20%	23%	22%	22%	24%	23%	23%	22%	25%	30%uvw	21%	18%	25%	28%yz	22%	22%	17%	34%	
Mean	0.31	0.41	0.31	0.25	0.31	0.08	0.30e	0.57ef	0.34	0.14	0.44i	0.52i	0.25	0.40i	0.47i	0.25	0.33o	0.39op	0.37	0.30	0.22	0.42tw	0.45tw	0.28	0.30	0.42z	0.32	0.58	*	
Standard deviation	1.01	1.01	1.01	1.03	1.01	1.02	0.99	0.95	1.06	0.99	0.99	1.00	0.96	1.03	1.02	0.95	1.00	1.03	1.01	1.01	1.06	1.00	1.00	1.00	1.07	1.04	0.99	0.94	1.04	
Standard error	0.02	0.06	0.03	0.06	0.02	0.04	0.04	0.04	0.11	0.04	0.03	0.05	0.04	0.04	0.05	0.04	0.02	0.03	0.04	0.03	0.09	0.05	0.06	0.04	0.05	0.04	0.03	0.04	0.07	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 22  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**I like to support independent retailers but the only way to do that is to buy online**  
**Base: All who bought Christmas presents**

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ireland (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1922	946	976	526	193	333	302	330	764	557	556	315	494	1495	425	485	420	240	186	106	60	1232	349	307	1099	823	1509	413
Weighted base	1921	918	1003	547	215	332	309	334	731	522	550	386	462	1503	446	491	428	233	171	94*	59*	1264	271	356	1112	809	1513	408
NET: Agree	468 24%	223 24%	245 24%	157 29%gh	61 28%	97 29%gh	83 27%	73 22%	155 21%	135 26%	115 21%	103 27%	115 25%	376 25%p	110 25%	131 27%	91 21%	55 24%	41 24%	29 31%	11 19%	317 25%	57 21%	82 23%	297 27%ey	171 21%	371 24%	97 24%
Strongly Agree (+2)	60 3%	23 2%	37 4%	24 4%h	9 4%	15 4%h	14 4%h	7 2%	15 2%	22 4%k	15 3%	4 1%	19 4%k	52 3%	12 3%	14 3%	14 3%	10 4%	5 3%	4 4%	1 2%	35 3%	6 2%	16 5%	37 3%	23 3%	46 3%	14 3%
Tend to Agree (+1)	408 21%	200 22%	208 21%	134 24%h	52 24%	82 25%h	69 22%	65 20%	140 19%	113 22%	100 18%	98 25%j	96 21%	324 22%p	98 22%	117 24%p	77 18%	45 19%	36 21%	25 27%	10 17%	281 22%	51 19%	66 18%	260 23%ey	148 18%	324 21%	83 20%
Neither Agree nor Disagree (0)	873 45%	408 44%	465 46%	231 42%	90 42%	141 43%	145 47%	164 49%	332 45%	210 40%	262 48%i	182 47%	218 47%i	677 45%	208 47%	232 47%	186 43%	108 47%	77 45%	36 38%	26 44%	558 44%	132 49%	175 49%	493 44%	380 47%	681 45%	192 47%
Tend to Disagree (-1)	482 25%	230 25%	252 25%	133 24%	54 25%	79 24%	75 24%	77 23%	197 27%	148 28%l	141 26%	90 23%	103 22%	369 25%	101 23%	103 21%	126 29%mmo	58 25%	49 29%o	25 34%o	20 26%	327 26%	67 25%	81 23%	277 25%	206 25%	380 25%	102 25%
Strongly Disagree (-2)	98 5%	58 6%b	40 4%	25 5%	10 5%	15 5%	6 2%	20 6%f	47 6%f	30 6%	32 6%	11 3%	24 5%	81 5%r	27 6%r	26 5%	26 6%r	11 5%	3 2%	4 5%	2 4%	62 5%	15 6%	19 5%	46 4%	53 7%x	81 5%	17 4%
NET: Disagree	580 30%	288 31%	293 29%	158 29%	64 30%	94 28%	81 26%	97 29%	245 33%f	178 34%kl	173 31%	102 26%	128 28%	450 30%	128 29%	128 26%	151 35%mmo	69 30%	52 31%	29 31%	22 38%	389 31%	82 30%	99 28%	322 29%	258 32%	461 30%	119 29%
Mean	-0.08	-0.11	-0.05	*h	-0.02	0.01h	0.03gh	-0.11	-0.17	-0.10	-0.14	-0.02	-0.04	-0.07p	-0.07	-0.02p	-0.17	-0.06	-0.05	-0.01	-0.21	-0.08	-0.13	-0.05	-0.03y	-0.14	-0.08	-0.06
Standard deviation	0.89	0.90	0.88	0.92	0.92	0.92	0.85	0.87	0.88	0.94	0.87	0.81	0.90	0.90	0.89	0.88	0.90	0.90	0.83	0.94	0.84	0.89	0.86	0.90	0.88	0.89	0.89	0.87
Standard error	0.02	0.03	0.03	0.04	0.07	0.05	0.05	0.05	0.03	0.04	0.04	0.05	0.04	0.02	0.04	0.04	0.04	0.06	0.06	0.09	0.11	0.03	0.05	0.05	0.03	0.03	0.02	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 23  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**I like to support independent retailers but the only way to do that is to buy online**  
 Base: All who bought Christmas presents

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place			Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- ven- ience (A)	Support local high street (B)	
Unweighted base	1922	298	1315	257	1922	677	614	631	99	582	1020	384	688	565	376	572	1618	978	736	915	146	430	247	774	480	751	1442	454	231	
Weighted base	1921	300	1314	257	1921	680	611	630	96*	575	1028	387	666	572	384	574	1610	970	738	908	142	430	262	761	489	747	1432	452	233	
NET: Agree	468	86	318	51	468	117	170	181	21	123	280	96	130	165	114	108	400	276	206	211	38	96	85	183	113	215	355	129	44	
	24%	29% <sup>c</sup>	24%	20%	24%	17%	28% <sup>e</sup>	29% <sup>e</sup>	22%	21%	27% <sup>i</sup>	25%	19%	29% <sup>i</sup>	30% <sup>i</sup>	19%	25% <sup>o</sup>	28% <sup>op</sup>	28% <sup>s</sup>	23%	27%	22%	32% <sup>uw</sup>	24%	23%	29% <sup>xz</sup>	25%	29%		
Strongly Agree	(+2)	60	13	35	12	60	26	14	20	7	13	32	13	19	23	10	15	50	36	22	29	4	7	17	22	16	31	44	14	11
	3%	4%	3%	5%	3%	4%	2%	3%	8% <sup>ij</sup>	2%	3%	3%	3%	4%	3%	3%	3%	4%	3%	3%	3%	2%	7% <sup>uw</sup>	3%	3%	4% <sup>z</sup>	3%	3%	5%	
Tend to Agree	(+1)	408	73	283	39	408	91	156	161	14	110	248	84	111	142	104	93	350	240	184	182	34	89	68	162	97	184	310	115	32
	21%	24% <sup>c</sup>	22% <sup>c</sup>	15%	21% <sup>c</sup>	13%	25% <sup>e</sup>	26% <sup>e</sup>	15%	19%	24% <sup>hi</sup>	22%	17%	25% <sup>i</sup>	27% <sup>i</sup>	16%	22% <sup>o</sup>	25% <sup>op</sup>	25% <sup>s</sup>	20%	24%	21%	26%	21%	20%	25% <sup>z</sup>	22%	25%	25%	14%
Neither Agree nor Disagree	(0)	873	117	596	130	873	298	268	307	39	262	463	180	301	252	165	290	719	405	312	416	54	203	102	348	202	326	671	220	70
	45%	39%	45%	50% <sup>a</sup>	45% <sup>a</sup>	44%	44%	49%	41%	46%	45%	47%	45%	44%	43%	50% <sup>pq</sup>	45% <sup>q</sup>	42%	42%	46%	38%	47%	39%	46%	41%	44%	47% <sup>y</sup>	49%	30%	
Tend to Disagree	(-1)	482	82	335	60	482	198	157	127	29	153	253	95	198	133	93	145	420	253	191	238	40	111	67	198	152	161	330	92	82
	25%	27%	26%	23%	25%	29% <sup>g</sup>	26% <sup>g</sup>	20%	30%	27%	25%	25%	30% <sup>m</sup>	23%	24%	25%	26%	26%	26%	28%	26%	28%	26%	31% <sup>yz</sup>	22%	23%	20%	20%	35%	
Strongly Disagree	(-2)	98	14	65	16	98	16	14	6	37	31	15	38	22	13	31	71	36	29	44	10	21	8	32	21	45	77	11	38	
	5%	5%	5%	6%	5%	10% <sup>fg</sup>	3%	2%	7%	6% <sup>j</sup>	3%	4%	6%	4%	3%	5%	4%	4%	4%	5%	7%	5%	3%	4%	4%	6%	5%	3%	16%	
NET: Disagree	590	97	400	76	580	265	173	141	36	190	284	110	235	155	105	177	491	290	220	281	49	132	75	230	173	206	407	103	119	
	30%	32%	30%	30%	30%	39% <sup>fg</sup>	28% <sup>g</sup>	22%	37%	33% <sup>ij</sup>	28%	29%	35% <sup>mn</sup>	27%	27%	31%	30%	30%	30%	31%	35%	31%	29%	30%	36% <sup>yz</sup>	28%	28%	23%	51%	
Mean	-0.08	-0.04	-0.09	-0.11	-0.08	-0.28	-0.01 <sup>e</sup>	0.07 <sup>e</sup>	-0.14	-0.16	* <sup>i</sup>	-0.04	-0.19	0.02 <sup>l</sup>	0.01 <sup>l</sup>	-0.15	-0.07 <sup>o</sup>	-0.01 <sup>op</sup>	-0.03	-0.09	-0.11	-0.12	0.07 <sup>uw</sup>	-0.08	-0.13	-0.01 <sup>xz</sup>	-0.06	0.06	-0.44	
Standard deviation	0.89	0.94	0.88	0.90	0.89	0.95	0.84	0.82	1.01	0.88	0.86	0.87	0.88	0.89	0.87	0.84	0.88	0.90	0.89	0.88	0.95	0.84	0.95	0.87	0.89	0.93	0.89	0.82	1.07	
Standard error	0.02	0.05	0.02	0.06	0.02	0.04	0.03	0.03	0.10	0.04	0.03	0.04	0.03	0.04	0.04	0.04	0.02	0.03	0.03	0.08	0.04	0.06	0.03	0.04	0.03	0.02	0.04	0.07		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 24  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**There isn't enough range of unique products for Christmas presents on the high street**  
**Base: All who bought Christmas presents**

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1922	946	976	526	193	333	302	330	764	557	556	315	494	1495	425	485	420	240	186	106	60	1232	349	307	1099	823	1509	413
Weighted base	1921	918	1003	547	215	332	309	334	731	522	550	386	462	1503	446	491	428	233	171	94*	59*	1264	271	356	1112	809	1513	408
NET: Agree	860 45%	377 41%	484 48%a	280 51%h	115 53%h	165 50%h	147 48%h	156 47%h	277 38%	224 43%	260 44%	169 45%	208 45%	674 45%	184 41%	219 45%	204 48%	101 43%	79 46%	47 50%	28 47%	547 43%	135 50%u	164 46%	515 46%	345 43%	679 45%	181 44%
Strongly Agree (+2)	165 9%	69 8%	96 10%	57 10%h	20 9%	36 11%h	32 10%h	29 9%	48 7%	41 8%	49 9%	36 9%	39 9%	125 8%	30 7%	60 12%mnpt	34 8%	17 7%	12 7%	10 11%	2 3%	107 8%	26 9%	33 9%	104 9%	61 8%	133 9%	32 8%
Tend to Agree (+1)	695 36%	307 33%	387 39%a	224 41%h	95 44%h	129 39%h	115 37%	126 38%h	229 31%	183 35%	211 38%	133 34%	168 36%	549 37%	154 34%	159 32%	170 40%o	83 36%	66 39%	37 39%	26 44%	440 35%	110 37%	132 37%	411 37%	284 35%	546 36%	149 37%
Neither Agree nor Disagree (0)	597 31%	302 33%	294 29%	147 27%	62 29%	85 26%	100 32%	114 34%ce	236 32%e	158 30%	161 29%	118 31%	160 35%	471 31%	138 31%	161 33%	131 31%	73 31%	53 31%	25 27%	16 27%	380 30%	84 31%	124 35%	331 30%	266 33%	461 30%	136 33%
Tend to Disagree (-1)	384 20%	192 21%	192 19%	106 19%	34 16%	72 22%f	46 15%	59 18%	173 24%dfg	119 23%l	108 20%	83 21%	75 16%	293 19%	96 22%	99 20%	75 18%	52 22%	34 20%	17 19%	10 17%	280 22%vw	46 17%	52 15%	219 20%	165 20%	309 20%	76 19%
Strongly Disagree (-2)	80 4%	47 5%b	33 3%	14 3%	5 2%	9 3%	16 5%g	5 1%	45 6%cdeg	22 4%	22 4%	17 4%	20 4%	65 4%o	28 6%mo	13 3%	18 4%	8 3%	4 3%	4 4%	5 9%o	57 4%	6 2%	16 5%	48 4%	32 4%	64 4%	16 4%
NET: Disagree	464 24%	239 26%	225 22%	120 22%	39 18%	81 25%	62 20%	63 19%	219 30%cdfg	141 27%l	129 23%	100 26%	94 20%	358 24%	124 28%o	111 23%	93 22%	60 26%	38 23%	21 23%	15 26%	337 27%vw	52 19%	68 19%	266 24%	198 24%	373 25%	91 22%
Mean	0.25	0.17	0.32a	0.37h	0.43h	0.33h	0.33h	0.35h	0.08	0.20	0.29	0.23	0.29	0.25n	0.14	0.32n	0.29n	0.22	0.28	0.34	0.16	0.21	0.38u	0.32	0.27	0.22	0.25	0.26
Standard deviation	1.00	1.01	0.99	0.99	0.94	1.02	1.01	0.92	1.03	1.01	1.01	1.03	0.98	1.00	1.03	1.01	0.98	0.98	0.95	1.04	1.04	1.02	0.95	0.98	1.02	0.99	1.01	0.98
Standard error	0.02	0.03	0.03	0.04	0.07	0.06	0.06	0.05	0.04	0.04	0.04	0.06	0.04	0.03	0.05	0.05	0.05	0.06	0.07	0.10	0.13	0.03	0.05	0.06	0.03	0.03	0.03	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 25  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**There isn't enough range of unique products for Christmas presents on the high street**  
**Base: All who bought Christmas presents**

	Christmas Shopping Start				Christmas Shopping Behaviour			Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reas- ons Mostly Online	Reas- ons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)			In- correct /DK (z)
Unweighted base	1922	298	1315	257	1922	677	614	631	99	582	1020	384	688	565	376	572	1618	978	736	915	146	430	247	774	480	751	1442	454	231
Weighted base	1921	300	1314	257	1921	680	611	630	96*	575	1028	387	666	572	384	574	1610	970	738	908	142	430	262	761	489	747	1432	452	233
NET: Agree	860 45%	144 48%	589 45%	110 43%	860 45%	217 32%	307 50%e	336 53%e	40 41%	203 35%	557 54%hi	229 59%hij	273 41%	282 49%l	212 55%l	233 41%	758 47%o	489 50%op	366 50%	406 45%	79 56%w	208 48%	139 53%w	329 43%	239 49%	345 46%z	622 43%	250 55%	56 24%
Strongly Agree	(+2) 165 9%	34 11%c	115 9%	16 6%	165 9%	42 6%	50 8%	73 12%e	15 15%i	24 4%	117 11%i	55 14%ij	50 8%	49 9%	42 13%lm	142 7%	109 9%	63 11%op	87 8%	17 10%	32 12%	49 7%	38 15%uw	57 7%	54 11%z	61 8%	112 8%	56 12%	11 5%
Tend to Agree	(+1) 695 36%	110 37%	474 36%	95 37%	695 36%	175 26%	257 42%e	263 42%e	25 26%	179 31%	440 43%hi	174 45%hi	223 33%	234 41%l	163 42%l	191 33%	616 38%o	381 39%o	303 41%o	318 35%	62 44%	176 41%	101 39%	272 36%	185 38%	285 38%	510 36%	194 43%	45 19%
Neither Agree nor Disagree	(0) 597 31%	90 30%	411 31%	76 30%	597 31%	218 32%	173 28%	206 33%	28 29%	202 35%jk	284 28%	100 26%	218 33%	158 28%	106 28%	188 33%	483 30%	277 29%	212 29%	283 31%	33 23%	135 31%	72 28%	230 30%	131 27%	216 29%	466 33%xy	142 32%	69 30%
Tend to Disagree	(-1) 384 20%	54 18%	263 20%	55 22%	384 20%	193 28%fg	112 18%g	79 13%	20 20%	147 26%jk	158 15%k	48 12%	148 22%n	108 19%	60 16%	125 22%	309 19%	179 18%	126 17%	192 21%	26 18%	77 18%	41 16%	166 22%v	102 21%	143 19%	283 20%	57 13%	79 34%
Strongly Disagree	(-2) 80 4%	11 4%	51 4%	15 6%	80 4%	52 8%fg	20 3%g	9 1%	9 9%ijk	23 4%	30 3%	9 2%	28 4%n	24 4%n	6 2%	28 5%q	60 4%q	25 3%	34 5%	27 3%	4 3%	10 2%	10 4%	37 5%u	18 4%	43 6%z	62 4%	2 *	28 12%
NET: Disagree	464 24%	65 22%	314 24%	71 28%	464 24%	245 36%fg	131 22%g	88 14%	28 29%jk	170 30%jk	188 18%k	57 15%	176 26%n	132 23%n	67 17%	153 27%pq	370 23%q	204 21%	160 22%	220 24%	30 21%	87 20%	50 19%	202 27%uv	119 24%	186 25%	345 24%	60 13%	107 46%
Mean	0.25	0.34c	0.26	0.15	0.25	-0.06	0.34e	0.50ef	0.18	0.06	0.44hi	0.56hij	0.18	0.31i	0.49lm	0.17	0.29o	0.38op	0.32	0.27	0.43w	0.34w	0.45w	0.19	0.32	0.24	0.23	0.54	-0.29
Standard deviation	1.00	1.02	1.00	1.02	1.00	1.04	0.97	0.90	1.19	0.94	0.98	0.96	1.00	1.01	0.96	1.01	1.00	0.99	1.00	1.00	1.02	0.93	1.04	1.02	1.03	1.04	0.99	0.88	1.06
Standard error	0.02	0.06	0.03	0.06	0.02	0.04	0.04	0.04	0.12	0.04	0.03	0.05	0.04	0.04	0.05	0.04	0.02	0.03	0.04	0.03	0.08	0.04	0.07	0.04	0.05	0.04	0.03	0.04	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 26  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**I'd like to support the high street, but I can find better deals online**  
**Base: All who bought Christmas presents**

	Gender			Age					Social Grade					Region							Tenure		Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1922	946	976	526	193	333	302	330	764	557	556	315	494	1495	425	485	420	240	186	106	60	1232	349	307	1099	823	1509	413
Weighted base	1921	918	1003	547	215	332	309	334	731	522	550	386	462	1503	446	491	428	233	171	94*	59*	1264	271	356	1112	809	1513	408
NET: Agree	1330 69%	627 68%	703 70%	403 74%h	163 76%h	240 72%h	235 76%h	236 71%h	456 62%	375 72%l	379 69%	280 72%l	296 64%	1037 69%	291 65%	352 72%	294 69%	162 69%	121 71%	70 74%	41 70%	879 70%	197 72%	237 66%	795 71%y	535 66%	1053 70%	277 68%
Strongly Agree	(+2) 374 19%	186 20%	188 19%	153 28%gh	58 27%h	96 29%gh	70 23%h	68 20%h	83 11%	107 20%	105 19%	76 20%	86 19%	291 19%	85 19%	105 21%	77 18%	43 18%	34 20%	21 23%	8 14%	229 18%	61 23%	80 22%	242 22%y	132 16%	305 20%	69 17%
Tend to Agree	(+1) 956 50%	441 48%	515 51%	250 46%	105 49%	145 44%	164 53%e	168 50%	374 51%e	268 51%	274 50%	204 53%	210 46%	747 50%	207 46%	246 50%	216 51%	119 51%	86 51%	49 52%	33 56%	649 51%w	135 50%	157 44%	553 50%	404 50%	748 49%	208 51%
Neither Agree nor Disagree	(0) 439 23%	212 23%	227 23%	107 20%	39 18%	68 20%	58 19%	76 23%	199 27%cd	114 22%	124 23%	76 20%	125 27%k	341 23%	101 23%	109 22%	101 23%	53 23%	39 23%	20 21%	17 28%	293 23%	55 20%	82 23%	230 21%	209 26%x	349 23%	90 22%
Tend to Disagree	(-1) 123 6%	59 6%	63 6%	33 6%	11 5%	22 7%	14 5%	18 6%	57 8%	26 5%	39 7%	28 7%	30 6%	100 7%	41 9%mos	25 5%	27 6%	16 7%	10 6%	3 3%	1 1%	76 6%	16 6%	30 8%	75 7%	47 6%	88 6%	35 9%
Strongly Disagree	(-2) 29 2%	19 2%	10 1%	4 1%	2 1%	2 1%	3 1%	4 1%	19 3%ce	8 2%	8 1%	2 1%	11 2%	25 2%	12 3%	6 1%	7 2%	2 1%	1 1%	1 1%	- -	15 1%	4 2%	7 2%	12 1%	17 2%	23 2%	6 1%
NET: Disagree	151 8%	78 9%	73 7%	37 7%	13 6%	24 7%	17 5%	22 7%	76 10%cf	34 6%	47 9%	30 8%	41 9%	125 8%	53 12%most	30 6%	34 8%	18 8%	11 7%	4 5%	1 1%	92 7%	20 7%	37 10%	87 8%	64 8%	110 7%	41 10%
Mean	0.79	0.78	0.81	0.94h	0.96h	0.94h	0.93h	0.83h	0.61	0.84i	0.78	0.84	0.72	0.78n	0.70	0.86n	0.77	0.79	0.84	0.91	0.83	0.79	0.86	0.76	0.84y	0.72	0.81	0.73
Standard deviation	0.88	0.91	0.85	0.88	0.86	0.90	0.82	0.85	0.88	0.86	0.89	0.84	0.92	0.89	0.97	0.85	0.87	0.85	0.84	0.83	0.68	0.85	0.88	0.96	0.88	0.88	0.87	0.89
Standard error	0.02	0.03	0.03	0.04	0.06	0.05	0.05	0.05	0.03	0.04	0.04	0.05	0.04	0.02	0.05	0.04	0.04	0.05	0.06	0.08	0.09	0.02	0.05	0.05	0.03	0.03	0.02	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 27  
Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?  
I'd like to support the high street, but I can find better deals online  
Base: All who bought Christmas presents

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reas- ons Mostly Online	Reas- ons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- vience (A)	Support local high street (B)	
Unweighted base	1922	298	1315	257	1922	677	614	631	99	582	1020	384	688	565	376	572	1618	978	736	915	146	430	247	774	480	751	1442	454	231	
Weighted base	1921	300	1314	257	1921	680	611	630	96*	575	1028	387	666	572	384	574	1610	970	738	908	142	430	262	761	489	747	1432	452	233	
NET: Agree	1330	212	919	171	1330	356	466	509	45	361	832	327	421	447	315	375	1183	752	562	640	101	335	207	535	354	536	976	380	107	
	69%	71%	70%	67%	69%	52%	76%e	81%e	47%	63%h	81%hi	85%hij	63%	78%l	82%l	65%	73%o	77%op	76%o	71%	71%	78%w	79%w	70%	72%	72%z	68%	84%	46%	
Strongly Agree	(+2)	374	75	259	35	374	68	133	172	13	62	282	131	98	129	119	93	340	239	158	194	35	107	68	129	117	154	257	130	13
	19%	25%cd	20%c	14%	19%c	10%	22%e	27%ef	13%	11%	27%hi	34%hij	15%	23%l	31%lm	16%	21%o	25%op	21%	21%	25%w	25%w	26%w	17%	24%z	21%z	18%	29%	6%	
Tend to Agree	(+1)	956	137	660	136	956	288	332	336	33	298	550	196	323	319	196	282	843	513	403	447	66	228	140	406	237	382	719	250	94
	50%	46%	50%	53%	50%	42%	54%e	53%e	34%	52%h	53%h	51%h	49%	56%l	51%	49%	52%	53%	55%o	49%	47%	53%	53%	53%	49%	51%	50%	55%	40%	
Neither Agree nor Disagree	(0)	439	67	295	59	439	228	111	100	36	162	146	48	186	82	57	152	322	159	125	204	29	66	41	171	95	153	344	61	79
	23%	23%	22%	23%	23%	33%fg	18%	16%	37%jk	28%jk	14%	12%	28%mn	14%	15%	26%pq	20%q	16%	17%	22%r	20%	15%	15%	23%uv	20%	21%	24%y	13%	34%	
Tend to Disagree	(-1)	123	15	86	18	123	75	33	15	12	49	39	6	53	37	8	37	88	54	43	55	10	29	12	42	30	45	93	7	38
	6%	5%	7%	7%	11%fg	5%g	2%	12%jk	9%jk	4%k	2%	8%n	6%n	2%	6%	5%	6%	6%	6%	7%	7%	5%	6%	6%	6%	6%	6%	6%	2%	16%
Strongly Disagree	(-2)	29	5	14	9	29	22	5	3	3	11	5	6	5	3	10	17	6	8	8	2	-	2	12	9	13	19	4	9	
	2%	2%	1%	3%bd	2%b	3%fg	*	1%	3%i	1%	1%	1%	1%	1%	1%	2%q	1%q	1%	1%	1%	2%u	-	1%	2%u	2%	2%	1%	1%	4%	
NET: Disagree	151	20	100	27	151	96	35	20	15	52	50	11	59	42	12	47	105	59	52	64	12	29	14	55	39	58	112	11	46	
	8%	7%	8%	11%	8%	14%fg	6%g	3%	16%jk	9%jk	5%k	3%	9%n	7%n	3%	8%	7%	6%	7%	7%	8%	8%	5%	7%	8%	8%	8%	2%	20%	
Mean	0.79	0.87c	0.81c	0.66	0.79c	0.45	0.92e	1.04ef	0.42	0.64h	1.02hi	1.14hij	0.68	0.93i	1.09lm	0.72	0.87o	0.95op	0.89	0.84	0.86	0.96w	0.98w	0.78	0.86	0.83z	0.77	1.10	0.28	
Standard deviation	0.88	0.90	0.86	0.92	0.88	0.93	0.80	0.78	0.98	0.81	0.81	0.79	0.85	0.84	0.79	0.87	0.84	0.83	0.84	0.86	0.92	0.82	0.82	0.85	0.91	0.88	0.86	0.74	0.93	
Standard error	0.02	0.05	0.02	0.06	0.02	0.04	0.03	0.03	0.10	0.03	0.03	0.04	0.03	0.04	0.04	0.04	0.02	0.03	0.03	0.03	0.08	0.04	0.05	0.03	0.04	0.03	0.02	0.03	0.06	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 28  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**The high street is too expensive**  
**Base: All who bought Christmas presents**

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ireland (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1922	946	976	526	193	333	302	330	764	557	556	315	494	1495	425	485	420	240	186	106	60	1232	349	307	1099	823	1509	413
Weighted base	1921	918	1003	547	215	332	309	334	731	522	550	386	462	1503	446	491	428	233	171	94*	59*	1264	271	356	1112	809	1513	408
NET: Agree	772	398	374	271	107	164	133	139	229	209	207	161	195	599	175	209	162	85	73	38	30	478	122	157	467	305	617	155
	40%	43%b	37%	50%gh	50%h	49%h	43%h	42%h	31%	40%	38%	42%	42%	40%	39%	43%	38%	37%	43%	41%	51%	38%	45%u	44%	42%	38%	41%	38%
Strongly Agree (+2)	138	84	54	64	19	44	24	21	30	45	32	19	42	115	31	39	28	22	7	7	3	81	21	35	88	50	113	24
	7%	9%b	5%	12%gh	9%h	13%fgh	8%h	6%	4%	9%	6%	5%	9%jk	8%	7%	8%	7%	10%r	4%	7%	6%	6%	8%	10%	8%	6%	7%	6%
Tend to Agree (+1)	635	314	320	208	88	120	110	118	200	164	175	142	153	484	144	170	134	63	66	31	26	397	101	122	379	256	503	131
	33%	34%	32%	38%h	41%h	36%h	35%h	35%h	27%	31%	32%	37%	33%	32%	32%	35%	31%	27%	39%q	33%	45%pq	31%	37%	34%	34%	32%	33%	32%
Neither Agree nor Disagree (0)	788	362	426	177	61	116	127	139	344	202	235	160	191	621	177	209	173	103	69	39	19	523	108	148	437	351	615	173
	41%	39%	43%	32%	28%	35%	41%cd	42%cd	47%cde	39%	43%	41%	41%	41%	40%	43%	40%	44%	40%	39%	32%	41%	40%	42%	39%	43%	41%	42%
Tend to Disagree (-1)	314	140	173	90	43	47	43	46	135	96	91	62	65	244	77	67	82	40	26	13	9	228	37	43	184	129	244	69
	16%	15%	17%	16%	20%	14%	14%	14%	18%	18%	17%	16%	14%	16%	17%	14%	19%o	17%	15%	14%	15%	18%w	14%	12%	17%	16%	16%	17%
Strongly Disagree (-2)	47	18	29	9	4	4	5	10	23	16	17	3	11	39	16	6	11	5	3	4	1	34	5	8	24	24	37	10
	2%	2%	3%	2%	2%	1%	2%	3%	3%	3%k	3%k	1%	2%	3%	4%o	1%	3%	2%	2%	5%o	3%	3%	2%	2%	2%	3%	2%	2%
NET: Disagree	361	158	203	99	47	52	48	56	158	111	108	65	76	284	94	73	93	45	28	17	10	263	42	51	208	153	281	79
	19%	17%	20%	18%	22%	16%	16%	17%	22%ef	21%	20%	17%	16%	19%o	21%o	15%	22%o	19%	17%	18%	18%	21%vw	15%	14%	19%	19%	19%	19%
Mean	0.26	0.33b	0.20	0.42h	0.35h	0.46gh	0.33h	0.28h	0.11	0.24	0.21	0.29	0.33j	0.26	0.21	0.34mp	0.20	0.25	0.29	0.25	0.36	0.21	0.35u	0.37u	0.29	0.22	0.27	0.22
Standard deviation	0.90	0.91	0.89	0.95	0.97	0.94	0.87	0.89	0.86	0.95	0.89	0.82	0.91	0.91	0.94	0.86	0.91	0.92	0.83	0.95	0.90	0.90	0.88	0.90	0.91	0.89	0.90	0.88
Standard error	0.02	0.03	0.03	0.04	0.07	0.05	0.05	0.05	0.03	0.04	0.04	0.05	0.04	0.02	0.05	0.04	0.04	0.06	0.06	0.09	0.12	0.03	0.05	0.05	0.03	0.03	0.02	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 29  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**The high street is too expensive**  
**Base: All who bought Christmas presents**

	Christmas Shopping Start				Christmas Shopping Behaviour			Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store			
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)	Con-venience (A)	Support local high street (B)		
Unweighted base	1922	298	1315	257	1922	677	614	631	99	582	1020	384	688	565	376	572	1618	978	736	915	146	430	247	774	480	751	1442	454	231		
Weighted base	1921	300	1314	257	1921	680	611	630	96*	575	1028	387	666	572	384	574	1610	970	738	908	142	430	262	761	489	747	1432	452	233		
NET: Agree	772	128	529	103	772	197	248	328	30	197	478	200	241	240	197	204	673	431	309	368	66	205	116	277	212	318	560	244	49		
	40%	43%	40%	40%	40%	29%	40%e	52%ef	31%	34%	47%hi	52%hij	36%	42%	51%lm	36%	42%o	44%op	42%	46%w	48%w	44%w	36%	43%	43%z	39%	54%	54%	21%		
Strongly Agree	(+2)	138	23	98	17	138	25	30	83	6	18	100	49	33	44	43	33	113	81	54	65	7	34	28	48	43	65	95	64	3	
		7%	8%	7%	7%	4%	5%	13%ef	6%	3%	10%i	13%ij	5%	8%	11%i	6%	7%	8%p	7%	7%	5%	8%	11%w	6%	9%	9%z	7%	14%	3	1%	
Tend to Agree	(+1)	635	106	431	87	635	172	218	245	24	178	378	151	208	196	153	172	559	350	256	303	59	172	88	229	170	253	465	180	46	
		33%	35%	33%	34%	33%	25%	36%e	39%e	25%	31%	37%hi	39%hi	31%	34%	40%l	30%	35%o	36%o	35%	33%	41%w	40%w	34%	30%	35%	34%	32%	40%	40%	20%
Neither Agree nor Disagree	(0)	788	122	535	103	788	297	257	234	42	253	401	145	291	221	148	259	657	378	290	383	50	157	104	337	180	286	608	165	92	
		41%	41%	41%	40%	41%	44%g	42%	37%	44%	44%	39%	38%	44%	39%	38%	45%pq	41%	39%	39%	42%	35%	37%	40%	44%tu	37%	38%	42%xy	37%	40%	
Tend to Disagree	(-1)	314	44	218	41	314	152	101	61	18	112	135	36	118	98	38	95	249	143	120	142	22	65	36	129	85	126	229	40	77	
		16%	15%	17%	16%	16%	22%fg	16%g	10%	19%k	19%jk	13%k	9%	18%n	17%n	10%	16%	15%	16%	16%	15%	15%	14%	17%	17%	17%	16%	9%	33%		
Strongly Disagree	(-2)	47	6	31	10	47	34	7	6	6	14	15	6	16	12	2	15	31	18	19	16	5	3	5	19	12	18	36	3	14	
		2%	2%	2%	4%	2%	5%fg	1%	1%	6%ijk	2%	1%	2%	2%n	2%	1%	3%	2%	2%	3%	2%	4%u	1%	2%	2%u	2%	2%	1%	6%		
NET: Disagree		361	50	249	51	361	186	107	68	24	126	149	41	134	110	40	110	280	161	139	158	27	68	42	148	97	144	264	42	91	
		19%	17%	19%	20%	19%	27%fg	18%g	11%	25%jk	22%jk	15%k	11%	20%n	19%n	10%	19%	17%	17%	19%	17%	19%	16%	16%	19%	20%	19%	18%	9%	39%	
Mean		0.26	0.32	0.26	0.23	0.26	*	0.27e	0.53ef	0.05	0.13	0.40hi	0.52hij	0.19	0.28	0.52lm	0.19	0.29o	0.34op	0.28	0.29	0.29	0.39w	0.37w	0.21	0.30	0.30z	0.25	0.58	-0.23	
Standard deviation		0.90	0.88	0.90	0.93	0.90	0.91	0.83	0.88	0.97	0.84	0.88	0.88	0.87	0.91	0.84	0.87	0.88	0.89	0.91	0.87	0.91	0.86	0.92	0.88	0.94	0.93	0.89	0.86	0.88	
Standard error		0.02	0.05	0.02	0.06	0.02	0.03	0.03	0.03	0.10	0.04	0.03	0.05	0.03	0.04	0.04	0.04	0.02	0.03	0.03	0.08	0.04	0.06	0.03	0.04	0.03	0.02	0.04	0.06	0.06	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 30  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**The quality of products on the high street is better than those online**  
**Base: All who bought Christmas presents**

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ireland (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1922	946	976	526	193	333	302	330	764	557	556	315	494	1495	425	485	420	240	186	106	60	1232	349	307	1099	823	1509	413
Weighted base	1921	918	1003	547	215	332	309	334	731	522	550	386	462	1503	446	491	428	233	171	94*	59*	1264	271	356	1112	809	1513	408
NET: Agree	312 16%	150 16%	162 16%	113 21%eh	54 25%efgh	59 18%h	50 16%	55 17%	94 13%	100 19%k	96 17%	48 12%	67 15%	245 16%	71 16%	95 19%pr	60 14%	46 20%r	19 11%	11 12%	10 17%	210 14%	39 15%	55 17%	191 15%	121 17%	250 15%	61 15%
Strongly Agree (+2)	51 3%	24 3%	27 3%	22 4%gh	8 4%	14 4%eg	11 3%	5 1%	14 2%	14 3%	16 3%	6 2%	15 3%	41 3%	18 4%	17 3%	9 2%	3 1%	2 1%	1 3%	2 3%	38 3%v	2 1%	11 3%v	35 3%	16 2%	40 3%	12 3%
Tend to Agree (+1)	260 14%	125 14%	135 13%	91 17%eh	46 21%cefh	45 14%	39 13%	50 15%	79 11%	85 16%kl	80 15%	42 11%	53 11%	204 14%	53 12%	78 16%	51 12%	43 18%mnpr	17 10%	10 11%	9 14%	172 14%	37 14%	44 12%	155 14%	105 13%	210 14%	50 12%
Neither Agree nor Disagree (0)	1074 56%	499 54%	575 57%	269 49%	100 46%	169 51%	171 55%	183 55%	450 62%cde	261 50%	293 53%	237 61%ij	283 61%ij	832 55%	252 56%	259 53%	235 55%	125 54%	105 62%	60 64%o	37 63%	695 55%	154 57%	213 60%	604 54%	469 58%	839 55%	235 58%
Tend to Disagree (-1)	446 23%	217 24%	229 23%	137 25%	55 25%	82 25%	73 24%	77 23%	158 22%	135 26%l	131 24%	87 22%	92 20%	353 23%	99 22%	122 25%	109 23%	54 26%	39 23%	16 17%	8 14%	301 24%	62 23%	73 20%	265 24%	180 22%	357 24%	89 22%
Strongly Disagree (-2)	90 5%	53 6%b	37 4%	28 5%	7 3%	21 6%	15 5%	18 5%	29 4%	26 5%	30 5%	15 4%	19 4%	74 5%	24 5%	15 3%	24 5%	9 4%	8 5%	7 7%	3 5%	57 5%	17 6%	15 4%	52 5%	38 5%	67 4%	23 6%
NET: Disagree	536 28%	270 29%	266 27%	165 30%	62 29%	104 31%	88 29%	95 29%	187 26%	162 31%l	161 29%	101 26%	112 24%	427 28%	123 28%	137 28%	133 31%	63 27%	46 27%	22 24%	12 20%	358 28%	79 29%	88 25%	317 29%	219 27%	424 28%	112 27%
Mean	-0.14	-0.16	-0.11	-0.11	-0.03	-0.16	-0.14	-0.16	-0.15	-0.14	-0.14	-0.16	-0.11	-0.14	-0.13	-0.08p	-0.20	-0.10	-0.19	-0.18	-0.05	-0.13	-0.20	-0.10	-0.13	-0.15	-0.13	-0.15
Standard deviation	0.80	0.83	0.78	0.88	0.86	0.89	0.83	0.79	0.73	0.85	0.84	0.73	0.77	0.81	0.84	0.82	0.80	0.78	0.73	0.75	0.79	0.81	0.77	0.79	0.82	0.77	0.80	0.81
Standard error	0.02	0.03	0.02	0.04	0.06	0.05	0.05	0.04	0.03	0.04	0.04	0.04	0.03	0.02	0.04	0.04	0.04	0.05	0.05	0.07	0.10	0.02	0.04	0.04	0.02	0.03	0.02	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 31  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**The quality of products on the high street is better than those online**  
**Base: All who bought Christmas presents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	Incorrect (y)	Incorrect /DK (z)	Convenience (A)	Support local high street (B)	
Unweighted base	1922	298	1315	257	1922	677	614	631	99	582	1020	384	688	565	376	572	1618	978	736	915	146	430	247	774	480	751	1442	454	231	
Weighted base	1921	300	1314	257	1921	680	611	630	96*	575	1028	387	666	572	384	574	1610	970	738	908	142	430	262	761	489	747	1432	452	233	
NET: Agree	312	53	221	28	312	173	85	53	32	108	132	38	124	102	37	81	250	169	124	138	33	64	58	109	80	156	232	33	67	
	16%	18% <sup>c</sup>	17% <sup>c</sup>	11%	16% <sup>c</sup>	25% <sup>fg</sup>	14% <sup>g</sup>	8%	33% <sup>ijk</sup>	19% <sup>jk</sup>	13% <sup>k</sup>	10%	19% <sup>n</sup>	18% <sup>n</sup>	10%	14%	16%	17% <sup>p</sup>	17%	15%	23% <sup>uw</sup>	15%	22% <sup>uw</sup>	14%	16%	21% <sup>z</sup>	16%	7%	29%	
Strongly Agree	(+2)	51	16	27	5	51	31	15	6	9	17	17	7	20	19	3	9	39	32	22	21	6	10	11	13	8	36	43	3	14
		3%	5% <sup>bd</sup>	2%	2%	3% <sup>b</sup>	5% <sup>g</sup>	2% <sup>g</sup>	1%	10% <sup>ijk</sup>	3%	2%	3% <sup>n</sup>	3% <sup>n</sup>	1%	2%	2%	3% <sup>p</sup>	3%	2%	4%	2%	4% <sup>w</sup>	2%	2%	5% <sup>xz</sup>	3%	1%	6%	
Tend to Agree	(+1)	260	37	194	23	260	142	71	48	23	91	115	31	104	83	34	72	211	137	102	117	27	55	48	96	71	120	189	30	53
		14%	12%	15% <sup>cd</sup>	9%	14% <sup>c</sup>	21% <sup>fg</sup>	12% <sup>g</sup>	8%	23% <sup>ijk</sup>	16% <sup>ijk</sup>	11% <sup>k</sup>	8%	16% <sup>n</sup>	14% <sup>n</sup>	9%	13%	13%	14%	14%	13%	19% <sup>w</sup>	13%	18% <sup>w</sup>	13%	15%	16% <sup>z</sup>	13%	7%	23%
Neither Agree nor Disagree	(0)	1074	176	718	152	1074	387	363	323	48	338	541	217	375	304	202	336	888	505	402	492	70	227	123	429	259	382	815	231	132
		56%	59%	55%	59%	56%	57%	59% <sup>g</sup>	51%	50%	59% <sup>aj</sup>	53%	56%	53%	53%	53%	59% <sup>pq</sup>	55% <sup>q</sup>	52%	54%	54%	49%	53%	47%	56% <sup>v</sup>	53%	51%	57% <sup>y</sup>	51%	57%
Tend to Disagree	(-1)	446	57	312	64	446	95	148	203	15	115	286	103	146	141	108	126	391	245	173	232	32	115	67	182	115	173	330	152	28
		23%	19%	24%	25%	23%	14%	24% <sup>e</sup>	32% <sup>ef</sup>	15%	20%	28% <sup>hi</sup>	27% <sup>hi</sup>	22%	25%	28% <sup>l</sup>	22%	24%	25%	23%	27%	23%	27%	26%	24%	23%	23%	24%	34%	12%
Strongly Disagree	(-2)	90	14	62	13	90	25	16	50	1	14	70	28	21	25	37	30	81	51	39	45	7	24	13	40	34	36	56	35	6
		5%	5%	5%	5%	5%	4%	3%	8% <sup>ef</sup>	2%	2%	7% <sup>i</sup>	7% <sup>hi</sup>	3%	4%	10% <sup>lm</sup>	5%	5%	5%	5%	5%	5%	6%	5%	5%	7% <sup>z</sup>	5%	4%	8%	2%
NET: Disagree		536	71	374	77	536	119	163	253	16	129	356	131	167	165	145	156	473	296	212	278	39	139	80	223	150	209	386	187	34
		28%	24%	28%	30%	28%	18%	27% <sup>e</sup>	40% <sup>ef</sup>	17%	22%	35% <sup>hi</sup>	34% <sup>hi</sup>	25%	29%	38% <sup>lm</sup>	27%	29%	29%	31%	28%	31%	28%	31%	29%	31%	28%	27%	41%	15%
Mean		-0.14	-0.05 <sup>c</sup>	-0.14	-0.22	-0.14	0.09 <sup>fg</sup>	-0.13 <sup>g</sup>	-0.39	0.24 <sup>ijk</sup>	-0.03 <sup>jk</sup>	-0.27	-0.29	-0.07 <sup>n</sup>	-0.12 <sup>n</sup>	-0.37	-0.17	-0.16	-0.15	-0.14	-0.18	-0.05	-0.21	-0.09	-0.18	-0.20	-0.07 <sup>xz</sup>	-0.12	-0.41	0.18
Standard deviation		0.80	0.85	0.80	0.76	0.80	0.82	0.74	0.78	0.88	0.76	0.81	0.79	0.79	0.83	0.80	0.77	0.80	0.85	0.83	0.80	0.88	0.82	0.89	0.78	0.83	0.88	0.79	0.76	0.82
Standard error		0.02	0.05	0.02	0.05	0.02	0.03	0.03	0.03	0.09	0.03	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.03	0.03	0.07	0.04	0.06	0.03	0.04	0.03	0.02	0.04	0.05	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 32  
**Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?**  
**I trust high street retailers over online retailers**  
**Base: All who bought Christmas presents**

	Gender			Age						Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1922	946	976	526	193	333	302	330	764	557	556	315	494	1495	425	485	420	240	186	106	60	1232	349	307	1099	823	1509	413
Weighted base	1921	918	1003	547	215	332	309	334	731	522	550	386	462	1503	446	491	428	233	171	94*	59*	1264	271	356	1112	809	1513	408
NET: Agree	591 31%	273 30%	318 32%	182 33%eg	92 43%cefg	91 27%	87 28%	80 24%	242 33%g	159 30%	165 30%	126 33%	141 31%	455 30%	137 31%	156 32%	121 28%	73 31%	47 27%	34 36%	22 38%	405 32%v	70 26%	105 30%	322 29%	268 33%	474 31%	116 29%
Strongly Agree (+2)	101 5%	42 5%	59 6%	31 6%e	21 10%cegh	10 3%	20 6%	13 4%	38 5%	26 5%	22 4%	16 4%	37 8%ijk	78 5%	29 7%r	34 7%r	19 5%	8 4%	4 2%	3 3%	3 5%	71 6%v	5 2%	22 6%v	52 5%	49 6%	82 5%	19 5%
Tend to Agree (+1)	490 25%	231 25%	259 26%	152 28%eg	71 33%fg	81 24%	67 22%	67 20%	204 28%fg	133 25%	143 26%	110 28%	104 23%	377 25%	108 24%	122 25%	102 24%	65 28%	43 25%	31 33%	19 33%	334 26%	65 24%	83 23%	271 24%	219 27%	392 26%	98 24%
Neither Agree nor Disagree (0)	1000 52%	482 52%	518 52%	266 49%d	88 41%	178 54%cd	153 50%	203 61%cdfh	377 52%d	251 48%	298 54%	201 52%	250 54%	796 53%	225 51%	254 52%	230 54%	120 52%	92 54%	51 54%	28 47%	643 51%	150 55%	195 55%	598 54%	402 50%	784 52%	216 53%
Tend to Disagree (-1)	283 15%	134 15%	149 15%	84 15%	32 15%	52 16%	59 19%gh	40 12%	100 14%	94 18%l	77 14%	52 13%	59 13%	215 14%ss	71 16%ss	65 13%	69 16%ss	36 15%ss	28 16%ss	7 7%	8 14%	188 15%	42 15%	45 13%	165 15%	118 15%	219 14%	64 16%
Strongly Disagree (-2)	48 2%	29 3%	18 2%	15 3%	4 2%	11 3%	10 3%	10 3%	13 2%	18 4%	10 2%	8 2%	11 2%	37 2%	12 3%	16 3%	9 2%	4 2%	4 2%	3 3%	1 1%	28 2%	9 3%	11 3%	28 2%	20 2%	36 2%	12 3%
NET: Disagree	331 17%	164 18%	167 17%	99 18%	36 17%	63 19%	69 22%gh	51 15%	112 15%	113 22%jkl	88 16%	60 16%	70 15%	252 17%	83 19%ss	81 17%	77 18%	40 17%	32 19%	9 10%	9 15%	217 17%	51 19%	56 16%	192 17%	138 17%	255 17%	76 19%
Mean	0.16	0.13	0.19	0.18e	0.34cef	0.08	0.09	0.09	0.21efg	0.10	0.16	0.19	0.21	0.16	0.16	0.19	0.13	0.16	0.09	0.27	0.27	0.18v	0.06	0.17	0.14	0.20	0.18	0.12
Standard deviation	0.83	0.83	0.83	0.86	0.91	0.80	0.89	0.77	0.80	0.87	0.78	0.80	0.85	0.82	0.87	0.87	0.80	0.79	0.76	0.76	0.82	0.83	0.78	0.84	0.81	0.85	0.83	0.83
Standard error	0.02	0.03	0.03	0.04	0.07	0.04	0.05	0.04	0.03	0.04	0.03	0.04	0.04	0.02	0.04	0.04	0.05	0.06	0.07	0.11	0.02	0.04	0.05	0.02	0.03	0.02	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 33  
Q.10 How much do you agree or disagree with the following statements regarding buying Christmas presents online vs on your local high street?  
I trust high street retailers over online retailers  
Base: All who bought Christmas presents

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- vience (A)	Support local high street (B)	
Unweighted base	1922	298	1315	257	1922	677	614	631	99	582	1020	384	688	565	376	572	1618	978	736	915	146	430	247	774	480	751	1442	454	231	
Weighted base	1921	300	1314	257	1921	680	611	630	96*	575	1028	387	666	572	384	574	1610	970	738	908	142	430	262	761	489	747	1432	452	233	
NET: Agree	591	101	402	72	591	312	171	108	50	213	240	81	232	179	74	162	476	302	231	260	59	112	87	222	142	243	448	75	139	
	31%	34%	31%	28%	31%	46%fg	28%g	17%	52%ijk	37%jk	23%	21%	35%n	31%n	19%	28%	30%	31%	29%	42%uw	26%	33%	29%	29%	32%	31%	17%	60%		
Strongly Agree	(+2)	101	17	69	13	101	65	19	17	11	40	32	13	38	31	9	26	76	49	36	45	8	9	24	37	20	55	81	7	28
	5%	6%	5%	5%	5%	10%fg	3%	3%	11%jk	7%jk	3%	3%	6%n	5%n	2%	5%	5%	5%	5%	5%	5%	2%	9%uw	5%u	4%	7%xz	6%	2%	12%	
Tend to Agree	(+1)	490	84	333	59	490	246	151	92	39	173	208	69	194	148	64	136	400	254	195	215	51	103	63	185	122	188	367	68	111
	25%	28%	25%	23%	25%	36%fg	25%g	15%	41%ijk	30%jk	20%	18%	29%n	26%n	17%	24%	25%	26%	26%	24%	36%uvw	24%	24%	24%	25%	25%	26%	15%	48%	
Neither Agree nor Disagree	(0)	1000	158	679	136	1000	315	343	341	39	289	554	213	340	278	220	315	836	488	372	478	62	233	124	393	250	366	749	244	82
	52%	53%	52%	53%	52%	46%	56%e	54%e	41%	50%	54%h	55%h	51%	49%	57%m	55%	52%	50%	50%	53%	44%	54%t	47%	52%	51%	49%	52%y	54%	35%	
Tend to Disagree	(-1)	283	33	197	46	283	48	94	140	7	67	194	73	80	104	72	81	255	154	116	144	19	70	42	127	78	118	205	103	11
	15%	11%	15%	18%a	15%	7%	15%e	22%ef	7%	12%	19%hi	19%hi	12%	18%l	19%l	14%	16%	16%	16%	13%	16%	16%	17%	16%	16%	14%	23%	5%		
Strongly Disagree	(-2)	48	8	35	4	48	5	3	39	-	6	40	19	14	11	18	15	44	27	19	27	2	14	9	20	18	21	30	28	-
	2%	3%	3%	2%	2%	1%	1%	6%ef	-	1%	4%i	5%hi	2%	2%	5%lm	3%	3%	3%	3%	3%	1%	3%	3%	3%	4%	3%	2%	6%	-	
NET: Disagree	331	41	232	50	331	53	98	180	7	73	234	92	94	115	90	96	299	180	135	170	21	84	51	146	96	138	235	132	11	
	17%	14%	18%	19%	17%	8%	16%e	29%ef	7%	13%	23%hi	24%hi	14%	20%l	23%l	17%	19%	19%	18%	19%	15%	20%	20%	19%	20%	19%z	16%	29%	5%	
Mean	0.16	0.23	0.15	0.12	0.16	0.47fg	0.15g	-0.15	0.56ijk	0.30jk	*	-0.05	0.24n	0.15n	-0.06	0.13	0.13	0.15	0.15	0.12	0.31uw	0.06	0.19	0.12	0.10	0.19	0.18	-0.17	0.67	
Standard deviation	0.83	0.82	0.84	0.81	0.83	0.79	0.73	0.84	0.78	0.80	0.82	0.83	0.82	0.85	0.80	0.80	0.83	0.83	0.84	0.83	0.83	0.78	0.93	0.83	0.84	0.88	0.82	0.82	0.75	
Standard error	0.02	0.05	0.02	0.05	0.02	0.03	0.03	0.03	0.08	0.03	0.03	0.04	0.03	0.04	0.04	0.03	0.02	0.03	0.03	0.03	0.07	0.04	0.06	0.03	0.04	0.03	0.02	0.04	0.05	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 34  
Q.11 In the last three months from November 2018 to January 2019, how many deliveries, if any, have you received or expected to receive from online purchases?  
Base: All respondents

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
I have not expected or received delivery of any online purchases	155 7%	76 7%	80 8%	27 5%ce	16 7%	11 3%	15 5%	30 8%ce	84 11%cef	34 6%	42 7%	31 7%	48 9%ei	122 7%	41 9%	37 7%	34 7%	16 6%	13 7%	7 7%	7 11%	97 7%	19 6%	35 9%	71 6%	85 10%x	121 7%	34 8%
NET: Any deliveries	1916 93%	935 93%	981 92%	561 95%gh	214 93%	347 97%cgh	316 95%h	337 92%	702 89%	532 94%i	539 93%	389 93%	456 91%	1519 93%	443 91%	481 93%	426 93%	255 94%	162 93%	94 93%	55 89%	1245 93%	282 94%	361 91%	1124 94%ey	791 90%	1518 93%	398 92%
One delivery of an online purchase	(1) 112 5%	48 5%	64 6%	28 5%	10 4%	18 5%	19 6%	22 6%	43 5%	25 4%	36 6%	22 5%	29 6%	95 6%	21 4%	30 6%	25 5%	21 8%	6 3%	6 6%	4 7%	71 5%	14 5%	27 7%	69 6%	43 5%	90 6%	22 5%
Two deliveries of online purchases	(2) 207 10%	109 11%	99 9%	45 8%	18 8%	27 8%	31 9%	37 10%	95 12%ce	50 9%	59 10%	41 10%	58 11%	169 10%t	50 10%t	49 9%t	49 11%t	31 11%t	19 11%t	9 9%	1 1%	137 10%	28 9%	38 10%	106 9%	101 12%	173 11%	34 8%
Three deliveries of online purchases	(3) 226 11%	118 12%	107 10%	60 10%	26 11%	34 9%	28 9%	43 12%	94 12%	42 7%	63 11%	60 14%i	61 12%i	187 11%	50 10%	50 10%	59 13%	37 14%	16 9%	8 8%	5 8%	137 10%	41 14%	45 11%	126 11%	99 11%	177 11%	48 11%
Four deliveries of online purchases	(4) 187 9%	102 10%	85 8%	63 11%	20 8%	44 12%fg	23 7%	26 7%	75 10%	55 10%	51 9%	42 10%	40 8%	143 9%	48 10%	48 9%	38 8%	24 9%	17 10%	6 6%	6 9%	120 9%	32 11%	31 8%	121 10%	66 8%	143 9%	44 10%
Five deliveries of online purchases	(5) 187 9%	79 8%	108 10%	52 9%	21 9%	31 9%	32 10%	24 7%	79 10%	50 9%	47 8%	37 9%	52 10%	151 9%	49 10%	50 10%	42 9%	18 7%	13 8%	11 11%	3 5%	113 8%	29 10%	40 10%	108 9%	79 9%	147 9%	40 9%
Between six and ten online purchases	(8) 489 24%	231 23%	258 24%	149 25%	59 26%	90 25%	75 23%	82 23%	182 23%	166 29%jkl	132 23%	97 23%	94 19%	385 23%	116 24%	128 25%	100 22%	65 24%	43 25%	22 22%	14 22%	341 25%w	62 21%	77 20%	289 24%	199 23%	389 24%	100 23%
Eleven or more online purchases	(14) 402 19%	187 19%	215 20%	125 21%h	44 19%	81 23%h	88 26%h	82 22%h	108 14%	120 21%	127 22%	69 16%	86 17%	302 18%	81 17%	98 19%	93 20%	47 17%	38 22%	23 23%	21 34%mnop	262 19%	64 21%	72 18%	242 20%	160 18%	315 19%	87 20%
I can't remember	106 5%	62 6%	44 4%	39 7%h	16 7%h	23 6%h	20 6%	20 5%	27 3%	22 4%	24 4%	23 6%	36 7%ij	89 5%	29 6%	27 5%	20 4%	12 4%	10 6%	8 8%	1 1%	65 5%	11 4%	31 8%v	62 5%	44 5%	82 5%	24 6%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 34  
Q.11 In the last three months from November 2018 to January 2019, how many deliveries, if any, have you received or expected to receive from online purchases?  
Base: All respondents

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
Mean	6.86	6.74	6.98	7.19h	7.07h	7.26h	7.59h	7.11h	6.18	7.34kl	7.03	6.47	6.43	6.73	6.69	6.87	6.82	6.44	7.22	7.37	8.59mno pq	6.94	6.87	6.63	6.95	6.74	6.83	7.00
Standard deviation	4.43	4.40	4.45	4.41	4.35	4.46	4.69	4.65	4.11	4.33	4.58	4.27	4.43	4.39	4.25	4.37	4.51	4.41	4.48	4.63	4.79	4.40	4.51	4.49	4.43	4.42	4.43	4.43
Standard error	0.10	0.15	0.15	0.20	0.33	0.25	0.28	0.26	0.15	0.19	0.20	0.25	0.21	0.12	0.21	0.21	0.23	0.28	0.35	0.47	0.65	0.13	0.24	0.27	0.14	0.16	0.12	0.23
NET: 2-4 deliveries	620 30%	328 33%b	291 27%	168 29%	64 28%	105 29%	82 25%	106 29%	263 33%f	148 26%	172 30%	142 34%i	159 31%	498 30%	148 30%	148 29%	145 32%	92 34%st	52 30%	23 23%	12 19%	393 29%	101 34%	114 29%	354 30%	266 30%	494 30%	126 29%
NET: 5+ deliveries	1077 52%	497 49%	581 55%a	326 55%h	124 54%	201 56%h	195 59%h	188 51%	369 47%	337 60%jkl	307 53%l	202 48%	231 46%	838 51%	246 51%	276 53%	236 51%	131 48%	94 54%	56 56%	38 61%	716 53%	155 52%	190 48%	638 53%	439 50%	851 52%	226 52%
NET: 6+ deliveries	891 43%	418 41%	472 45%	274 47%h	103 45%h	171 48%h	163 49%h	164 45%h	290 37%	287 51%jkl	259 45%l	165 39%	179 36%	687 42%	197 41%	226 44%	194 42%	113 42%	81 46%	45 45%	35 56%mpq	603 45%w	126 42%	149 38%	531 44%	360 41%	704 43%	186 43%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 35  
**Q.11 In the last three months from November 2018 to January 2019, how many deliveries, if any, have you received or expected to receive from online purchases?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
I have not expected or received delivery of any online purchases	155	15	82	33	133	110	15	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	46	55	109	7	41
	7%	5%	6%	13%abd	7%	16%fg	2%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	9%	7%	7%	2%	18%	
NET: Any deliveries	1916	285	1232	224	1788	570	597	621	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	478	743	1438	445	191
	93%	95%c	94%c	87%	93%c	84%	98%e	99%e	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	91%	93%	93%	98%	82%
One delivery of an online purchase	(1)	112	15	57	23	96	68	20	8	112	-	-	88	20	2	65	101	37	31	78	5	13	13	70	22	46	90	3	26
		5%	5%	4%	9%bd	5%b	10%fg	3%g	1%	100%ijk	-	-	12%mn	3%n	*	11%pq	6%q	4%	4%	8%r	3%	3%	5%	8%tu	4%	6%	6%	1%	11%
Two deliveries of online purchases	(2)	207	30	118	34	188	110	51	26	-	207	-	159	39	9	101	191	86	69	132	22	34	28	111	36	85	171	17	28
		10%	10%	9%	13%b	10%	16%fg	8%g	4%	-	-	-	22%mn	7%n	2%	16%pq	11%q	8%	9%	13%r	15%u	7%	10%	13%u	7%	11%x	11%x	4%	12%
Three deliveries of online purchases	(3)	226	31	145	25	209	100	71	38	-	226	-	143	64	9	104	205	97	80	136	11	42	31	130	52	95	173	25	41
		11%	11%	11%	10%	11%	15%g	12%g	6%	-	-	-	20%mn	11%n	2%	17%pq	12%q	9%	10%	14%r	7%	9%	12%	16%tu	10%	12%	11%	5%	17%
Four deliveries of online purchases	(4)	187	22	117	32	179	83	46	50	-	187	-	88	72	21	75	177	90	75	106	17	40	21	91	46	79	141	32	29
		9%	7%	9%	13%	9%	12%fg	7%	8%	-	-	-	12%n	12%n	5%	12%q	10%q	9%	10%	11%	11%	9%	8%	11%	9%	10%	9%	7%	13%
Five deliveries of online purchases	(5)	187	36	119	21	180	54	71	55	-	187	-	69	82	28	70	176	99	82	99	12	45	25	87	42	73	145	38	23
		9%	12%	9%	8%	9%	8%	12%e	9%	-	-	-	9%	14%ln	7%	11%	10%	10%	10%	8%	10%	9%	11%	8%	9%	9%	8%	10%	
Between six and ten online purchases	(8)	489	65	339	51	461	97	180	184	-	489	-	121	217	130	123	473	322	230	244	39	142	90	198	135	199	353	134	30
		24%	22%	26%d	20%	24%	14%	29%e	29%e	-	-	-	17%	36%l	32%l	20%	28%o	31%op	30%o	25%	26%	31%w	33%w	24%	26%	25%	23%	30%	30%
Eleven or more online purchases	(14)	402	75	280	30	387	31	127	228	-	402	402	61	101	206	80	388	299	207	184	44	140	62	137	122	147	280	180	6
		19%	25%cd	21%c	12%	20%c	5%	21%e	36%ef	-	-	-	8%	17%l	51%lm	13%	23%o	29%op	27%o	19%	29%w	31%w	23%w	17%	23%yz	18%	18%	40%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

## Winter Consumer Rights Survey Re-run Jan 2019

### ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 35  
**Q.11 In the last three months from November 2018 to January 2019, how many deliveries, if any, have you received or expected to receive from online purchases?**  
 Base: All respondents

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
I can't remember	106	11	57	8	88	26	30	32	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	22	19	84	17	9	
	5%	4%	4%	3%	5%	4%	5%	5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4%	2%	5% <sub>cy</sub>	4%	4%	
Mean	6.86	7.33c	7.17cd	5.66	6.95c	4.43	7.23e	9.02ef	1.00	2.97h	9.72hi	14.00ij	4.60	6.95l	10.36lm	5.39	6.96o	7.88op	7.56s	6.33	7.58w	8.08vw	7.23w	6.05	7.53yz	6.66	6.64	9.39	4.17
Standard deviation	4.43	4.62	4.41	4.08	4.42	3.27	4.25	4.36	0.00	0.80	3.47	0.00	3.60	3.86	3.97	4.01	4.42	4.45	4.44	4.34	4.68	4.45	4.34	4.23	4.47	4.34	4.39	4.29	2.86
Standard error	0.10	0.28	0.13	0.28	0.11	0.14	0.18	0.18	0.00	0.03	0.11	0.00	0.13	0.16	0.20	0.16	0.11	0.14	0.16	0.14	0.38	0.21	0.27	0.15	0.21	0.16	0.12	0.21	0.21
NET: 2-4 deliveries	620	83	381	92	575	293	168	114	-	620	-	-	389	175	39	280	572	273	224	374	50	116	80	332	135	260	485	74	98
	30%	28%	29%	36% <sub>bd</sub>	30%	43% <sub>fg</sub>	27% <sub>g</sub>	18%	-	100% <sub>hjk</sub>	-	-	53% <sub>mn</sub>	29% <sub>n</sub>	10%	45% <sub>ppq</sub>	33% <sub>q</sub>	27%	29%	38% <sub>r</sub>	34%	25%	30%	40% <sub>uv</sub>	26%	33% <sub>x</sub>	31% <sub>x</sub>	16%	42%
NET: 5+ deliveries	1077	176	737	102	1028	183	378	467	-	-	1077	402	251	400	364	378	1037	719	519	526	94	327	176	422	300	418	778	352	59
	52%	59% <sub>c</sub>	56% <sub>cd</sub>	40%	54% <sub>c</sub>	27%	62% <sub>e</sub>	74% <sub>ef</sub>	-	-	100% <sub>hi</sub>	100% <sub>hi</sub>	34%	67% <sub>l</sub>	90% <sub>lm</sub>	44%	61% <sub>o</sub>	70% <sub>op</sub>	67% <sub>s</sub>	54%	63% <sub>w</sub>	72% <sub>w</sub>	65% <sub>w</sub>	51%	57% <sub>z</sub>	52%	50%	78%	25%
NET: 6+ deliveries	891	140	619	81	848	129	308	412	-	-	891	402	182	318	336	203	861	620	437	428	83	282	151	335	257	345	633	314	36
	43%	47% <sub>c</sub>	47% <sub>cd</sub>	31%	44% <sub>c</sub>	19%	50% <sub>e</sub>	65% <sub>ef</sub>	-	-	83% <sub>hi</sub>	100% <sub>hij</sub>	25%	53% <sub>l</sub>	83% <sub>lm</sub>	33%	50% <sub>o</sub>	60% <sub>op</sub>	56% <sub>s</sub>	44%	55% <sub>w</sub>	62% <sub>w</sub>	56% <sub>w</sub>	41%	49% <sub>z</sub>	43%	41%	70%	16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 36  
Q.12 What was the approximate value of the products you had delivered over the last three months?  
Base: All who expected delivery

	Gender			Age						Social Grade					Region						Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1915	958	957	536	192	344	309	332	738	566	548	318	483	1510	422	477	419	259	177	106	55	1211	361	311	1105	810	1509	406
Weighted base	1916	935	981	561	214	347	316	337	702	532	539	389	456	1519	443	481	426	255	162	94*	55*	1245	282	361	1124	791	1518	398
Under £50	(40) 22%	172 18%	246 25%a	117 21%	42 20%	74 21%	53 17%	54 16%	195 28%cddefg	103 19%	113 21%	90 23%	112 25%i	338 22%ct	90 20%	119 25%t	100 23%t	57 22%t	28 18%	20 22%	5 9%	264 21%	73 26%	74 21%	216 19%	202 26%cx	324 21%	94 24%
Between £50 and £99	(75) 16%	157 17%	154 16%	88 16%e	47 22%cef	41 12%	43 14%	63 19%e	116 17%	78 15%	93 17%	65 17%	74 16%	248 16%	76 17%	71 15%	78 18%	39 15%	22 14%	14 15%	10 18%	196 16%	46 16%	63 18%	179 16%	132 17%	253 17%	58 15%
Between £100 and £199	(150) 19%	355 17%	200 20%a	117 21%	45 21%	72 21%	54 17%	54 16%	130 19%	78 15%	105 19%i	78 20%	93 20%i	281 20%i	81 18%	99 21%	75 18%	42 17%	30 19%	17 18%	10 18%	229 18%	53 19%	67 19%	203 18%	152 19%	281 19%	74 19%
Between £200 and £299	(250) 13%	240 12%	125 13%	81 14%	36 17%h	44 13%	45 14%	40 12%	74 11%	89 17%kl	73 14%k	30 8%	48 11%	195 13%o	56 13%	47 10%	57 13%	40 16%o	21 13%	11 12%	8 15%	154 12%	37 13%	45 13%	159 14%y	81 10%	195 13%	45 11%
Between £300 and £399	(350) 8%	90 10%b	63 6%	36 6%d	5 2%	31 9%cd	34 11%cd	33 10%d	50 7%d	61 12%jkl	36 7%	27 7%	30 7%	119 8%	30 7%	35 7%	37 9%	26 10%	14 9%	4 4%	8 15%ns	106 9%	21 8%	25 7%	98 9%	56 7%	125 8%	29 7%
£400 or more	(450) 13%	148 16%b	103 11%	66 12%d	14 6%	52 15%cdh	47 15%d	63 19%cdh	75 11%	80 15%l	79 15%l	53 14%l	39 9%	186 12%	57 13%	67 14%	46 11%	26 10%	29 18%mpq	14 15%	13 23%mpq	180 14%v	28 10%	42 12%	168 15%y	84 11%	196 13%	55 14%
Can't remember	81 4%	36 4%	45 5%	16 3%	8 4%	8 2%	20 6%ce	10 3%	34 5%	21 4%	16 3%	23 6%j	22 5%	62 4%	25 6%	16 3%	13 3%	14 5%	7 4%	5 5%	1 1%	52 4%	13 5%	14 4%	40 4%	41 5%	62 4%	19 5%
Don't know	106 6%	62 7%	44 5%	39 7%h	16 7%h	23 7%	20 6%	20 6%	27 4%	22 4%	24 5%	23 6%	36 8%ij	89 6%	29 6%	27 6%	20 5%	12 5%	10 6%	8 9%	1 1%	65 5%	11 4%	31 8%uv	62 6%	44 6%	82 5%	24 6%
Mean	185.16	201.66b	169.65	181.21d	153.33 dh	197.91c dh	209.33c dh	211.70c dh	165.16	207.12j kl	187.51l	177.83	161.47	181.61	183.26	180.42	175.88	184.33	210.21m op	183.86	243.31m nopqs	191.56v	169.43	178.89	197.43y	167.39	185.48	183.90
Standard deviation	143.99	150.01	136.37	138.21	116.98	147.16	147.27	153.94	138.87	147.40	144.84	146.67	132.18	141.99	142.94	145.91	139.13	139.24	151.63	147.72	151.30	146.87	136.87	140.32	146.46	138.53	143.40	146.43
Standard error	3.45	5.09	4.62	6.28	8.95	8.30	8.91	8.86	5.33	6.44	6.41	8.75	6.43	3.83	7.39	7.00	7.07	9.06	12.03	15.24	20.78	4.42	7.52	8.49	4.61	5.14	3.87	7.65

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 36  
**Q.12 What was the approximate value of the products you had delivered over the last three months?**  
**Base: All who expected delivery**

	Gender		Age							Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	1916	935	981	561	214	347	316	337	702	532	539	389	456	1519	443	481	426	255	162	94*	55*	1245	282	361	1124	791	1518	398
NET: Under £100	729 38%	329 35%	400 41%a	205 37%	89 42%f	116 33%	96 30%	117 35%	311 44%cef	181 34%	206 38%	155 40%	187 41%i	587 39%	166 37%	190 40%	177 42%rt	95 37%	51 31%	35 37%	15 27%	460 37%	119 42%	137 38%	395 35%	334 42%x	577 38%	152 38%
NET: £100+	1000 52%	508 54%	492 50%	301 54%dh	100 47%	200 58%cdh	180 57%dh	190 56%dh	329 47%	309 58%kl	293 54%l	188 48%	210 46%	781 51%	223 50%	248 52%	215 51%	134 53%	94 58%	46 49%	39 71%mnop	669 54%	139 49%	179 49%	627 56%y	373 47%	797 53%	203 51%
NET: Under £300	1324 69%	599 64%	725 74%a	403 72%efg	171 80%cef	232 67%	195 62%	211 63%	516 73%efg	348 65%	385 71%i	263 68%	328 72%i	1063 70%	302 68%	336 70%	310 73%r	177 70%	102 63%	63 68%	33 59%	843 68%	208 74%u	249 69%	757 67%	567 72%	1053 69%	271 68%
NET: £300+	405 21%	238 25%b	166 17%	103 18%d	19 9%	84 24%cdh	81 26%cdh	96 29%cdh	125 18%d	141 27%j	115 21%l	80 21%	69 15%	305 20%	86 19%	102 21%	83 19%	52 20%	43 26%	18 19%	21 38%mnop	286 23%v	50 18%	67 18%	265 24%y	139 18%	321 21%	83 21%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

## Winter Consumer Rights Survey Re-run Jan 2019

### ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 37  
**Q.12 What was the approximate value of the products you had delivered over the last three months?**  
**Base: All who expected delivery**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatis - factory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)			Convenience (A)
Unweighted base	1915	283	1230	224	1785	564	600	621	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	472	742	1443	446	187	
Weighted base	1916	285	1232	224	1788	570	597	621	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	478	743	1438	445	191	
Under £50	(40)	418 22%	64 22%	251 20%	62 28%bd	383 21%	193 34%fg	110 18%g	80 13%	71 63%ijk	220 35%jk	128 12%	42 10%	418 57%mn	-	202 33%pq	390 23%q	177 17%	149 19%	258 26%r	28 18%	79 17%	58 22%	221 27%tu	94 20%	175 23%	324 23%	54 12%	73 38%	
Between £50 and £99	(75)	311 16%	48 17%	185 15%	45 20%	283 16%	124 22%fg	97 16%g	62 10%	18 16%k	170 27%hjk	123 11%k	19 5%	311 43%mn	-	120 19%	292 17%	159 15%	126 16%	175 18%	22 15%	76 17%	45 17%	149 18%	64 13%	140 19%x	247 17%	48 11%	32 17%	
Between £100 and £199	(150)	355 19%	61 22%	229 19%	43 19%	339 19%	110 19%	123 21%	106 17%	15 13%	130 21%k	210 20%k	43 11%	-	355 60%ln	-	115 19%	332 19%	206 20%	163 21%	181 19%	38 25%v	82 18%	43 16%	173 21%	85 18%	141 19%	270 19%	72 16%	38 20%
Between £200 and £299	(250)	240 13%	38 13%	175 14%cd	17 8%	233 13%cd	50 9%	88 15%e	95 15%e	5 4%	45 7%	190 18%hik	58 14%hi	-	240 40%ln	-	62 10%	231 14%o	154 15%o	117 12%	117 12%	16 11%	73 16%	33 13%	107 13%	62 13%	104 14%	178 12%	67 15%	16 9%
Between £300 and £399	(350)	154 8%	20 7%	107 9%	13 6%	143 8%	21 4%	46 8%e	76 12%ef	1 1%	18 3%	135 12%hi	57 14%hi	-	154 38%lm	34 6%	144 8%o	109 11%op	69 9%	81 8%	15 10%	40 9%	38 14%uw	53 6%	44 9%	57 8%	110 8%	57 13%	8 4%	
£400 or more	(450)	251 13%	25 9%	183 15%ad	30 13%	241 13%a	31 5%	72 12%e	138 22%ef	1 1%	20 3%	230 21%hi	149 37%hij	-	251 62%lm	55 9%	243 14%o	178 17%op	123 16%qs	121 12%	26 17%w	92 20%vw	34 12%	86 10%	86 18%yz	79 11%	165 12%	110 25%	8 4%	
Can't remember	81	18 4%	18 6%	45 4%	7 3%	78 4%b	14 3%	31 5%e	32 5%e	2 2%	17 3%	62 6%i	34 9%hij	-	-	29 5%	77 5%	46 5%	27 3%	46 5%	5 3%	13 3%	18 7%u	35 4%	23 5%	29 4%	58 4%	20 4%	7 4%	
Don't know	106	11 6%	11 4%	57 5%	8 3%	88 5%	26 5%	30 5%	32 5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	22 5%	19 3%	84 6%y	17 4%	9 4%	
Mean	185.16	168.24	196.16a	164.12	187.44a	127.55	187.47e	244.40ef	76.44	112.47h	240.11h	301.73hi	54.92	190.33l	412.06l	147.21	186.78o	210.33o	199.02s	174.22	202.62w	214.76w	194.60w	164.92	209.10y	172.45	177.15	251.76	122.53	
Standard deviation	143.99	131.23	146.18	143.72	144.15	114.42	138.82	151.49	70.34	97.85	147.13	151.39	17.32	49.10	48.58	131.03	144.60	147.68	145.30	142.19	147.66	151.83	145.99	134.74	152.65	136.50	140.12	153.08	110.68	
Standard error	3.45	8.17	4.35	9.89	3.57	4.98	5.97	6.39	6.59	3.95	4.63	7.89	0.63	2.02	2.44	5.40	3.56	4.68	5.31	4.64	12.06	7.23	9.37	4.76	7.36	5.17	3.87	7.56	8.41	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

Prepared by Populus for Which? (project manager George Holt)

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 37  
Q.12 What was the approximate value of the products you had delivered over the last three months?  
Base: All who expected delivery

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	Incorrect (y)	Incorrect /DK (z)		
Weighted base	1916	285	1232	224	1788	570	597	621	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	478	743	1438	445	191
NET: Under £100	729	112	436	107	666	317	207	142	88	389	251	61	729	-	-	323	682	336	275	433	50	155	104	370	157	315	571	102	105
	38%	39%	35%	48% <sup>abd</sup>	37% <sup>bd</sup>	56% <sup>fg</sup>	35% <sup>g</sup>	23%	78% <sup>ijk</sup>	63% <sup>ijk</sup>	23% <sup>kl</sup>	15%	100% <sup>mn</sup>	-	-	52% <sup>pqq</sup>	40% <sup>q</sup>	33%	36%	44% <sup>r</sup>	33%	34%	38%	45% <sup>tu</sup>	33%	42% <sup>x</sup>	40% <sup>x</sup>	23%	55%
NET: £100+	1000	144	694	103	956	213	328	415	22	214	764	307	-	595	405	266	950	647	472	499	95	287	148	419	276	380	724	306	70
	52%	51%	56% <sup>cd</sup>	46%	53% <sup>c</sup>	37%	55% <sup>e</sup>	67% <sup>ef</sup>	20%	34% <sup>h</sup>	71% <sup>hi</sup>	76% <sup>hij</sup>	-	100% <sup>l</sup>	100% <sup>l</sup>	43%	56% <sup>o</sup>	63% <sup>op</sup>	61% <sup>s</sup>	51%	63% <sup>w</sup>	63% <sup>vw</sup>	55%	51%	58% <sup>yz</sup>	51%	50%	69%	37%
NET: Under £300	1324	212	841	168	1238	477	418	343	108	565	651	162	729	595	-	499	1246	695	555	731	104	310	180	650	304	560	1020	241	159
	69%	74%	68%	75%	69%	84% <sup>fg</sup>	70% <sup>g</sup>	55%	96% <sup>jk</sup>	91% <sup>jk</sup>	60% <sup>kl</sup>	40%	100% <sup>n</sup>	100% <sup>n</sup>	-	81% <sup>pqq</sup>	73% <sup>q</sup>	68%	72%	75%	69%	68%	67%	79% <sup>tuv</sup>	64%	75% <sup>xz</sup>	71% <sup>x</sup>	54%	83%
NET: £300+	405	45	289	43	384	52	118	214	2	39	364	206	-	405	90	387	287	192	201	41	132	72	139	130	135	275	167	16	
	21%	16%	23% <sup>ad</sup>	19%	21% <sup>a</sup>	9%	20% <sup>e</sup>	34% <sup>ef</sup>	2%	6%	34% <sup>hi</sup>	51% <sup>hij</sup>	-	100% <sup>lm</sup>	15%	23% <sup>o</sup>	28% <sup>op</sup>	25% <sup>s</sup>	21%	27% <sup>w</sup>	29% <sup>w</sup>	27% <sup>w</sup>	17%	27% <sup>yz</sup>	18%	19%	38%	8%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used.

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 38  
Q.13 When thinking about the delivery of all your online purchases that were received or expected in the last three months, which of the following scenarios, if any, occurred?  
Base: All who expected delivery

	Gender		Age							Social Grade				Region							Tenure		Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1915	958	957	536	192	344	309	332	738	566	548	318	483	1510	422	477	419	259	177	106	55	1211	361	311	1105	810	1509	406
Weighted base	1916	935	981	561	214	347	316	337	702	532	539	389	456	1519	443	481	426	255	162	94*	55*	1245	282	361	1124	791	1518	398
My delivery arrived earlier than expected	552 29%	260 28%	292 30%	159 28%	62 29%	97 28%	93 29%	88 26%	212 30%	171 32% j	142 26%	104 27%	134 30%	419 28%	115 26%	146 30%	119 28%	62 24%	53 33%	34 37% m nq	23 41% m nq	366 29%	81 29%	98 27%	319 28%	233 29%	436 29%	115 29%
My delivery was left in my dedicated safe place	414 22%	196 21%	218 22%	119 21%	49 23%	70 20%	69 22%	72 22%	154 22%	141 27% j l	105 19%	90 23%	78 17%	312 21% q	78 18% q	121 25% m nq	111 26% m nq	30 12%	36 22% q	20 21% q	19 34% m nq	294 24% w v	51 18%	63 17%	251 22%	163 21%	296 20%	118 30% z
My delivery arrived later than expected	329 17%	151 16%	178 18%	132 24% e g h	61 29% e f g h	71 21% h	64 20% h	52 15% h	81 11% h	103 19%	99 18%	56 14%	71 15%	255 17%	77 17%	73 15%	75 18%	42 17%	34 21%	15 16%	13 23%	210 17%	55 20%	56 16%	203 18%	125 16%	273 18%	55 14%
My delivery was left with someone else, which I had authorised (e.g. a dedicated neighbour) and I collected it later	256 13%	120 13%	136 14%	81 15%	34 16%	48 14%	47 15%	45 13%	83 12%	81 15% l	75 14%	54 14%	46 10%	210 14%	70 16%	67 14%	49 12%	31 12%	18 11%	15 16%	7 13%	179 14% w	37 13%	34 10%	167 15% y	90 11%	208 14%	48 12%
My delivery was left with someone else, when I hadn't authorised this (e.g. a neighbour) and I collected it later	235 12%	103 11%	132 13%	80 14% h	30 14%	50 15% h	46 15% h	38 11%	71 10%	72 14%	67 12%	47 12%	50 11%	185 12%	52 12%	59 12%	54 13%	33 13%	16 10%	14 15%	7 13%	149 12%	47 17% u w	35 10%	144 13%	92 12%	198 13%	37 9%
My delivery was left outside my door without prior consent	202 11%	96 10%	106 11%	65 12% h	25 12%	40 11% h	49 16% h	36 11%	51 7%	71 13% l	53 10%	37 10%	41 9%	152 10% n	25 6%	40 8%	61 14% m n o	38 15% m n o	17 10% n	12 13% n	8 15% n	115 9%	36 13%	48 13% u	128 11%	74 9%	168 11%	33 8%
The delivery person left a note saying I was out when I wasn't	173 9%	75 8%	98 10%	61 11%	23 11%	38 11%	28 9%	32 9%	53 7%	61 11% k	47 9%	24 6%	41 9%	139 9%	39 9%	35 7%	42 10%	38 15% m n o r s t	12 8%	4 5%	4 6%	103 8%	47 17% u w	22 6%	100 9%	73 9%	149 10% A	24 6%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 38  
Q.13 When thinking about the delivery of all your online purchases that were received or expected in the last three months, which of the following scenarios, if any, occurred?  
Base: All who expected delivery

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	1916	935	981	561	214	347	316	337	702	532	539	389	456	1519	443	481	426	255	162	94*	55*	1245	282	361	1124	791	1518	398
My delivery didn't arrive at all	141 7%	70 7%	71 7%	48 9%h	21 10%h	27 8%	31 10%h	25 8%	37 5%	38 7%	44 8%	23 6%	36 8%	108 7%	33 7%	28 6%	37 9%	17 7%	11 7%	5 6%	9 16% mnoq	78 6%	21 7%	39 11% u	83 7%	57 7%	119 8%	22 6%
My parcel was left in the bin/ recycling bin without prior consent	116 6%	47 5%	69 7%	39 7% dh	8 4%	31 9% odh	24 7% h	25 7% h	29 4%	45 8% l	33 6%	20 5%	19 4%	87 6%	23 5%	24 5%	25 6%	16 6%	11 7%	8 9%	8 15% mnopq	81 6%	18 6%	16 5%	86 8% y	31 4%	95 6%	21 5%
I waited in for a delivery but courier had to reschedule	114 6%	49 5%	65 7%	45 8% h	19 9%	26 8%	16 5%	18 5%	35 5%	40 8% l	27 5%	27 7%	19 4%	96 6%	32 7%	24 5%	28 7%	15 6%	7 4%	5 6%	3 5%	74 6%	18 6%	19 5%	66 6%	49 6%	93 6%	21 5%
My parcel was damaged	101 5%	44 5%	57 6%	41 7% h	15 7% h	25 7% h	17 5%	20 6%	24 3%	31 6%	30 6%	15 4%	25 6%	72 5%	19 4%	29 6%	24 6%	11 4%	9 6%	3 3%	5 10%	69 6%	14 5%	17 5%	67 6%	34 4%	84 6%	17 4%
My parcel was thrown over the hedge/ fence	76 4%	34 4%	41 4%	34 6% gh	14 7% h	20 6% h	13 4%	9 3%	20 3%	27 5%	22 4%	13 3%	13 3%	62 4% r	13 3% r	24 5% r	21 5% r	11 4% r	-	5 5% r	3 5% r	50 4%	10 4%	14 4%	54 5% y	22 3%	66 4%	9 2%
The delivery person left a note saying they had delivered the parcel, but it wasn't there	70 4%	30 3%	39 4%	33 6% gh	9 4%	23 7% fgh	10 3%	9 3%	18 3%	19 4%	23 4%	16 4%	11 2%	53 3%	19 4%	14 3%	12 3%	14 5%	6 3%	2 2%	3 5%	40 3%	17 6% u	12 3%	49 4%	21 3%	57 4%	13 3%
My delivery was left with someone else, which I had authorised (e.g. a dedicated neighbour) and they deny having received it	54 3%	28 3%	26 3%	21 4% h	7 3%	15 4% h	14 5% h	11 3% h	7 1%	15 3%	14 3%	16 4%	9 2%	46 3%	16 4%	10 2%	10 2%	11 4%	3 2%	1 1%	2 3%	29 2%	11 4%	13 3%	41 4% y	13 2%	48 3%	6 1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 38  
Q.13 When thinking about the delivery of all your online purchases that were received or expected in the last three months, which of the following scenarios, if any, occurred?  
Base: All who expected delivery

	Gender		Age							Social Grade				Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	1916	935	981	561	214	347	316	337	702	532	539	389	456	1519	443	481	426	255	162	94*	55*	1245	282	361	1124	791	1518	398
My delivery was left with someone else, when I hadn't authorised this (e.g. a neighbour) and they deny having received it	45 2%	29 3%b	15 2%	29 5%gh	13 6%gh	17 5%gh	8 3%h	4 1%	3 *	11 2%	10 2%	14 4%	9 2%	34 2%	5 1%	15 3%	11 3%	7 3%	1 1%	3 3%	3 6%nr	21 2%	13 5%u	11 3%	27 2%	18 2%	40 3%	4 1%
The delivery person said my parcel was left in my dedicated safe place but it wasn't there	33 2%	14 1%	19 2%	22 4%gh	9 4%gh	13 4%gh	7 2%h	2 1%	2 *	10 2%	13 2%	5 1%	5 1%	23 2%	8 2%	15 3% m	7 2%	3 1%	1 *	- -	1 1%	16 1%	7 2%	9 2%	25 2%	8 1%	28 2%	5 1%
Other problem	23 1%	14 1%	9 1%	10 2%	5 2%	5 2%	1 *	3 1%	9 1%	5 1%	8 1%	4 1%	6 1%	15 1%	5 1%	5 1%	5 1%	2 1%	3 2%	1 1%	1 2%	12 1%	8 3% uw	2 1%	11 1%	12 1%	20 1%	3 1%
All deliveries went as planned	618 32%	300 32%	317 32%	144 26%	51 24%	92 27%	78 25%	111 33% cdf	285 41% cdefg	159 30%	181 34%	127 33%	151 33%	496 33%	156 35%	148 31%	134 31%	81 32%	52 32%	34 36%	13 24%	405 32%	84 30%	121 33%	327 29%	291 37% x	477 31%	141 35%
Don't know	106 6%	62 7%	44 5%	39 7% h	16 7% h	23 7%	20 6%	20 6%	27 4%	22 4%	24 5%	23 6%	36 8% ij	89 6%	29 6%	27 6%	20 5%	12 5%	10 6%	8 9%	1 1%	65 5%	11 4%	31 8% uv	62 6%	44 6%	82 5%	24 6%
NET: At least one delivery arrived	1710 89%	817 87%	893 91% a	473 84%	177 83%	296 85%	279 88%	302 90% cd	655 93% cdefg	492 93% kl	484 90%	339 87%	395 87%	1349 89%	394 89%	428 89%	387 91%	219 86%	147 91%	83 89%	52 95%	1125 90% w	252 89%	306 85%	997 89%	712 90%	1347 89%	363 91%
NET: All deliveries arrived	1327 69%	641 69%	686 70%	328 59%	118 55%	210 61%	212 67% cd	241 72% cde	545 78% cdefg	362 68%	374 69%	270 69%	321 70%	1057 70% q	305 69%	344 71%	298 70%	163 64%	113 70%	69 73%	35 64%	888 71% v	181 64%	237 66%	766 68%	561 71%	1027 68%	299 75% z
NET: At least one delivery didn't arrive	469 24%	222 24%	247 25%	187 33% fgh	76 36% fgh	111 32% gh	82 26% h	76 23%	124 18%	145 27% l	135 25%	94 24%	95 21%	365 24%	106 24%	107 22%	106 25%	79 31% mos	37 23%	16 17%	18 32% s	284 23%	87 31% u	92 25%	289 26%	180 23%	396 26% A	73 18%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 38  
**Q.13 When thinking about the delivery of all your online purchases that were received or expected in the last three months, which of the following scenarios, if any, occurred?**  
**Base: All who expected delivery**

	Gender		Age						Social Grade				Region							Tenure		Working		Which of the following best describes where you live?				
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	1916	935	981	561	214	347	316	337	702	532	539	389	456	1519	443	481	426	255	162	94*	55*	1245	282	361	1124	791	1518	398
NET: At least one unsatisfactory delivery experience	1029	502	527	344	134	209	187	173	325	301	293	200	236	803	213	267	234	148	87	46	35	662	168	184	635	394	843	186
	54%	54%	54%	61%gh	63%gh	60%gh	59%h	51%	46%	57%	54%	51%	52%	53%n	48%	56%n	55%	58%n	53%	50%	64%n	53%	60%uw	51%	57%y	50%	56%A	47%
NET: More than one unsatisfactory delivery experience	599	277	322	214	80	134	117	92	176	198	164	117	120	457	121	144	144	84	55	27	24	384	101	106	372	227	487	112
	31%	30%	33%	38%gh	38%gh	39%gh	37%gh	27%	25%	37%jkl	30%	30%	26%	30%	27%	30%	34%	33%	34%	29%	44%mmo	31%	36%	29%	33%	29%	32%	28%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 39  
Q.13 When thinking about the delivery of all your online purchases that were received or expected in the last three months, which of the following scenarios, if any, occurred?  
Base: All who expected delivery

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	1915	283	1230	224	1785	564	600	621	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	472	742	1443	446	187
Weighted base	1916	285	1232	224	1788	570	597	621	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	478	743	1438	445	191
My delivery arrived earlier than expected	552 29%	83 29%	366 30%	61 27%	523 29%	129 23%	197 33%e	197 32%e	8 8%	116 19%h	428 40%hi	181 45%hij	160 22%	201 34%l	163 40%l	-	552 32%o	552 54%op	285 37%ps	253 26%	47 32%w	193 42%tw	97 36%w	186 23%	149 31%	207 28%	403 28%	157 35%	49 26%
My delivery was left in my dedicated safe place	414 22%	64 23%	291 24%	41 18%	401 22%	102 18%	143 24%e	156 25%e	11 10%	90 15%	312 29%hi	133 33%hij	142 19%	141 24%	117 29%l	-	414 24%o	287 28%op	347 45%ps	55 6%	41 28%	125 27%w	64 24%	170 21%	121 25%z	168 23%z	293 20%	125 28%	30 16%
My delivery arrived later than expected	329 17%	48 17%	211 17%	38 17%	309 17%	83 15%	110 18%	116 19%	5 5%	62 10%	262 24%hi	125 31%hij	90 12%	111 19%l	113 28%lm	-	329 19%o	329 32%op	147 19%	171 17%	65 43%vw	158 35%vw	54 20%w	32 4%	83 17%	136 18%	246 17%	96 22%	30 16%
My delivery was left with someone else, which I had authorised (e.g. a dedicated neighbour) and I collected it later	256 13%	51 18%cd	167 14%	22 10%	246 14%	54 9%	102 17%e	91 15%e	6 5%	46 7%	204 19%hi	85 21%hi	73 10%	94 16%l	81 20%l	-	256 15%o	202 20%op	186 24%ps	64 7%	33 22%w	72 16%	40 15%	99 12%	62 13%	116 16%z	194 14%	75 17%	13 7%
My delivery was left with someone else, when I hadn't authorised this (e.g. a neighbour) and I collected it later	235 12%	40 14%	154 12%	23 10%	221 12%	39 7%	84 14%e	98 16%e	2 2%	36 6%	198 18%hi	86 21%hi	59 8%	75 13%l	90 22%lm	-	235 14%o	235 23%op	93 12%	137 14%	35 23%vw	103 23%vw	40 15%w	41 5%	76 16%yz	78 10%	159 11%	82 18%	14 7%
My delivery was left outside my door without prior consent	202 11%	33 11%	137 11%	18 8%	192 11%	37 6%	65 11%e	89 14%e	5 5%	34 5%	162 15%hi	82 20%hij	49 7%	72 12%l	72 18%lm	-	202 12%o	202 20%op	96 12%	98 10%	40 27%vw	91 20%vw	32 12%w	21 3%	49 10%	78 10%	153 11%	67 15%	14 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 39  
**Q.13 When thinking about the delivery of all your online purchases that were received or expected in the last three months, which of the following scenarios, if any, occurred?**  
**Base: All who expected delivery**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- ven- ience (A)	Support local high street (B)
Weighted base	1916	285	1232	224	1788	570	597	621	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	478	743	1438	445	191
The delivery person left a note saying I was out when I wasn't	173 9%	31 11%	107 9%	17 8%	159 9%	30 5%	67 11%e	62 10%e	2 2%	36 6%	135 13%hi	70 17%hij	43 6%	70 12%l	53 13%l	-	158 9%o	173 17%op	78 10%	89 9%	39 26%uvw	72 16%w	33 12%w	19 2%	50 10%	72 10%	123 9%	51 11%	14 7%
My delivery didn't arrive at all	141 7%	18 6%	96 8%	16 7%	134 8%	41 7%	34 6%	59 10%f	6 6%	28 4%	107 10%i	58 14%hij	36 5%	45 8%	52 13%lm	-	111 6%o	141 14%op	64 8%	72 7%	39 26%uvw	67 15%vw	19 7%w	8 1%	40 8%	58 8%	101 7%	50 11%	15 8%
My parcel was left in the bin/ recycling bin without prior consent	116 6%	22 8%c	79 6%	7 3%	110 6%	22 4%	46 8%e	42 7%e	3 2%	24 4%	90 8%hi	36 9%hi	41 6%	35 6%	35 9%	-	116 7%o	116 11%op	48 6%	62 6%	19 13%vw	58 13%vw	15 6%w	13 2%	34 7%	42 6%	82 6%	33 7%	7 4%
I waited in for a delivery but courier had to reschedule	114 6%	12 4%	77 6%	14 6%	105 6%	21 4%	52 9%eg	32 5%	3 3%	16 3%	95 9%hi	39 10%hi	24 3%	38 6%l	46 11%lm	-	97 6%o	114 11%op	54 7%	58 6%	26 17%vw	52 11%w	22 8%w	10 1%	34 7%	51 7%z	81 6%	23 5%	4 2%
My parcel was damaged	101 5%	21 7%	60 5%	13 6%	98 5%	20 4%	37 6%e	40 6%e	-	16 3%	85 8%hi	44 11%hij	23 3%	44 7%l	33 8%l	-	101 6%o	101 10%op	53 7%	47 5%	24 16%vw	52 11%vw	14 5%w	8 1%	28 6%	41 6%	74 5%	34 8%	8 4%
My parcel was thrown over the hedge/ fence	76 4%	19 7%c	50 4%	5 2%	75 4%	15 3%	25 4%	35 6%e	-	11 2%	65 6%hi	31 8%hi	13 2%	31 5%l	23 6%l	-	76 4%o	76 7%op	41 5%	34 3%	7 5%w	36 8%w	19 7%w	8 1%	23 5%	34 5%	53 4%	23 5%	1 1%
The delivery person left a note saying they had delivered the parcel, but it wasn't there	70 4%	19 7%bd	36 3%	8 3%	63 4%b	11 2%	28 5%e	23 4%	1 1%	13 2%	56 5%hi	25 6%hi	17 2%	24 4%	24 6%l	-	60 4%o	70 7%op	38 5%o	29 3%	15 10%uw	23 5%w	16 6%w	12 1%	13 3%	40 5%xz	56 4%	20 5%	3 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 39  
**Q.13 When thinking about the delivery of all your online purchases that were received or expected in the last three months, which of the following scenarios, if any, occurred?**  
**Base: All who expected delivery**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)		
Weighted base	1916	285	1232	224	1788	570	597	621	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	478	743	1438	445	191
My delivery was left with someone else, which I had authorised (e.g. a dedicated neighbour) and they deny having received it	54 3%	12 4%	34 3%	6 3%	52 3%	16 3%	20 3%	16 3%	2 1%	20 3%	32 3%	20 5%j	17 2%	22 4%	15 4%	-	34 2%o	54 5%op	38 5% s	15 2%	1 *	15 3%	19 7% tuw	16 2%	16 3%	24 3%	38 3%	12 3%	4 2%
My delivery was left with someone else, when I hadn't authorised this (e.g. a neighbour) and they deny having received it	45 2%	3 1%	39 3% d	3 1%	45 3%	10 2%	13 2%	22 4%	2 2%	11 2%	32 3%	14 3%	15 2%	13 2%	17 4%	-	32 2%o	45 4%op	20 3%	23 2%	9 6% w	19 4% w	8 3% w	6 1%	11 2%	27 4% z	34 2%	17 4%	3 2%
The delivery person said my parcel was left in my dedicated safe place but it wasn't there	33 2%	6 2%	20 2%	5 2%	33 2%	11 2%	12 2%	10 2%	3 3%	8 1%	22 2%	10 2%	9 1%	14 2%	11 3%	-	29 2%o	33 3%op	18 2%	15 2%	8 5% w	17 4% w	6 2% w	2 *	12 2%	13 2%	22 2%	7 2%	2 1%
Other problem	23 1%	4 1%	15 1%	3 1%	22 1%	6 1%	6 1%	10 2%	1 1%	7 1%	14 1%	7 2%	7 1%	10 2%	6 1%	-	18 1%o	23 2%op	12 2%	9 1%	8 5% vw	11 2% w	3 1% w	-	7 2%	7 1%	15 1%	8 2%	3 1%
All deliveries went as planned	618 32%	91 32%	384 31%	85 38%	574 32%	218 38% tg	168 28%	188 30%	65 58% ijk	280 45% jk	273 25% k	80 20%	323 44% mn	177 30% n	90 22%	618 100% ppq	618 36% q	-	171 22%	421 43% r	7 4%	54 12% t	56 21% tu	457 55% tuv	156 33%	218 29%	462 32% y	121 27%	80 42%
Don't know	106 6%	11 4%	57 5%	8 3%	88 5%	26 5%	30 5%	32 5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	22 5%	19 3%	84 6% y	17 4%	9 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 39  
Q.13 When thinking about the delivery of all your online purchases that were received or expected in the last three months, which of the following scenarios, if any, occurred?  
Base: All who expected delivery

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	Incorrect (y)	Incorrect /DK (z)			Convenience (A)
Weighted base	1916	285	1232	224	1788	570	597	621	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	478	743	1438	445	191	
NET: At least one delivery arrived	1710	262	1117	200	1610	506	541	563	101	572	1037	388	682	563	387	618	1710	929	739	916	130	425	244	809	431	676	1279	411	173	
NET: All deliveries arrived	1327	203	856	164	1248	431	400	417	95	510	722	236	589	419	256	618	1327	546	542	742	57	250	175	761	322	513	1005	291	146	
NET: At least one delivery didn't arrive	469	70	309	51	438	109	164	165	17	106	347	162	135	171	144	-	373	469	226	231	88	199	92	63	129	207	340	132	34	
NET: At least one unsatisfactory delivery experience	1029	156	680	115	970	274	346	351	37	273	719	299	336	359	287	-	929	1029	478	523	138	382	359	191	256	261	422	768	273	91
NET: More than one unsatisfactory delivery experience	599	89	405	60	567	120	212	236	7	101	492	227	148	217	203	-	587	599	287	296	102	267	113	83	149	239	450	186	47	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 40  
**Q.14 When thinking about the delivery of all your online purchases that were received or expected in the last three months, did you specify a certain neighbour or 'safe place' for a delivery?**  
**Base: All who expected delivery**

	Gender		Age						Social Grade					Region							Tenure		Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1915	958	957	536	192	344	309	332	738	566	548	318	483	1510	422	477	419	259	177	106	55	1211	361	311	1105	810	1509	406
Weighted base	1916	935	981	561	214	347	316	337	702	532	539	389	456	1519	443	481	426	255	162	94*	55*	1245	282	361	1124	791	1518	398
Yes	774 40%	363 39%	412 42%	219 39%	81 38%	138 40%	122 39%	121 36%	313 45%g	244 46%jl	204 39%	151 38%	175 38%	600 39%q	169 38%	217 45%mq	176 41%q	85 33%	66 41%	31 33%	31 56%mn	531 43%w	107 38%	125 35%	450 40%	324 41%	585 39%	190 48%z
No	978 51%	484 52%	494 50%	284 51%	104 49%	180 52%	162 51%	184 55%	348 50%	251 47%	297 55%i	200 51%	230 51%	784 52%o	232 52%	226 47%	210 49%	153 60%mp	82 51%	52 56%	23 41%	616 50%	156 55%	188 52%	582 52%	397 50%	808 53%A	170 43%
Can't remember	57 3%	26 3%	31 3%	19 3%e	13 6%ce	6 2%	12 4%	12 4%	14 2%	14 3%	13 2%	15 4%	14 3%	47 3%	13 3%	11 2%	20 5% m	5 2%	4 3%	3 3%	1 2%	33 3%	8 3%	16 5%	30 3%	27 3%	43 3%	14 4%
Don't know	106 6%	62 7%	44 5%	39 7%h	16 7%h	23 7%	20 6%	20 6%	27 4%	22 4%	24 5%	23 6%	36 8%ij	89 6%	29 6%	27 6%	20 5%	12 5%	10 6%	8 9%	1 1%	65 5%	11 4%	31 8%uv	62 6%	44 6%	82 5%	24 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 41  
**Q.14 When thinking about the delivery of all your online purchases that were received or expected in the last three months, did you specify a certain neighbour or 'safe place' for a delivery?**  
Base: All who expected delivery

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	1915	283	1230	224	1785	564	600	621	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	472	742	1443	446	187
Weighted base	1916	285	1232	224	1788	570	597	621	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	478	743	1438	445	191
Yes	774	136	520	75	738	210	259	288	31	224	519	207	275	279	192	171	739	478	774	-	75	176	121	365	198	349	576	203	64
	40%	48%cd	42%c	33%	41%c	37%	43%e	43%e	28%	36%	48%hi	51%hi	38%	47%l	48%l	28%	43%o	46%op	100% <sup>s</sup>	-	50% <sup>u</sup>	39%	45%	44%	41%	47% <sup>z</sup>	40%	46%	33%
No	978	131	623	133	908	313	291	305	78	374	526	184	433	298	201	421	916	523	-	978	72	269	137	442	250	357	728	211	115
	51%	46%	51%	59% <sup>abd</sup>	51%	55% <sup>f</sup>	49%	49%	69% <sup>jk</sup>	60% <sup>jk</sup>	49%	46%	59% <sup>mn</sup>	50%	50%	68% <sup>pq</sup>	54% <sup>q</sup>	51%	-	100% <sup>r</sup>	48%	59% <sup>tv</sup>	51%	54%	52%	48%	51%	47%	60%
Can't remember	57	8	32	9	53	21	16	16	3	22	32	11	21	18	11	26	55	29	-	2	11	12	16	8	18	49	14	4	
	3%	3%	3%	4%	3%	4%	3%	3%	3%	3%	3%	3%	3%	3%	3%	4%	3%	3%	-	1%	2%	4%	2%	2%	2%	2%	3% <sup>y</sup>	3%	2%
Don't know	106	11	57	8	88	26	30	32	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	22	19	84	17	9	
	6%	4%	5%	3%	5%	5%	5%	5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5%	3%	6% <sup>y</sup>	4%	4%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 42  
**Q.15 When thinking about the delivery of all your online purchases that were received or expected in the last three months that you specified to be left with a neighbour or 'safe place', did you experience any problems with those deliveries?**  
 Base: All who specified safe place

	Gender		Age							Social Grade				Region							Tenure		Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	776	377	399	203	70	133	120	124	329	256	207	126	187	603	157	221	178	86	69	36	29	518	138	109	444	332	580	196
Weighted base	774	363	412	219	81*	138	122	121	313	244	204	151	175	600	169	217	176	85*	66*	31**	31**	531	107	125*	450	324	585	190
Yes	76 10%	37 10%	40 10%	37 17%h	15 19%h	22 16%h	14 11%h	14 12%h	11 3%	25 10%	21 10%	20 13%	11 6%	59 10%	17 10%	25 12%	12 7%	12 14%	7 10%	2 8%	1 3%	45 8%	107 11%	18 14%	60 13%y	17 5%	59 10%	17 9%
No	689 89%	322 89%	367 89%	177 81%	63 79%	113 82%	108 88%	105 87%	300 96%cd	219 90%	180 88%	126 84%	164 94%k	535 89%	150 89%	190 87%	164 93%q	71 84%	57 87%	27 89%	29 95%	480 90%	92 86%	107 86%	386 86%	303 93%x	520 89%	169 89%
Can't remember	9 1%	4 1%	5 1%	5 2%	2 2%	3 2%	1 1%	2 1%	2 1%	1 *	4 2%	5 3%il	- -	7 1%	2 1%	2 1%	- -	2 2%	2 3%p	1 3%p	1 2%	6 1%	3 2%	- -	4 1%	5 1%	6 1%	3 2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 43  
**Q.15 When thinking about the delivery of all your online purchases that were received or expected in the last three months that you specified to be left with a neighbour or 'safe place', did you experience any problems with those deliveries?**  
**Base: All who specified safe place**

	Christmas Shopping Start				Christmas Shopping Behaviour			Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)			In-correct /DK (z)
Unweighted base	776	134	516	76	736	212	260	264	32	233	511	202	289	276	185	169	741	484	776	-	79	175	114	373	198	345	578	200	63
Weighted base	774	136	520	75*	738	210	259	268	31**	224	519	207	275	279	192	171	739	478	774	**	75*	176	121*	365	198	349	576	203	64*
Yes	76	14	53	3	72	22	32	18	8	23	45	14	19	37	20	6	72	60	76	-	21	24	18	11	14	50	63	10	4
	10%	10%	10%	4%	10%	10%	12%	7%	25%	10%	9%	7%	7%	13%	11%	3%	10%	13%	10%	-	28% <sup>uvw</sup>	14% <sup>w</sup>	15% <sup>w</sup>	3%	7%	14% <sup>xz</sup>	11%	5%	7%
No	689	120	460	71	657	187	224	246	24	196	469	191	252	241	170	165	659	409	689	-	54	149	101	353	183	296	506	190	60
	89%	89%	89%	94%	89%	89%	86%	92%	75%	88%	90%	92%	91%	86%	88%	97% <sup>pq</sup>	89% <sup>q</sup>	85%	89%	-	72%	85% <sup>t</sup>	83%	97% <sup>tuv</sup>	92% <sup>y</sup>	85%	88% <sup>y</sup>	94%	93%
Can't remember	9	1	6	1	9	2	4	3	-	4	5	2	5	2	2	-	8	9	9	-	-	3	3	1	2	3	7	3	-
	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	1%	1%	2%	1%	1%	-	1%	2% <sup>p</sup>	1%	-	-	1%	2%	*	1%	1%	1%	2%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 44

**Q.16 Please tell us more about the problems you had with your delivery/deliveries? Please provide as much detail as possible in your response.**

**Base: All who had delivery not going to plan**

	Gender		Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1036	513	523	336	124	212	184	174	342	319	295	166	256	803	204	268	232	151	95	52	34	641	216	161	629	407	845	191
Weighted base	1029	502	527	344	134	209	187	173	325	301	293	200	236	803	213	267	234	148	87*	46*	35*	662	168	184	635	394	843	186
The delivery did not arrive at the agreed time	169 16%	92 18%	78 15%	73 21% <sup>g</sup>	33 25% <sup>fgh</sup>	40 19%	28 15%	24 14%	44 14%	50 17%	44 15%	33 16%	42 18%	137 17%	37 17%	46 17%	30 13%	26 18%	17 20%	8 11%	4 11%	108 16%	23 14%	36 20%	104 16%	66 17%	147 17%	22 12%
The package was left in an inappropriate place/ unsafe place e.g. a bin	117 11%	51 10%	66 13%	39 11%	17 13%	22 11%	30 16% <sup>h</sup>	20 11%	28 9%	38 13%	35 12%	20 10%	25 10%	93 12%	26 12%	27 10%	29 13%	18 12%	6 7%	5 10%	5 14%	78 12%	16 9%	22 12%	71 11%	45 12%	102 12%	15 8%
The package was left on doorstep/ outside	99 10%	41 8%	59 11%	28 8%	8 6%	20 9%	24 13%	17 10%	31 9%	33 11%	23 8%	26 13%	18 8%	73 9%	19 9%	23 9%	28 12%	16 11%	7 8%	3 6%	3 9%	61 9%	15 9%	23 12%	54 9%	45 11%	78 9%	22 12%
I was at home/ I received no knock on the door/ courier did not wait/ claimed I was out when I was not	98 10%	42 8%	55 11%	40 12%	11 8%	29 14% <sup>f</sup>	13 7%	16 10%	28 9%	33 11%	26 9%	16 8%	23 10%	74 9% <sup>n</sup>	10 5%	27 10% <sup>n</sup>	27 11% <sup>n</sup>	21 14% <sup>mn</sup>	9 10%	3 5%	2 5%	61 9%	19 11%	15 8%	51 8%	47 12%	81 10%	17 9%
The delivery did not arrive at all	91 9%	51 10%	40 8%	37 11% <sup>e</sup>	22 17% <sup>cefh</sup>	15 7%	14 8%	19 11%	20 6%	21 7%	25 9%	23 11%	22 9%	76 9% <sup>f</sup>	17 8%	22 8%	21 9%	21 14% <sup>r</sup>	2 2%	3 7%	4 12% <sup>r</sup>	54 8%	13 8%	21 11%	53 8%	37 9%	79 9%	11 6%
The package was damaged/ broken/ in poor condition	81 8%	40 8%	41 8%	33 10%	16 12%	17 8%	11 6%	15 9%	23 7%	25 8%	23 8%	14 7%	20 8%	58 7%	16 8%	21 8%	20 9%	9 6%	11 12%	2 4%	2 5%	59 9%	8 5%	14 8%	55 9%	27 7%	64 8%	17 9%
The package left with my neighbours/ I have issues with my neighbours	72 7%	33 7%	38 7%	28 8%	8 6%	20 9% <sup>h</sup>	16 9%	14 8%	14 4%	17 6%	26 9%	13 6%	16 7%	64 8%	16 7%	17 6%	18 8%	12 8%	4 5%	4 8%	1 3%	37 6%	17 10% <sup>u</sup>	18 10%	45 7%	27 7%	59 7%	12 7%
Couriers do not follow instructions/ do things without authorisation	61 6%	24 5%	38 7%	27 8%	7 5%	20 10%	10 5%	7 4%	17 5%	24 8%	14 5%	12 6%	11 5%	50 6% <sup>n</sup>	7 3%	13 5%	19 8% <sup>n</sup>	11 7%	4 5%	6 14% <sup>mno</sup>	1 4%	39 6%	12 7%	11 6%	40 6%	22 5%	47 6%	15 8%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

Prepared by Populus for Which? (project manager George Holt)

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 44  
Q.16 Please tell us more about the problems you had with your delivery/deliveries? Please provide as much detail as possible in your response.  
Base: All who had delivery not going to plan

	Gender		Age							Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	1029	502	527	344	134	209	187	173	325	301	293	200	236	803	213	267	234	148	87*	46*	35*	662	168	184	635	394	843	186
Company/ courier dishonest/ untrustworthy/ do not tell the truth	46	24	22	14	8	6	12	12	8	15	15	9	7	36	9	12	14	5	4	-	1	27	9	7	26	20	38	8
The package was not handled with care	39	12	27	16	6	10	8	5	9	14	10	8	7	31	8	11	11	7	-	2	-	23	7	8	24	15	35	4
The delivery went to wrong address	37	14	23	17	4	12	4	4	12	11	10	7	9	30	9	5	9	6	4	3	1	21	11	4	23	14	31	6
I was caused inconvenience (non-specific/ other)	35	12	24	14	5	8	5	5	12	8	10	8	9	31	17	10	2	5	1	1	-	23	5	8	24	11	27	9
I had to go elsewhere to collect my package/ to the depot, post office etc	34	18	16	17	7	11	2	4	10	7	12	8	7	28	2	9	13	4	3	2	1	21	9	4	25	9	26	8
Poor/ lack of communication/ information	32	14	18	13	4	8	2	5	13	13	9	6	5	25	3	11	11	2	3	2	1	23	7	2	16	16	25	7
The package was not left in a sheltered place/ it could be damaged by the elements	31	17	13	9	5	4	9	3	10	7	9	6	8	23	7	6	11	3	1	1	2	22	3	4	18	13	24	6
Positive comment	29	12	17	5	3	2	2	5	17	10	6	8	5	23	2	9	10	4	2	1	1	23	2	5	18	11	21	8
Other issue with courier	29	12	16	14	5	9	4	4	7	6	6	9	8	24	8	6	9	1	2	2	-	20	4	5	19	10	21	8

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
Overlap formulae used. \* small base

Prepared by Populus for Which? (project manager George Holt)



**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 44  
**Q.16 Please tell us more about the problems you had with your delivery/deliveries? Please provide as much detail as possible in your response.**  
**Base: All who had delivery not going to plan**

	Gender		Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	1029	502	527	344	134	209	187	173	325	301	293	200	236	803	213	267	234	148	87*	46*	35*	662	168	184	635	394	843	186
I was out of the house when the delivery arrived	27 3%	10 2%	17 3%	11 3%	3 3%	8 4%	4 2%	3 2%	9 3%	10 3%	6 2%	4 2%	7 3%	20 3%	8 4%	8 3%	4 2%	3 2%	2 2%	2 5%	-	17 3%	4 3%	5 3%	16 3%	11 3%	21 3%	6 3%
No note/ card was left	26 3%	12 2%	14 3%	9 3%	4 3%	5 2%	6 3%h	8 5%h	3 1%	11 4%	4 1%	2 1%	9 4%	19 2%	4 2%	6 2%	8 3%	4 3%	2 2%	1 2%	1 2%	13 2%	8 5%u	5 3%	16 2%	10 3%	21 3%	4 2%
I had to rearrange delivery time/ issues with rescheduling	25 2%	13 3%	12 2%	8 2%	2 2%	6 3%	7 4%	5 3%	5 2%	6 2%	3 1%	9 4%j	7 3%	24 3%	7 3%	5 2%	8 3%	4 3%	-	1 1%	1 2%	13 2%	7 4%	5 3%	15 2%	10 2%	21 2%	5 3%
The package was lost	19 2%	8 2%	11 2%	7 2%	2 1%	5 2%	6 3%	3 2%	3 1%	4 1%	4 1%	1 1%	9 4%k	10 1%	4 2%	6 2%	3 1%	1 1%	3 3%	1 2%	1 3%	11 2%	2 1%	5 3%	12 2%	7 2%	15 2%	4 2%
Delivery is a recurring problem/ I have poor experiences regularly with the courier	17 2%	9 2%	7 1%	7 2%	3 2%	5 2%	3 2%	2 1%	4 1%	9 3%jl	2 1%	5 2%	1 *	13 2%	1 *	4 1%	4 2%	5 3%n	3 4%n	-	-	12 2%	2 1%	3 2%	13 2%	4 1%	14 2%	2 1%
Negative comment about other courier	16 2%	11 2%	5 1%	5 2%	4 3%	2 1%	5 3%	1 1%	5 2%	4 1%	6 2%	1 1%	4 2%	10 1%	3 1%	3 1%	2 1%	2 1%	4 5%mp	3 3%	1 2%	11 2%	2 1%	3 1%	8 1%	8 2%	10 1%	6 3%
Package should have been signed for but was not	14 1%	6 1%	8 1%	4 1%	1 1%	3 1%	4 2%	1 *	4 1%	6 2%j	*	5 2%j	2 1%	13 2%	5 3%	3 1%	1 1%	2 1%	1 1%	1 3%	-	12 2%	2 1%	-	7 1%	7 2%	12 1%	1 1%
Negative comment about Royal Mail	12 1%	3 1%	8 2%	3 1%	1 *	2 1%	1 1%	1 *	7 2%	2 1%	5 2%	-	5 2%	8 1%	2 1%	3 1%	4 2%	-	3 3%q	-	1 2%	8 1%	-	3 2%	6 1%	5 1%	7 1%	4 2%
Issues with tracking	11 1%	4 1%	7 1%	4 1%	-	4 3%	1 1%	3 2%	3 1%	1 *	4 1%	3 1%	4 2%	9 1%	1 1%	3 1%	2 1%	1 1%	1 1%	2 3%	1 2%	8 1%	2 1%	1 1%	5 1%	7 2%	10 1%	1 1%
I received the wrong item/ package	11 1%	5 1%	7 1%	4 1%	1 1%	3 1%	2 2%	2 1%	2 1%	2 1%	5 2%	2 1%	3 1%	9 1%	4 2%	2 1%	1 1%	1 1%	1 3%	1 2%	5 1%	5 3%u	1 *	7 1%	5 1%	7 1%	5 2%	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

Prepared by Populus for Which? (project manager George Holt)



### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 44  
Q.16 Please tell us more about the problems you had with your delivery/deliveries? Please provide as much detail as possible in your response.  
Base: All who had delivery not going to plan

	Gender		Age							Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	1029	502	527	344	134	209	187	173	325	301	293	200	236	803	213	267	234	148	87*	46*	35*	662	168	184	635	394	843	186
The package was not complete/ items were missing	11 1%	5 1%	6 1%	7 2%	1 1%	5 3%	1 *	1 1%	3 1%	4 1%	5 2%	* *	2 1%	9 1%	3 2%	1 1%	3 1%	1 1%	2 2%	1 2%	- *	3 1%	2 1%	6 3%u	9 1%	2 *	10 1%	1 *
Negative comment about Amazon	10 1%	7 1%	3 *	6 2%h	3 2%h	4 2%h	4 2%h	- -	- -	5 2%	2 1%	2 1%	1 *	8 1%	1 *	2 1%	2 1%	3 2%	1 1%	- -	- -	8 1%	2 1%	- -	9 1%	1 *	8 1%	2 1%
The goods were not as advertised	10 1%	7 1%	3 *	3 1%	3 2%	- *	1 *	2 1%	4 1%	3 1%	2 1%	- -	4 2%	6 1%	2 1%	3 1%	3 1%	1 1%	1 1%	- -	- -	5 1%	1 *	4 2%	6 1%	3 1%	10 1%	- -
I had problems contacting/ communicating with the company	9 1%	3 1%	6 1%	3 1%	- -	3 1%	1 1%	2 1%	3 1%	3 1%	1 *	2 1%	2 1%	8 1%	1 1%	1 1%	4 2%	1 1%	1 1%	- -	- -	7 1%	- -	1 1%	7 1%	2 *	8 1%	1 *
Poor company/ inefficient, make mistakes etc	7 1%	3 1%	4 1%	1 *	1 1%	- -	2 1%	2 1%	2 1%	4 1%	3 1%	- -	- -	6 1%	1 1%	1 *	2 1%	1 1%	1 1%	1 3%	- -	5 1%	2 1%	- -	5 1%	2 1%	6 1%	1 1%
Other answers	45 4%	28 6%	17 3%	14 4%	7 5%	6 3%	5 3%	6 4%	20 6%	14 5%	12 4%	6 3%	12 5%	36 4%	7 3%	10 4%	15 6%	4 3%	6 7%	3 6%	1 2%	30 5%	7 4%	6 3%	25 4%	20 5%	35 4%	10 5%
I had no problems	288 28%	141 28%	147 28%	66 19%	21 16%	44 21%	44 23%	54 31%cde	125 38%cdef	72 24%	85 29%	56 28%	76 32%i	224 28%q	73 34%mpq	81 30%q	58 25%	30 20%	21 24%	14 30%	12 34%	193 29%	48 29%	45 24%	169 27%	120 30%	234 28%	55 29%
Don't know	15 1%	5 1%	10 2%	6 2%	2 2%	4 2%	5 2%	- -	5 1%	7 2%	1 *	4 2%	3 1%	12 2%	3 1%	5 2%	4 2%	1 1%	1 1%	2 4%	- -	9 1%	4 2%	3 1%	10 2%	6 1%	13 1%	3 1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 45  
Q.16 Please tell us more about the problems you had with your delivery/deliveries? Please provide as much detail as possible in your response.  
Base: All who had delivery not going to plan

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	1036	154	689	117	978	276	347	355	38	279	719	299	355	359	280	-	943	1036	484	523	144	381	180	268	259	432	777	274	88
Weighted base	1029	156	680	115	970	274	346	351	37*	273	719	299	336	359	287	**	929	1029	478	523	138	382	191	256	261	422	768	273	91*
The delivery did not arrive at the agreed time	169	18	108	27	159	43	57	59	5	45	120	48	54	50	61	-	159	169	71	94	28	82	25	25	46	68	124	46	19
	16%	12%	16%	24% <sup>ad</sup>	16%	16%	16%	17%	13%	16%	17%	16%	16%	14%	21% <sup>m</sup>	-	17%	16%	15%	18%	20% <sup>w</sup>	21% <sup>vw</sup>	13%	10%	17%	16%	16%	17%	20%
The package was left in an inappropriate place/ unsafe place e.g. a bin	117	21	76	16	112	34	39	39	4	29	84	34	39	45	28	-	110	117	49	66	15	55	28	12	22	57	95	35	11
	11%	14%	11%	14%	12%	12%	11%	11%	11%	10%	12%	11%	11%	13%	10%	-	12%	11%	10%	13%	11% <sup>w</sup>	14% <sup>w</sup>	15% <sup>w</sup>	5%	9%	14%	12%	13%	12%
The package was left on doorstep/ outside	99	26	60	7	96	22	35	39	2	18	79	32	27	38	31	-	95	99	45	51	13	49	29	4	21	42	78	29	6
	10%	17% <sup>bcd</sup>	9%	6%	10%	8%	10%	11%	5%	7%	11% <sup>ai</sup>	11%	8%	11%	11%	-	10% <sup>q</sup>	10%	9%	10%	9% <sup>w</sup>	13% <sup>w</sup>	15% <sup>w</sup>	2%	8%	10%	10%	11%	7%
I was at home/ I received no knock on the door/ courier did not wait/ claimed I was out when I was not	98	9	69	11	91	15	38	38	3	19	76	36	32	39	22	-	88	98	33	61	19	47	18	8	20	48	78	35	6
	10%	6%	10%	9%	9%	6%	11% <sup>e</sup>	11% <sup>e</sup>	8%	7%	11%	12% <sup>i</sup>	10%	11%	8%	-	9%	10%	7%	12% <sup>r</sup>	14% <sup>w</sup>	12% <sup>w</sup>	9% <sup>w</sup>	3%	8%	11%	10%	13%	7%
The delivery did not arrive at all	91	8	60	12	80	24	22	35	2	24	64	35	31	27	26	-	65	91	34	53	26	40	12	6	24	40	67	27	10
	9%	5%	9%	10%	8%	9%	6%	10%	6%	9%	9%	12%	9%	8%	9%	-	7%	9% <sup>op</sup>	7%	10%	19% <sup>uvw</sup>	10% <sup>w</sup>	6%	2%	9%	10%	9%	10%	11%
The package was damaged/ broken/ in poor condition	81	12	53	11	78	16	34	28	2	15	64	29	22	34	24	-	79	81	46	34	22	34	11	11	22	35	60	21	6
	8%	7%	8%	9%	8%	6%	10%	8%	6%	5%	9%	10%	7%	9%	8%	-	8% <sup>q</sup>	8%	10%	7%	16% <sup>uvw</sup>	9% <sup>w</sup>	6%	4%	8%	8%	8%	8%	6%
The package left with my neighbours/ I have issues with my neighbours	72	8	51	8	68	14	25	30	1	18	53	21	21	28	19	-	67	72	32	38	11	32	17	8	20	25	52	24	5
	7%	5%	8%	7%	7%	5%	7%	8%	2%	7%	7%	7%	6%	8%	7%	-	7%	7%	7%	7%	8% <sup>w</sup>	8% <sup>w</sup>	9% <sup>w</sup>	3%	8%	6%	7%	9%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus for Which? (project manager George Holt)



**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 45  
**Q.16 Please tell us more about the problems you had with your delivery/deliveries? Please provide as much detail as possible in your response.**  
**Base: All who had delivery not going to plan**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Weighted base	1029	156	680	115	970	274	346	351	37*	273	719	299	336	359	287	**	929	1029	478	523	138	382	191	256	261	422	768	273	91*
Couriers do not follow instructions/ do things without authorisation	61	13	37	8	58	14	19	26	-	16	45	20	19	24	16	-	57	61	33	27	10	30	14	5	22	20	39	22	2
Company/ courier dishonest/ untrustworthy/ do not tell the truth	46	8	29	4	41	10	10	22	-	9	37	22	12	15	16	-	42	46	25	21	14	22	7	2	11	18	35	19	4
The package was not handled with care	39	12	21	-	35	11	12	13	-	5	34	13	11	15	9	-	38	39	20	19	7	13	10	7	12	18	27	7	4
The delivery went to wrong address	37	4	27	4	37	8	12	17	1	9	27	9	14	10	13	-	36	37	13	23	7	14	10	6	7	15	30	13	4
I was caused inconvenience (non-specific/ other)	35	7	19	8	35	10	10	15	-	13	23	10	8	19	7	-	34	35	15	19	10	15	10	-	10	13	26	11	3
I had to go elsewhere to collect my package/ to the depot, post office etc	34	7	15	11	33	13	15	5	2	8	24	8	12	14	7	-	30	34	15	18	8	17	5	1	7	15	27	5	2
Poor/ lack of communication/ information	32	8	17	4	29	9	10	9	-	14	19	4	14	9	8	-	29	32	15	17	12	10	3	6	4	11	28	6	4

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 45  
Q.16 Please tell us more about the problems you had with your delivery/deliveries? Please provide as much detail as possible in your response.  
Base: All who had delivery not going to plan

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)	Convenience (A)	Support local high street (B)
Weighted base	1029	156	680	115	970	274	346	351	37*	273	719	299	336	359	287	**	929	1029	478	523	138	382	191	256	261	422	768	273	91*
The package was not left in a sheltered place/ it could be damaged by the elements	31	5	23	3	31	4	15	11	1	6	23	12	8	13	6	-	28	31	13	16	5	17	7	-	8	14	22	8	2
Positive comment	29	4	16	8	29	10	10	9	1	8	20	9	12	7	9	-	26	29	16	13	6	9	10	4	4	14	25	6	3
Other issue with courier	29	8	14	4	27	6	10	11	-	5	24	7	5	10	11	-	28	29	15	14	7	8	7	5	6	12	23	9	2
I was out of the house when the delivery arrived	27	7	13	6	26	7	10	9	-	10	17	7	7	10	9	-	23	27	10	16	6	9	7	1	7	13	20	9	1
No note/ card was left	26	3	18	4	25	9	7	9	-	6	20	7	10	7	9	-	25	26	11	14	7	10	5	3	6	11	20	8	3
I had to rearrange delivery time/ issues with rescheduling	25	5	16	3	25	2	9	13	1	6	18	9	4	9	11	-	16	25	13	10	6	9	8	2	5	16	20	10	-
The package was lost	19	3	14	2	19	6	6	7	2	3	14	10	3	9	6	-	17	19	7	12	7	6	3	1	6	5	13	6	2
Delivery is a recurring problem/ I have poor experiences regularly with the courier	17	2	13	1	17	2	5	10	1	1	14	11	3	4	10	-	17	17	8	9	2	12	2	1	4	8	13	6	1

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 45  
Q.16 Please tell us more about the problems you had with your delivery/deliveries? Please provide as much detail as possible in your response.  
Base: All who had delivery not going to plan

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Weighted base	1029	156	680	115	970	274	346	351	37*	273	719	299	336	359	287	-**	929	1029	478	523	138	382	191	256	261	422	768	273	91*
Negative comment about other courier	16	2	12	2	16	4	3	9	1	2	13	10	4	3	7	-	14	16	4	12	5	4	3	2	5	8	11	6	1
Package should have been signed for but was not	14	3	11	-	14	1	4	9	-	1	13	5	2	6	5	-	13	14	5	9	2	8	3	2	3	5	11	8	1
Negative comment about Royal Mail	12	2	9	-	12	4	4	3	-	2	10	5	6	3	2	-	12	12	7	4	2	5	3	1	6	3	6	2	2
Issues with tracking	11	2	10	-	11	6	1	4	1	1	10	3	3	4	4	-	10	11	2	9	2	5	1	1	1	4	10	3	1
I received the wrong item/ package	11	4	8	-	11	2	5	4	-	3	8	6	4	4	2	-	11	11	4	6	2	5	4	1	-	4	11	4	1
The package was not complete/ items were missing	11	1	8	-	9	2	6	1	-	3	9	5	4	4	3	-	11	11	3	6	2	5	3	1	3	4	9	1	1
Negative comment about Amazon	10	1	8	1	10	4	2	4	-	3	7	4	3	4	3	-	9	10	3	7	3	3	4	-	2	4	8	4	1
The goods were not as advertised	10	1	5	2	9	-	3	6	-	2	7	5	2	3	5	-	8	10	5	5	3	2	1	3	2	4	7	4	-
I had problems contacting/ communicating with the company	9	3	6	-	9	2	3	4	-	3	6	2	1	3	4	-	9	9	2	7	5	4	-	-	1	6	7	4	2

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 45  
**Q.16 Please tell us more about the problems you had with your delivery/deliveries? Please provide as much detail as possible in your response.**  
**Base: All who had delivery not going to plan**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	Incorrect (y)	Incorrect/DK (z)		
Weighted base	1029	156	680	115	970	274	346	351	37*	273	719	299	336	359	287	-**	929	1029	478	523	138	382	191	256	261	422	768	273	91*
Poor company/ inefficient, make mistakes etc	7	-	4	1	5	1	2	2	-	2	5	1	3	1	1	-	7	7	2	5	2	3	1	1	2	2	5	1	-
Other answers	45	7	29	7	42	16	17	9	2	12	30	12	16	7	21	-	39	45	24	20	11	17	10	4	9	17	36	7	5
I had no problems	288	50	193	21	272	86	98	87	12	94	182	73	106	97	66	-	265	288	156	126	7	43	42	174	77	109	211	63	30
Don't know	15	4	9	1	15	6	6	3	2	3	11	5	7	5	2	-	14	15	7	7	-	9	1	3	5	6	10	1	2

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 46  
**Q.17 Who did you contact as a result of the delivery issue that you experienced? If you experienced more than one delivery issue, please think of the most recent one.**  
**Base: All who had delivery not going to plan**

	Gender		Age							Social Grade				Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1036	513	523	336	124	212	184	174	342	319	295	166	256	803	204	268	232	151	95	52	34	641	216	161	629	407	845	191
Weighted base	1029	502	527	344	134	209	187	173	325	301	293	200	236	803	213	267	234	148	87*	46*	35*	662	168	184	635	394	843	186
I didn't contact anyone	498 48%	234 47%	265 50%	136 40%	51 38%	85 41%	85 46%	86 50% <sup>c</sup>	191 59% <sup>cdef</sup>	141 47%	142 48%	98 49%	117 50%	395 49%	98 46%	136 51%	115 49%	69 47%	34 39%	25 54%	22 62% <sup>r</sup>	334 50%	75 44%	84 46%	289 46%	209 53% <sup>x</sup>	409 48%	90 48%
I contacted the retailer	315 31%	162 32%	153 29%	121 35% <sup>h</sup>	56 42% <sup>h</sup>	65 31%	60 32%	58 33% <sup>h</sup>	77 24%	94 31%	101 34%	51 26%	70 30%	243 30%	66 31%	83 31%	83 36% <sup>s</sup>	38 26%	29 34%	9 20%	7 19%	193 29%	57 34%	59 32%	202 32%	114 29%	260 31%	56 30%
I contacted the delivery company	169 16%	86 17%	83 16%	77 22% <sup>gh</sup>	26 19% <sup>h</sup>	51 24% <sup>gh</sup>	33 18%	20 12%	38 12%	50 17%	37 13%	41 21% <sup>j</sup>	41 17%	133 17%	39 18%	34 13%	31 13%	33 22% <sup>mop</sup>	17 19%	11 23%	5 13%	102 15%	29 17%	35 19%	116 18%	53 13%	138 16%	31 17%
Other	47 5%	20 4%	26 5%	10 3%	2 1%	8 4%	9 5%	9 5%	20 6% <sup>d</sup>	16 5%	13 5%	9 5%	8 4%	32 4%	10 5%	15 6%	5 2%	7 5%	7 8% <sup>p</sup>	1 3%	2 6%	33 5%	7 4%	6 3%	29 5%	18 5%	37 4%	10 5%
NET: Contacted someone	484 47%	248 49%	236 45%	198 58% <sup>gh</sup>	82 61% <sup>gh</sup>	116 55% <sup>h</sup>	93 50% <sup>h</sup>	78 45% <sup>h</sup>	114 35%	144 48%	138 47%	92 46%	110 47%	376 47%	105 49%	117 44%	114 49%	72 48%	46 53%	20 43%	11 32%	295 45%	86 51%	94 51%	317 50% <sup>y</sup>	166 42%	397 47%	86 46%
NET: Contacted both	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 47  
**Q.17 Who did you contact as a result of the delivery issue that you experienced? If you experienced more than one delivery issue, please think of the most recent one.**  
**Base: All who had delivery not going to plan**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	1036	154	689	117	978	276	347	355	38	279	719	299	355	359	280	-	943	1036	484	523	144	381	180	268	259	432	777	274	88
Weighted base	1029	156	680	115	970	274	346	351	37*	273	719	299	336	359	287	**	929	1029	478	523	138	382	191	256	261	422	768	273	91*
I didn't contact anyone	498	63	337	57	466	134	159	173	15	144	340	130	171	169	132	-	470	498	210	277	33	188	73	165	124	186	374	131	53
	48%	40%	49%	49%	48%a	49%	46%	49%	40%	53%k	47%	44%	51%	47%	46%	-	51%q	48%	44%	53%r	24%	49%tv	38%t	64%tuv	48%	44%	49%y	48%	58%
I contacted the retailer	315	54	212	32	304	80	114	109	10	73	233	109	95	109	104	-	270	315	147	157	67	126	73	35	79	137	236	91	20
	31%	35%	31%	28%	31%	29%	33%	31%	27%	27%	32%	37%i	28%	30%	36%i	-	29%	31%p	31%	30%	48%uw	33%w	38%w	14%	30%	32%	31%	33%	21%
I contacted the delivery company	169	29	101	22	155	51	51	53	12	44	113	45	54	65	40	-	143	169	82	81	37	58	42	25	46	82	122	38	18
	16%	18%	15%	19%	16%	19%	15%	15%	33%ijk	16%	16%	15%	16%	18%	14%	-	15%	16%p	17%	16%	27%uw	15%	22%w	10%	18%	19%z	16%	14%	19%
Other	47	10	31	4	45	9	21	15	-	13	34	14	17	17	10	-	46	47	38	8	1	10	3	12	17	35	13	1	
	5%	7%	5%	3%	5%	3%	6%	4%	-	5%	5%	5%	5%	5%	4%	-	5%	5%	8%s	2%	1%	3%	2%	12%tuv	4%	4%	5%	5%	1%
NET: Contacted someone	484	83	313	54	460	131	166	163	22	116	346	155	149	174	144	-	413	484	230	238	104	184	115	60	125	218	358	128	37
	47%	53%	46%	47%	47%	48%	46%	60%	43%	48%	52%i	44%	48%	50%	-	-	44%	47%p	48%	46%	75%uvw	48%w	60%Lw	23%	48%	52%z	47%	47%	41%
NET: Contacted both	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 48  
**Q.18 You said you did not contact anyone, despite experiencing a delivery issue. Why was that?**  
**Base: All who didn't contact anyone**

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	509	245	264	133	46	87	87	85	204	153	145	83	128	400	96	133	119	70	40	30	21	327	100	75	289	220	415	94
Weighted base	498	234	265	136	51*	85*	85*	86*	191	141	142	98*	117	395	98*	136	115	69*	34*	25**	22**	334	75*	84*	289	209	409	90*
I wasn't that bothered by the problem	150 30%	83 36%b	66 25%	44 32%	16 32%	28 33%	18 21%	24 28%	63 33%f	42 30%	45 32%	31 32%	31 26%	123 31%	28 28%	38 28%	36 31%	28 41%r	7 20%	5 22%	8 36%	97 29%	23 31%	28 34%	90 31%	59 28%	128 31%	22 24%
I didn't think complaining would achieve anything	123 25%	52 22%	71 27%	39 29%h	13 26%	26 31%h	31 36%h	20 23%	33 17%	38 27%	33 23%	27 28%	26 22%	96 24%	24 25%	34 25%	24 21%	16 23%	7 22%	6 24%	12 53%	72 22%	22 30%	24 29%	81 28%	42 20%	101 25%	22 25%
The problem resolved itself without me needing to complain	99 20%	54 23%	45 17%	24 17%	9 17%	15 17%	14 17%	16 19%	46 24%	25 18%	32 23%	24 25%	18 15%	76 19%	23 23%	23 17%	20 17%	15 22%	9 27%	7 27%	3 13%	71 21%	11 14%	18 21%	48 16%	52 25%x	81 20%	19 21%
I was too busy to bother complaining	55 11%	25 11%	30 11%	24 18%h	9 18%h	15 18%h	15 17%h	9 11%h	7 3%	14 10%	14 10%	20 20%il	7 6%	42 11%	10 10%	16 11%	10 8%	11 16%	3 10%	1 4%	4 18%	33 10%	15 21%uw	6 8%	46 16%y	9 4%	44 11%	10 12%
There was nothing the retailer could have done even if I'd complained	42 9%	19 8%	24 9%	13 10%	7 13%	6 7%	5 9%	8 9%	17 9%	16 11%	10 7%	10 10%	5 5%	33 8%	10 10%	10 7%	6 5%	4 6%	4 11%	5 19%	4 19%	23 7%	8 11%	10 12%	24 8%	18 9%	32 8%	10 11%
I didn't know who to contact	21 4%	5 2%	17 6%a	10 7%	6 12%h	4 4%	3 4%	3 3%	5 3%	5 4%	4 3%	6 6%	6 5%	15 4%	4 4%	4 3%	2 2%	5 7%	1 4%	2 6%	3 12%	15 4%	2 2%	3 4%	14 5%	7 3%	18 4%	3 3%
The company proactively contacted me so I didn't need to complain	21 4%	13 6%	7 3%	11 8%gh	2 4%	9 11%gh	6 7%h	1 1%	2 1%	5 4%	5 3%	8 8%	3 2%	18 5%	8 8%	3 2%	3 2%	4 6%	3 8%	-	-	11 3%	3 4%	7 8%	13 4%	8 4%	17 4%	3 3%
I meant to complain but I forgot to	14 3%	5 2%	9 3%	5 4%e	4 9%h	1 1%	3 4%	2 3%	3 1%	4 3%	2 1%	6 6%	3 2%	11 3%	1 1%	4 3%	5 4%	4 6%	-	-	-	11 3%	2 2%	1 1%	8 3%	6 3%	13 3%	1 1%
Other	54 11%	29 12%	26 10%	6 5%	-	6 7%	6 7%	14 17%cd	28 15%cd	19 13%	16 12%	9 9%	10 9%	45 11%q	16 16%q	20 14%q	9 8%	2 2%	3 10%	3 13%	2 7%	41 12%	6 8%	6 7%	22 7%	33 16%x	42 10%	12 14%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 48  
**Q.18 You said you did not contact anyone, despite experiencing a delivery issue. Why was that?**  
**Base: All who didn't contact anyone**

	Gender		Age						Social Grade				Region							Tenure			Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	498	234	265	136	51*	85*	85*	86*	191	141	142	98*	117	395	98*	136	115	69*	34*	25**	22**	334	75*	84*	289	209	409	90*
None of these	60	21	39	16	8	7	5	12	27	13	15	10	22	44	9	15	19	4	6	4	3	43	8	8	33	27	44	16
	12%	9%	15%	12%	17%	9%	6%	14%	14%	9%	11%	10%	19% <sup>l</sup>	11%	9%	11%	17% <sup>m</sup>	6%	18% <sup>q</sup>	14%	15%	13%	10%	10%	11%	13%	11%	18%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 49  
**Q.18 You said you did not contact anyone, despite experiencing a delivery issue. Why was that?**  
**Base: All who didn't contact anyone**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	Incorrect (y)	Incorrect/DK (z)		
Unweighted base	509	64	346	59	477	139	163	175	17	147	345	133	181	172	130	-	480	509	218	278	34	188	72	177	127	193	382	134	53
Weighted base	498	63*	337	57*	466	134	159	173	15**	144	340	130	171	169	132	**	470	498	210	277	33*	188	73*	165	124	186	374	131	53*
I wasn't that bothered by the problem	150	13	99	21	137	41	37	59	5	47	98	33	57	40	45	-	138	150	48	100	9	54	24	45	48	48	101	46	18
	30%	21%	29%	36%	29%	30%	23%	34% <sup>f</sup>	33%	33%	29%	25%	33%	24%	34%	-	29%	30%	23%	36% <sup>r</sup>	27%	29%	32%	28%	39% <sup>yz</sup>	26%	27%	35%	35%
I didn't think complaining would achieve anything	123	13	88	16	117	37	36	45	5	25	94	33	42	39	38	-	121	123	46	75	17	66	20	11	28	52	95	35	14
	25%	20%	26%	28%	25%	28%	23%	26%	33%	17%	28% <sup>i</sup>	26%	25%	23%	28%	-	26% <sup>q</sup>	25%	22%	27%	52% <sup>vw</sup>	35% <sup>w</sup>	28% <sup>w</sup>	7%	22%	28%	25%	27%	26%
The problem resolved itself without me needing to complain	99	10	72	10	94	24	34	36	3	22	75	31	29	35	32	-	94	99	44	50	4	46	14	27	17	35	82	29	8
	20%	16%	21%	17%	20%	18%	21%	21%	21%	15%	22%	24%	17%	21%	24%	-	20%	20%	21%	18%	12%	25%	19%	17%	14%	19%	22%	22%	15%
I was too busy to bother complaining	55	5	38	11	55	11	19	25	2	12	41	15	19	20	13	-	53	55	19	35	2	39	9	1	12	22	43	20	4
	11%	9%	11%	19%	12%	8%	12%	15%	16%	8%	12%	11%	11%	12%	10%	-	11%	11%	9%	13%	5% <sup>w</sup>	21% <sup>tw</sup>	12% <sup>w</sup>	*	10%	12%	11%	15%	8%
There was nothing the retailer could have done even if I'd complained	42	4	31	6	41	9	12	20	-	6	36	17	9	14	17	-	42	42	21	21	3	26	5	6	11	15	31	15	5
	9%	7%	9%	11%	9%	7%	7%	12%	-	4%	11% <sup>i</sup>	13% <sup>i</sup>	6%	8%	13% <sup>i</sup>	-	9%	9%	10%	8%	8%	14% <sup>w</sup>	7%	4%	9%	8%	8%	12%	10%
I didn't know who to contact	21	5	12	2	20	4	9	7	1	6	14	3	9	6	4	-	20	21	10	10	1	11	7	2	4	9	17	3	2
	4%	7%	4%	4%	4%	3%	6%	4%	7%	4%	4%	2%	5%	3%	3%	-	4%	4%	5%	4%	3%	6% <sup>w</sup>	9% <sup>w</sup>	1%	3%	5%	5%	3%	3%
The company proactively contacted me so I didn't need to complain	21	1	13	1	16	4	4	8	-	6	14	3	4	7	8	-	17	21	8	13	1	7	2	8	10	8	10	5	4
	4%	1%	4%	2%	4%	3%	3%	5%	-	4%	4%	2%	2%	4%	6%	-	4%	4% <sup>p</sup>	4%	5%	3%	4%	2%	5%	8% <sup>z</sup>	4%	3%	4%	7%
I meant to complain but I forgot to	14	3	7	3	12	3	4	5	-	3	11	3	6	4	1	-	13	14	3	8	-	6	4	-	-	6	14	5	-
	3%	4%	2%	5%	3%	2%	3%	3%	-	2%	3%	2%	4%	3%	1%	-	3%	3%	1%	3%	-	3% <sup>w</sup>	6% <sup>w</sup>	-	-	3% <sup>x</sup>	4% <sup>x</sup>	4%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 49  
**Q.18 You said you did not contact anyone, despite experiencing a delivery issue. Why was that?**  
**Base: All who didn't contact anyone**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Weighted base	498	63*	337	57*	466	134	159	173	15**	144	340	130	171	169	132	-**	470	498	210	277	33*	188	73*	165	124	186	374	131	53*
Other	54	9	36	5	50	15	21	13	1	14	40	13	16	24	12	-	52	54	36	19	3	11	7	33	15	21	40	10	9
	11%	14%	11%	9%	11%	11%	13%	8%	5%	10%	12%	10%	9%	14%	9%	-	11%	11%	17%	7%	9%	6%	10%	20%	12%	11%	11%	8%	18%
None of these	60	9	43	4	56	17	18	20	2	23	35	18	22	22	13	-	54	60	29	31	1	8	7	40	12	24	48	14	4
	12%	14%	13%	7%	12%	13%	11%	12%	14%	16%	10%	14%	13%	13%	10%	-	11%	12%	14%	11%	3%	4%	10%	24%	9%	13%	13%	10%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 50

**Q.19 And how easy or difficult did you find it to contact the retailer about your delivery issue? If you experienced more than one delivery issue, please think of the most recent one.**

**Base: All who contacted the retailer**

	Gender			Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ireland (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	313	162	151	118	52	66	57	59	79	98	98	41	76	242	63	84	79	40	30	11	6	181	70	54	200	113	255	58
Weighted base	315	162	153	121	56*	65*	60*	58*	77*	94*	101*	51*	70*	243	66*	83*	83*	38*	29**	9**	7**	193	57*	59*	202	114	260	56*
NET: Easy	243	130	113	90	39	51	46	45	61	73	76	37	56	181	48	64	62	33	22	8	7	153	41	44	152	91	193	49
	77%	80%	74%	75%	70%	79%	77%	78%	80%	78%	75%	73%	81%	75%	73%	78%	74%	85%	74%	84%	100%	80%	73%	75%	75%	80%	74%	89%z
Very easy	(+2) 102	57	45	31	15	16	21	19	31	31	30	18	23	77	20	25	30	15	5	3	5	61	14	26	58	44	77	25
	32%	35%	29%	26%	27%	24%	35%	33%	40%ce	33%	30%	35%	34%	32%	30%	30%	36%	38%	18%	30%	75%	31%	25%	44%v	29%	38%	30%	45%z
Fairly easy	(+1) 141	73	68	60	24	36	25	26	30	42	46	20	33	104	28	39	32	18	16	5	2	93	27	18	94	47	116	25
	45%	45%	45%	49%	43%	55%	42%	45%	39%	45%	45%	38%	47%	43%	42%	48%	38%	47%	56%	54%	25%	48%w	48%	31%	46%	41%	45%	44%
Neither easy nor difficult	(0) 22	13	9	5	3	2	5	6	7	9	5	5	3	21	5	8	6	1	2	1	-	16	4	1	17	5	20	3
	7%	8%	6%	4%	5%	4%	8%	10%	8%	10%	5%	10%	5%	8%	7%	9%	8%	3%	6%	8%	-	9%	8%	2%	9%	4%	8%	5%
Fairly difficult	(-1) 35	14	22	20	10	9	6	3	7	11	17	2	6	29	11	6	10	4	4	-	-	18	5	10	24	11	33	2
	11%	9%	14%	16%g	18%g	15%	10%	5%	10%	11%	17%	4%	8%	12%	17%	8%	12%	10%	14%	-	-	9%	9%	18%	12%	10%	13%	4%
Very difficult	(-2) 14	5	9	5	3	2	3	4	2	1	3	6	4	12	2	4	5	1	2	1	-	5	5	3	8	6	13	1
	5%	3%	6%	4%	6%	3%	5%	7%	2%	1%	3%	12%i	5%	5%	3%	4%	6%	2%	6%	8%	-	3%	9%u	6%	4%	6%	5%	2%
NET: Difficult	50	19	31	25	13	12	9	7	9	12	20	9	9	41	13	10	15	4	6	1	-	23	10	14	32	17	46	4
	16%	12%	20%	21%	24%	18%	15%	12%	12%	13%	20%	17%	13%	17%	20%	12%	18%	11%	20%	8%	-	12%	18%	20%	16%	15%	18%A	6%
Can't remember	1	-	1	1	1	-	-	-	-	-	-	-	1	1	-	1	-	-	-	-	-	-	1	-	-	1	1	-
	*	-	*	*	1%	-	-	-	-	-	-	-	1%	*	-	1%	-	-	-	-	-	-	1%	-	-	1%	*	-
Mean	0.89	1.01	0.77	0.76	0.69	0.82	0.92	0.93	1.06	0.97	0.82	0.79	0.97	0.85	0.79	0.92	0.85	1.11	0.65	0.97	1.75	0.97	0.73	0.90	0.84	0.98	0.82	1.25z
Standard deviation	1.12	1.03	1.19	1.14	1.23	1.06	1.14	1.12	1.05	1.00	1.13	1.31	1.10	1.14	1.15	1.06	1.12	0.99	1.13	1.12	0.47	1.00	1.20	1.30	1.09	1.16	1.14	0.91
Standard error	0.06	0.08	0.10	0.11	0.17	0.13	0.15	0.15	0.12	0.10	0.11	0.20	0.13	0.07	0.15	0.12	0.14	0.16	0.21	0.34	0.19	0.07	0.14	0.18	0.08	0.11	0.07	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 51

**Q.19 And how easy or difficult did you find it to contact the retailer about your delivery issue? If you experienced more than one delivery issue, please think of the most recent one.**

**Base: All who contacted the retailer**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	313	52	212	32	302	82	112	108	10	77	226	106	102	107	97	-	273	313	146	156	71	124	66	36	73	140	240	85	19
Weighted base	315	54*	212	32**	304	80*	114*	109*	10**	73*	233	109*	95*	109*	104*	**	270	315	147	157	67*	126	73*	35*	79*	137	236	91*	20*
NET: Easy	243	41	163	24	233	51	95	87	6	57	180	89	72	85	80	-	206	243	117	121	46	95	63	28	62	107	181	74	15
	77%	76%	77%	74%	76%	63%	83%e	79%e	64%	78%	77%	81%	76%	78%	77%	-	76%	77%	79%	77%	69%	75%	86%t	80%	78%	78%	76%	82%	75%
Very easy	(+2)	102	20	67	10	99	21	38	40	5	15	82	47	29	30	40	-	92	102	54	48	19	41	17	17	29	37	73	34
		32%	38%	32%	31%	32%	26%	33%	36%	47%	21%	35%l	43%ij	31%	27%	38%	-	34%	32%	36%	31%	29%	33%	23%	48%v	37%	27%	31%	37%
Fairly easy	(+1)	141	21	96	14	134	30	57	47	2	41	98	42	43	56	40	-	114	141	63	73	27	54	46	11	33	70	108	40
		45%	39%	45%	44%	44%	38%	49%	43%	17%	56%jk	42%	38%	45%	51%	38%	-	42%	45%p	43%	46%	40%	43%	63%tuw	33%	41%	51%	46%	44%
Neither easy nor difficult	(0)	22	5	14	2	22	8	7	7	3	5	14	4	6	7	7	-	20	22	12	9	5	9	2	3	5	9	18	4
		7%	9%	6%	6%	7%	10%	6%	6%	27%	7%	6%	4%	7%	6%	7%	-	8%	7%	8%	6%	7%	7%	2%	9%	6%	7%	7%	4%
Fairly difficult	(-1)	35	5	27	3	35	16	8	12	1	8	26	11	10	13	12	-	33	35	13	18	10	16	6	4	11	14	25	10
		11%	9%	13%	10%	12%	20%f	7%	11%	9%	11%	11%	10%	10%	12%	12%	-	12%	11%	9%	11%	16%	13%	8%	11%	14%	10%	10%	11%
Very difficult	(-2)	14	3	8	2	13	5	4	4	-	3	12	5	7	3	5	-	10	14	6	9	5	6	3	-	1	6	13	3
		5%	6%	4%	8%	4%	6%	3%	4%	-	4%	5%	5%	8%	2%	4%	-	4%	5%p	4%	6%	7%	5%	4%	-	2%	4%	5%	3%
NET: Difficult		50	8	35	6	49	21	12	16	1	11	38	16	17	16	17	-	43	50	19	27	15	22	9	4	12	20	37	13
		16%	15%	17%	18%	16%	26%f	10%	15%	9%	15%	16%	15%	18%	15%	16%	-	16%	16%	13%	17%	23%	18%	12%	11%	16%	14%	16%	14%
Can't remember		1	-	-	1	1	-	1	-	-	1	-	-	1	-	-	-	1	1	-	1	1	-	-	-	1	1	-	-
		-	-	-	2%	-	1%	-	-	-	-	-	-	1%	-	-	-	1	-	1	1%	-	-	-	-	1	1	-	-
Mean	0.89	0.94	0.88	0.81	0.89	0.57	1.03e	0.97e	1.03	0.80	0.91	1.05	0.81	0.89	0.94	-	0.91	0.89	0.99	0.86	0.69	0.86	0.92	1.18	0.98	0.87	0.86	1.02	0.89
Standard deviation	1.12	1.16	1.10	1.22	1.12	1.25	1.00	1.10	1.10	1.02	1.15	1.15	1.20	1.02	1.16	-	1.11	1.12	1.07	1.14	1.25	1.16	0.98	0.99	1.08	1.07	1.13	1.08	1.02
Standard error	0.06	0.16	0.08	0.22	0.06	0.14	0.09	0.11	0.35	0.12	0.08	0.11	0.12	0.10	0.12	-	0.07	0.06	0.09	0.09	0.15	0.10	0.12	0.17	0.13	0.09	0.07	0.12	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus for Which? (project manager George Holt)

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Absolutes/col percents

Table 52  
**Q.20 And what channel did you use to contact the retailer/the delivery company? If you experienced more than one delivery issue, please think of the most recent one.**  
**Base: All who contacted someone**

	Gender		Age							Social Grade				Region							Tenure		Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	479	246	233	194	76	118	88	80	117	148	137	75	119	370	98	119	108	73	49	21	11	281	106	81	312	167	391	88
Weighted base	484	248	236	198	82*	116	93*	78*	114	144	138	92*	110	376	105*	117	114*	72*	46*	20**	11**	295	86*	94*	317	166	397	86*
Email	228 47%	123 50%	104 44%	85 43%	38 46%	48 41%	39 42%	40 51%	63 56% <sup>ce</sup>	62 43%	65 47%	49 53%	52 47%	174 46%	50 47%	57 49%	53 47%	32 45%	20 44%	9 46%	6 57%	141 48%	36 41%	46 49%	144 46%	83 50%	195 49%	32 38%
Phone call	139 29%	63 25%	76 32%	58 29%	21 26%	37 31%	31 33%	22 29%	28 25%	40 28%	38 28%	28 30%	33 30%	109 29%	31 30%	31 27%	31 27%	26 36%	11 23%	7 33%	3 27%	89 30%	25 30%	22 24%	92 29%	47 28%	111 28%	28 32%
Live chat	62 13%	28 11%	34 15%	32 16% <sup>h</sup>	11 13%	21 18% <sup>h</sup>	9 10%	13 16%	8 7%	23 16%	18 13%	8 9%	13 12%	49 13%	14 13%	15 13%	17 15%	5 8%	6 14%	2 12%	2 16%	32 11%	19 23% <sup>uw</sup>	10 11%	46 14%	16 10%	49 12%	13 15%
Talked to someone in person	26 5%	15 6%	11 5%	3 2%	1 1%	2 2%	12 13% <sup>cdeg</sup>	1 2%	10 9% <sup>cdeg</sup>	5 3%	8 6%	5 6%	8 7%	21 6%	4 4%	5 4%	4 4%	7 10%	5 11%	1 5%	-	14 5%	3 3%	10 11%	17 5%	9 6%	19 5%	7 9%
Social media	12 2%	7 3%	5 2%	11 6% <sup>gh</sup>	7 9% <sup>fgh</sup>	4 3%	1 1%	-	-	7 5%	5 3%	-	1 1%	11 3%	2 2%	4 3%	4 4%	1 2%	-	-	-	9 3%	1 2%	1 1%	9 3%	3 2%	12 3%	-
Letter	4 1%	4 2%	-	4 2%	1 1%	3 3%	-	-	-	2 1%	1 1%	2 2%	-	3 1%	2 2%	-	1 1%	-	2 4% <sup>o</sup>	-	-	2 1%	-	3 3%	4 1%	-	3 1%	1 1%
Other	13 3%	7 3%	5 2%	4 2%	3 4%	1 1%	1 1%	2 3%	4 4%	5 3%	3 2%	1 1%	4 3%	8 2%	2 2%	4 4%	3 3%	-	2 4%	1 5%	-	9 3%	1 2%	2 2%	5 2%	7 4%	8 2%	5 5%
NET: Online	301 62%	158 64%	143 61%	128 65%	56 68%	73 63%	49 53%	52 67%	72 63%	92 64%	87 63%	57 61%	65 59%	235 62%	66 63%	76 65%	74 65%	39 54%	26 57%	11 58%	8 73%	182 62%	56 66%	57 61%	199 63%	103 62%	256 64% <sup>A</sup>	45 52%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 53  
Q.20 And what channel did you use to contact the retailer/the delivery company? If you experienced more than one delivery issue, please think of the most recent one.  
Base: All who contacted someone

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	479	80	312	53	455	128	165	162	21	119	339	152	157	170	138	-	416	479	226	238	108	182	106	60	119	223	360	124	34
Weighted base	484	83*	313	54*	460	131	166	163	22**	116	346	155	149	174	144	**	413	484	230	238	104	184	115*	60*	125	218	358	128	37*
Email	228 47%	40 48%	155 49%	24 45%	222 48%	68 52%	85 51%	89 42%	12 53%	47 40%	169 49%	81 52%	74 50%	79 45%	71 49%	-	196 48%	228 47%	101 44%	117 49%	46 45%	93 51%	53 46%	25 41%	54 43%	91 41%	174 48%y	56 43%	19 51%
Phone call	139 29%	17 20%	89 28%	17 32%	124 27%	24 18%	42 25%	58 36%ef	5 23%	38 32%	97 28%	39 25%	48 33%	45 26%	39 27%	-	117 28%	139 29%	66 29%	69 29%	28 27%	48 26%	34 30%	22 37%	37 29%	70 32%	102 29%	46 36%	10 27%
Live chat	62 13%	12 14%	39 12%	6 11%	58 13%	14 11%	23 14%	22 14%	2 11%	12 10%	48 14%	20 13%	12 8%	27 15%	22 15%	-	57 14%	62 13%	35 15%	26 11%	17 16%	21 11%	13 12%	10 16%	19 15%	28 13%	42 12%	16 12%	1 2%
Talked to someone in person	26 5%	6 7%	16 5%	3 5%	26 6%	12 9%	8 5%	6 4%	2 8%	10 9%k	14 4%	5 3%	7 5%	10 6%	5 3%	-	22 5%	26 5%	13 6%	13 5%	7 6%	6 3%	9 8%	3 4%	6 4%	14 6%	21 6%	5 4%	5 14%
Social media	12 2%	3 3%	9 3%	-	12 3%	6 4%	1 1%	5 3%	-	5 4%	7 2%	5 3%	2 1%	6 3%	4 3%	-	8 2%	12 2%	6 3%	5 2%	1 1%	6 3%	4 3%	-	6 5%	6 3%	6 2%	5 4%	2 6%
Letter	4 1%	3 3%b	-	2 3%b	4 1%	4 3%fg	-	-	1 5%	3 3%jk	-	-	3 2%	2 1%	-	-	3 1%	4 1%	3 1%	1 *	2 2%	2 1%	-	1 2%	-	4 2%	4 1%	-	-
Other	13 3%	3 4%	5 2%	2 4%	12 3%	3 2%	7 4%	2 1%	-	2 1%	11 3%	5 3%	2 1%	6 3%	3 2%	-	10 2%	13 3%	5 2%	6 3%	2 2%	7 4%	1 1%	-	4 3%	5 2%	9 2%	1 1%	-
NET: Online	301 62%	55 66%	202 65%	30 56%	292 64%	88 67%	109 66%	96 59%	14 63%	64 55%	224 65%	106 69%i	88 59%	112 64%	97 67%	-	262 63%	301 62%	142 62%	148 62%	65 62%	121 66%	70 61%	34 57%	79 63%	125 57%	222 62%y	77 60%	22 59%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 54  
**Q.20 And what channel did you use to contact the retailer? If you experienced more than one delivery issue, please think of the most recent one.**  
**Base: All who contacted retailer**

	Gender		Age							Social Grade				Region							Tenure		Working		Which of the following best describes where you live?				
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)	
Unweighted base	313	162	151	118	52	66	57	59	79	98	98	41	76	242	63	84	79	40	30	11	6	181	70	54	200	113	255	58	
Weighted base	315	162	153	121	56*	65*	60*	58*	77*	94*	101*	51*	70*	243	66*	83*	83*	38*	29**	9**	7**	193	57*	59*	202	114	260	56*	
Email	186 59%	103 64%	83 54%	66 54%	31 56%	34 53%	36 61%	33 58%	50 66%	52 56%	57 57%	33 65%	43 62%	142 58%	43 65%	52 62%	42 51%	23 61%	15 50%	6 70%	5 73%	113 58%	31 55%	37 62%	118 58%	68 60%	159 61%	27 49%	
Phone call	59 19%	22 14%	37 24%a	18 15%	8 14%	10 15%	12 21%	15 25%	15 19%	21 22%	19 19%	7 14%	13 18%	50 20%	14 21%	12 15%	18 22%	10 27%	4 13%	1 14%	-	40 21%	9 17%	9 15%	36 18%	24 21%	48 18%	11 21%	
Live chat	41 13%	20 12%	21 14%	23 19%h	6 11%	17 26%h	7 12%h	9 15%h	2 3%	14 14%	14 14%	5 9%	9 12%	33 14%	7 11%	12 15%	13 16%	2 5%	4 12%	1 16%	2 27%	20 10%	14 25%u	7 12%	32 16%	10 9%	34 13%	7 13%	
Talked to someone in person	12 4%	6 4%	6 4%	1 1%	1 2%	-	4 6%	1 2%	6 8%ce	-	5 5%i	3 5%i	4 6%i	7 3%	1 1%	1 1%	3 4%	2 6%	4 15%	-	-	7 3%	1 2%	1 7%	4 3%	6 5%	6 2%	5 2%	6 11%z
Social media	8 3%	5 3%	4 2%	8 7%h	6 11%fgh	2 3%	-	-	-	4 4%	4 4%	-	1 1%	8 3%	1 2%	2 2%	4 5%	1 2%	-	-	-	7 4%	1 1%	1 1%	5 3%	3 3%	8 3%	-	
Letter	3 1%	3 2%	-	3 2%	1 2%	2 3%	-	-	-	-	1 1%	2 3%	-	1 *	-	-	1 1%	-	2 6%	-	-	2 1%	-	1 2%	3 1%	-	2 1%	1 2%	
Other	6 2%	3 2%	3 2%	2 2%	2 4%	-	-	-	4 5%	3 3%	1 1%	1 1%	1 1%	2 1%	-	4 5%lm	1 1%	-	1 4%	-	-	5 3%	-	-	3 1%	3 3%	3 1%	2 4%	
NET: Online	236 75%	128 79%	107 70%	97 80%	44 78%	54 82%	44 73%	42 73%	53 69%	71 75%	75 74%	38 74%	52 75%	183 75%	51 78%	66 79%	60 72%	26 67%	18 62%	8 86%	7 100%	140 72%	46 82%	45 76%	155 77%	81 71%	201 77%A	34 62%	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 55  
Q.20 And what channel did you use to contact the retailer? If you experienced more than one delivery issue, please think of the most recent one.  
Base: All who contacted retailer

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	313	52	212	32	302	82	112	108	10	77	226	106	102	107	97	-	273	313	146	156	71	124	66	36	73	140	240	85	19
Weighted base	315	54*	212	32**	304	80*	114*	109*	10**	73*	233	109*	95*	109*	104*	**	270	315	147	157	67*	126	73*	35*	79*	137	236	91*	20*
Email	186 59%	32 59%	128 61%	19 59%	182 60%	54 67%g	72 63%	56 52%	7 68%	39 54%	140 60%	66 61%	61 65%	62 57%	60 58%	-	160 59%	186 59%	82 56%	96 61%	38 58%	81 64%w	43 59%w	13 36%	43 55%	75 55%	143 60%y	47 52%	16 84%
Phone call	59 19%	4 7%	43 20%a	7 21%	53 18%a	4 5%	18 16%e	31 28%ef	1 9%	13 18%	45 19%	20 18%	20 21%	17 16%	19 19%	-	48 18%	59 19%	26 18%	33 21%	9 14%	20 16%	15 20%	13 38%tu	13 16%	32 23%	47 20%	27 29%	-
Live chat	41 13%	11 20%	25 12%	2 7%	40 13%	9 11%	17 15%	14 13%	1 12%	9 13%	31 13%	13 12%	8 9%	18 16%	15 15%	-	38 14%	41 13%	25 17%	15 10%	12 19%	14 11%	9 12%	7 19%	14 17%	17 12%	28 12%	9 10%	1 3%
Talked to someone in person	12 4%	2 4%	6 3%	2 7%	12 4%	4 5%	5 5%	2 2%	-	5 7%	7 3%	3 2%	2 2%	5 5%	4 4%	-	10 4%	12 4%	6 4%	5 3%	3 4%	4 3%	3 4%	1 4%	2 4%	6 4%	9 4%	2 3%	1 6%
Social media	8 3%	1 2%	7 3%	-	8 3%	4 5%f	-	4 4%f	-	3 5%	5 2%	4 4%	1 1%	3 3%	4 4%	-	6 2%	8 3%	4 2%	4 2%	1 1%	4 3%	4 5%	-	6 7%z	2 2%	2 1%	4 5%	1 7%
Letter	3 1%	3 5%bd	-	-	3 1%	3 3%	-	-	1 12%	2 2%j	-	-	1 1%	2 2%	-	-	3 1%	3 1%	2 1%	1 1%	2 2%	-	-	1 3%	-	3 2%	3 1%	-	-
Other	6 2%	1 3%	2 1%	2 6%	6 2%	2 3%	3 2%	1 1%	-	1 1%	5 2%	3 2%	1 1%	1 1%	2 2%	-	5 2%	6 2%	3 2%	3 2%	2 2%	1 3%	4 3%	-	-	1 1%	2 2%	5 1%	1 1%
NET: Online	236 75%	44 81%	160 76%	21 67%	230 76%	67 84%g	88 77%	75 68%	8 80%	52 72%	175 75%	84 77%	71 75%	83 77%	79 76%	-	204 76%	236 75%	111 75%	115 73%	52 77%w	99 78%w	55 76%w	19 55%	63 79%	94 69%	173 73%	61 67%	18 94%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 56  
**Q.20 And what channel did you use to contact the delivery company? If you experienced more than one delivery issue, please think of the most recent one.**  
**Base: All who contacted delivery company**

	Gender		Age						Social Grade				Region							Tenure			Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	166	84	82	76	24	52	31	21	38	50	39	34	43	128	35	35	29	33	19	10	5	100	36	27	112	54	136	30
Weighted base	169	86*	83*	77*	26**	51*	33**	20**	38*	50*	37*	41*	41*	133	39*	34*	31**	33**	17**	11**	5**	102*	29*	35**	116*	53*	138	31**
Phone call	80 47%	41 48%	39 47%	40 52%	13 51%	27 52%	18 54%	8 38%	14 37%	20 40%	20 53%	20 49%	20 50%	60 45%	18 46%	19 55%	13 42%	15 46%	7 41%	5 50%	3 66%	49 48%	16 55%	13 37%	56 49%	23 44%	63 46%	17 54%
Email	42 25%	20 23%	22 26%	20 25%	6 25%	13 26%	3 9%	6 30%	13 35%	10 19%	8 21%	15 37%	9 22%	32 24%	7 18%	5 16%	11 36%	9 27%	5 32%	3 25%	2 34%	28 27%	4 14%	10 28%	27 23%	15 28%	36 26%	5 18%
Live chat	21 12%	8 9%	13 16%	9 11%	4 17%	4 9%	2 5%	4 20%	6 16%	9 18%	4 11%	3 8%	4 11%	16 12%	7 18%	3 10%	3 10%	4 11%	3 17%	1 8%	-	12 12%	5 19%	3 8%	14 12%	7 13%	15 11%	5 17%
Talked to someone in person	15 9%	9 11%	5 6%	2 3%	-	2 5%	9 26%	-	4 11%	5 9%	4 10%	2 6%	4 10%	14 11%	3 8%	4 12%	1 4%	5 14%	1 5%	1 8%	-	7 7%	2 5%	6 18%	11 10%	4 7%	14 10%	1 4%
Social media	3 2%	2 2%	1 2%	3 3%	1 4%	2 3%	1 2%	-	-	3 6%	1 1%	-	-	3 2%	1 2%	2 6%	-	1 2%	-	-	-	2 2%	1 2%	-	3 3%	-	3 2%	-
Letter	2 1%	2 2%	-	2 2%	-	2 3%	-	-	-	2 3%	-	-	-	2 1%	2 4%	-	-	-	-	-	-	-	-	2 5%	2 1%	-	2 1%	-
Other	7 4%	4 5%	3 3%	2 3%	1 3%	1 3%	1 4%	2 12%	1 2%	2 5%	1 4%	-	3 7%	6 4%	2 6%	* 1%	2 8%	-	1 5%	1 8%	-	3 3%	1 5%	2 5%	3 2%	4 8%	5 3%	2 7%
NET: Online	66 39%	30 35%	36 43%	31 40%	12 46%	19 37%	5 16%	10 50%	19 51%	21 43%	12 33%	19 45%	13 33%	52 39%	14 37%	11 31%	14 46%	13 40%	8 49%	4 33%	4 34%	42 41%	10 35%	12 36%	44 38%	22 41%	55 40%	11 35%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 57  
Q.20 And what channel did you use to contact the delivery company? If you experienced more than one delivery issue, please think of the most recent one.  
Base: All who contacted delivery company

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	166	28	100	21	153	46	53	54	11	42	113	46	55	63	41	-	143	166	80	82	37	58	40	24	46	83	120	39	15
Weighted base	169	29**	101*	22**	155	51*	51*	53*	12**	44*	113	45*	54*	65*	40*	**	143	169	82*	81*	37*	58*	42*	25**	46*	82*	122	38*	18*
Phone call	80	13	46	11	71	20	24	27	4	24	51	19	29	28	20	-	68	80	40	37	19	28	20	9	24	38	56	19	10
	47%	45%	45%	48%	46%	39%	46%	51%	35%	56%	45%	41%	53%	42%	49%	-	48%	47%	49%	45%	52%	49%	46%	35%	52%	47%	46%	52%	56%
Email	42	8	26	5	40	14	13	13	5	7	29	15	13	16	11	-	36	42	19	21	8	12	10	12	11	16	31	9	3
	25%	29%	26%	24%	26%	27%	26%	24%	39%	17%	26%	32%	24%	25%	28%	-	25%	25%	24%	26%	21%	21%	23%	48%	23%	19%	25%y	23%	15%
Live chat	21	1	14	4	19	5	6	8	1	3	17	7	4	9	7	-	19	21	10	11	4	7	5	3	6	11	15	6	-
	12%	3%	14%	17%	12%	9%	12%	15%	10%	6%	15%	15%	8%	14%	17%	-	13%	12%	12%	13%	12%	13%	11%	12%	12%	14%	12%	17%	-
Talked to someone in person	15	3	10	1	15	8	3	4	2	5	8	2	5	5	1	-	12	15	7	8	4	2	7	1	3	8	12	2	4
	9%	11%	10%	3%	10%	17%	5%	7%	15%	13%	7%	4%	10%	8%	2%	-	8%	9%	8%	10%	11%	4%	16%	5%	7%	10%	10%	6%	24%
Social media	3	2	2	-	3	2	1	1	-	2	2	1	1	3	-	-	3	3	2	1	1	3	-	-	-	3	3	1	1
	2%	5%	2%	-	2%	3%	2%	1%	-	4%	2%	1%	1%	4%	-	-	2%	2%	2%	2%	2%	5%	-	-	-	4%	3%	2%	5%
Letter	2	-	-	2	2	2	-	-	-	2	-	-	2	-	-	-	-	2	2	-	-	2	-	-	-	2	2	-	-
	1%	-	-	7%	1%	3%	-	-	-	4%	-	-	3%	-	-	-	-	1%	2%	-	-	3%	-	-	-	2%	1%	-	-
Other	7	2	3	*	6	1	4	1	-	1	6	3	1	5	1	-	5	7	3	3	1	4	1	-	3	3	4	-	-
	4%	6%	3%	2%	4%	1%	8%	2%	-	2%	5%	6%	1%	7%	3%	-	3%	4%	3%	4%	2%	6%	4%	-	6%	4%	3%	-	-
NET: Online	66	11	42	9	62	20	21	21	6	12	48	22	17	28	18	-	58	66	31	33	13	22	15	15	17	31	49	16	4
	39%	38%	42%	40%	40%	40%	40%	40%	49%	27%	43%	49% <i>i</i>	32%	43%	45%	-	40%	39%	38%	41%	35%	38%	35%	60%	36%	37%	40%	42%	20%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 58  
**Q.21 Having contacted the retailer, what was the outcome of your delivery issue? If you experienced more than one delivery issue, please think of the most recent one.**  
Base: All who had delivery issues and contacted the retailer

	Gender		Age							Social Grade				Region							Tenure		Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	313	162	151	118	52	66	57	59	79	98	98	41	76	242	63	84	79	40	30	11	6	181	70	54	200	113	255	58
Weighted base	315	162	153	121	56*	65*	60*	58*	77*	94*	101*	51*	70*	243	66*	83*	83*	38*	29**	9**	7**	193	57*	59*	202	114	260	56*
NET: Positive	250 79%	128 79%	122 80%	97 80%	47 83%	50 77%	55 92% <sup>egh</sup>	45 78%	54 70%	73 77%	80 80%	41 80%	57 81%	193 79%	51 77%	65 79%	70 84%	26 68%	23 78%	8 89%	7 100%	149 77%	46 81%	51 86%	160 79%	90 80%	205 79%	45 81%
The retailer gave me a refund	100 32%	51 31%	49 32%	39 33%	19 35%	20 31%	14 24%	18 31%	28 37%	26 28%	40 39%	12 24%	22 31%	81 33%	22 33%	20 25%	29 35%	13 35%	9 30%	3 34%	3 49%	54 28%	19 34%	26 44% <sup>u</sup>	63 31%	37 32%	82 32%	18 32%
The retailer sent a replacement item	98 31%	51 31%	48 31%	34 28%	15 26%	19 29%	28 48% <sup>codh</sup>	19 33%	17 22%	29 31%	22 22%	22 43% <sup>j</sup>	25 36% <sup>j</sup>	72 30%	19 29%	34 41% <sup>m</sup>	24 29%	7 19%	8 27%	3 38%	3 38%	64 33%	15 26%	17 29%	66 33%	32 29%	79 30%	19 35%
I eventually found the parcel	22 7%	11 7%	11 7%	9 8%	4 7%	5 8%	7 12%	2 4%	3 4%	4 4%	7 7%	5 10%	6 9%	15 6%	5 7%	5 6%	7 8%	* 1%	2 8%	2 17%	1 13%	10 5%	7 13% <sup>u</sup>	5 8%	14 7%	8 7%	19 7%	2 4%
The lost parcel was found and delivered to me	19 6%	8 5%	11 7%	8 7%	5 10%	3 4%	3 5%	4 7%	3 4%	8 8%	7 7%	1 3%	2 3%	16 6%	2 3%	4 5%	7 9%	3 8%	2 5%	- -	- -	12 6%	4 6%	2 4%	9 4%	10 9%	16 6%	3 5%
Something else	54 17%	30 18%	24 16%	18 15%	5 9%	13 20% <sup>f</sup>	4 6%	12 20% <sup>f</sup>	21 27% <sup>cdf</sup>	15 16%	20 19%	9 17%	10 15%	39 16%	14 21%	17 21%	9 10%	7 19%	7 22%	1 11%	- -	38 20%	9 16%	5 9%	36 18%	18 16%	44 17%	10 19%
I didn't get the parcel or my money back	11 4%	4 3%	7 4%	7 6%	4 8%	2 4%	1 2%	1 2%	2 2%	6 6% <sup>j</sup>	1 1%	2 3%	3 4%	11 5%	1 2%	- -	5 6% <sup>o</sup>	5 14% <sup>mno</sup>	- -	- -	- -	6 3%	2 3%	3 5%	6 3%	5 4%	11 4%	- -
A neighbour found it and gave it to me	11 4%	8 5%	3 2%	6 5%	3 5%	3 5%	2 3%	1 2%	2 2%	5 6%	5 5%	- -	1 2%	10 4%	3 5%	1 2%	3 4%	2 4%	2 6%	- -	- -	9 5%	2 3%	1 1%	8 4%	3 3%	8 3%	3 5%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 59  
**Q.21 Having contacted the retailer, what was the outcome of your delivery issue? If you experienced more than one delivery issue, please think of the most recent one.**  
**Base: All who had delivery issues and contacted the retailer**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	313	52	212	32	302	82	112	108	10	77	226	106	102	107	97	-	273	313	146	156	71	124	66	36	73	140	240	85	19
Weighted base	315	54*	212	32**	304	80*	114*	109*	10**	73*	233	109*	95*	109*	104*	**	270	315	147	157	67*	126	73*	35*	79*	137	236	91*	20*
NET: Positive	250	49	161	23	239	68	87	84	8	57	185	83	78	89	78	-	214	250	113	129	49	94	63	29	65	105	185	72	17
	79%	90%bd	76%	72%	79%	85%	76%	77%	84%	78%	80%	76%	82%	82%	75%	-	79%	79%	77%	82%	74%	75%	87%	84%	82%	77%	78%	80%	87%
The retailer gave me a refund	100	23	57	9	93	33	30	30	4	20	76	33	28	41	31	-	82	100	41	55	25	32	20	17	29	39	71	26	12
	32%	43%b	27%	28%	31%b	41%f	26%	28%	42%	27%	33%	31%	29%	37%	29%	-	31%	32%	28%	35%	38%	25%	28%	47%u	36%	28%	30%	29%	60%
The retailer sent a replacement item	98	18	67	9	96	20	37	39	4	19	75	34	31	27	37	-	87	98	46	48	14	45	28	8	23	40	75	34	3
	31%	34%	32%	29%	32%	25%	32%	36%	36%	27%	32%	31%	33%	25%	35%	-	32%	31%	32%	31%	21%	33%t	38%t	22%	30%	29%	32%	37%	16%
I eventually found the parcel	22	4	14	2	20	7	11	3	-	7	15	2	7	13	2	-	18	22	6	15	2	7	10	2	2	12	20	3	1
	7%	8%	7%	6%	7%	9%	10%g	2%	-	9%k	6%k	2%	7%	12%n	2%	-	7%	7%	4%	10%	3%	5%	14%t	5%	2%	9%	9%	3%	5%
The lost parcel was found and delivered to me	19	2	13	3	19	4	6	8	1	5	13	8	10	4	5	-	18	19	9	8	4	8	-	3	6	10	13	6	-
	6%	4%	6%	8%	6%	5%	6%	7%	6%	7%	5%	8%	10%	4%	5%	-	7%	6%	6%	5%	7%v	6%v	-	9%v	7%	7%	5%	7%	-
Something else	54	5	42	7	54	11	22	21	2	14	38	22	16	14	22	-	47	54	29	25	15	26	8	4	11	27	43	15	3
	17%	8%	20%	23%	18%	13%	19%	20%	16%	20%	16%	20%	17%	13%	21%	-	17%	17%	19%	16%	23%	21%	11%	11%	14%	20%	18%	17%	13%
I didn't get the parcel or my money back	11	1	9	2	11	1	5	4	-	2	10	5	2	6	4	-	10	11	6	3	2	5	2	2	3	5	8	4	-
	4%	2%	4%	5%	4%	2%	5%	4%	-	2%	4%	4%	2%	5%	4%	-	4%	4%	4%	2%	4%	4%	2%	5%	4%	4%	4%	4%	-
A neighbour found it and gave it to me	11	1	10	-	11	4	3	3	-	5	6	4	3	4	4	-	9	11	10	1	3	3	5	-	5	4	6	3	1
	4%	1%	5%	-	4%	5%	3%	3%	-	7%	3%	4%	3%	4%	4%	-	3%	4%	7%g	1%	5%	2%	7%	-	7%	3%	3%	4%	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 60  
**Q.22 Thinking about the delivery of all your online purchases in the last three months from November 2018 to January 2019, how does your experience of these deliveries compare to other times of the year?**  
**Base: All who expected delivery**

	Gender		Age						Social Grade				Region							Tenure			Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1915	958	957	536	192	344	309	332	738	566	548	318	483	1510	422	477	419	259	177	106	55	1211	361	311	1105	810	1509	406
Weighted base	1916	935	981	561	214	347	316	337	702	532	539	389	456	1519	443	481	426	255	162	94*	55*	1245	282	361	1124	791	1518	398
I have had more problems with deliveries of online purchases than usual	149 8%	70 7%	80 8%	58 10%h	28 13%h	30 9%h	24 8%	30 9%h	37 5%	42 8%	53 10%k	22 6%	32 7%	114 7%	29 6%	36 8%	35 8%	28 11% <sup>m</sup>	13 8%	6 6%	3 5%	86 7%	33 12% <sup>u</sup>	26 7%	96 9%	54 7%	124 8%	25 6%
I have had about the same level of problems with deliveries of online purchases as usual	456 24%	242 26% <sup>b</sup>	214 22%	159 28% <sup>h</sup>	69 33% <sup>gh</sup>	89 26% <sup>h</sup>	83 26% <sup>h</sup>	78 23%	136 19%	153 29% <sup>jl</sup>	125 23%	87 22%	91 20%	355 23%	92 21%	128 27% <sup>ns</sup>	95 22%	68 27%	40 25%	16 17%	17 31%	293 23%	71 25%	82 23%	280 25%	176 22%	367 24%	89 22%
I have had fewer problems with deliveries of online purchases than usual	270 14%	131 14%	139 14%	97 17% <sup>h</sup>	30 14%	67 19% <sup>gh</sup>	62 19% <sup>gh</sup>	44 13%	67 10%	70 13%	68 13%	74 19% <sup>ijl</sup>	57 13%	212 14%	63 14%	70 15%	67 16%	31 12%	21 13%	11 12%	7 13%	161 13%	49 17% <sup>u</sup>	60 17%	182 16% <sup>y</sup>	88 11%	222 15%	48 12%
I have not experienced any problems with deliveries of online purchases	824 43%	391 42%	433 44%	153 27% <sup>cd</sup>	46 22%	107 31% <sup>cd</sup>	113 36% <sup>cd</sup>	145 43% <sup>cde</sup>	412 59% <sup>cdefg</sup>	228 43%	237 44%	163 42%	195 43%	658 43%	204 46%	195 41%	179 42%	102 40%	72 44%	47 50%	25 45%	584 47% <sup>vw</sup>	93 33%	135 37%	430 38%	394 50% <sup>x</sup>	637 42%	186 47%
Don't know	217 11%	101 11%	116 12%	94 17% <sup>fh</sup>	41 19% <sup>fgh</sup>	53 15% <sup>h</sup>	34 11%	39 12% <sup>h</sup>	50 7%	38 7%	56 10%	42 11%	81 18% <sup>ijk</sup>	181 12%	56 13%	51 11%	50 12%	26 10%	17 10%	14 15%	3 5%	122 10%	36 13%	58 16% <sup>u</sup>	137 12%	80 10%	167 11%	50 13%
NET: More or the same	605 32%	312 33%	293 30%	217 39% <sup>eh</sup>	97 45% <sup>cefg</sup>	120 35% <sup>h</sup>	107 34% <sup>h</sup>	108 32% <sup>h</sup>	173 25%	195 37% <sup>kl</sup>	178 33% <sup>l</sup>	109 28%	123 27%	468 31%	120 27%	165 34% <sup>ns</sup>	130 31%	96 38% <sup>mns</sup>	53 33%	22 23%	20 36%	378 30%	104 37% <sup>u</sup>	108 30%	376 33%	229 29%	491 32%	114 29%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 61  
Q.22 Thinking about the delivery of all your online purchases in the last three months from November 2018 to January 2019, how does your experience of these deliveries compare to other times of the year?  
Base: All who expected delivery

	Christmas Shopping Start			Christmas Shopping Behaviour			Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store		
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- ven- ience (A)	Support local high street (B)
Unweighted base	1915	283	1230	224	1785	564	600	621	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	472	742	1443	446	187
Weighted base	1916	285	1232	224	1788	570	597	621	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	478	743	1438	445	191
I have had more problems with deliveries of online purchases than usual	149	20	94	26	142	48	50	43	5	50	94	44	50	54	41	7	130	138	75	72	149	-	-	-	32	67	117	28	16
	8%	7%	8%	12% <sup>d</sup>	8%	8%	8%	7%	4%	8%	9%	11% <sup>h</sup>	7%	9%	10%	1%	8% <sup>o</sup>	13% <sup>op</sup>	10%	7%	100% <sup>uvw</sup>	-	-	-	7%	9%	8%	6%	8%
I have had about the same level of problems with deliveries of online purchases as usual	456	46	316	58	430	100	158	172	13	116	327	140	155	155	132	54	425	382	176	269	-	456	-	-	127	165	329	137	34
	24%	16%	26% <sup>ad</sup>	26% <sup>a</sup>	24% <sup>a</sup>	18%	26% <sup>e</sup>	28% <sup>e</sup>	12%	19%	30% <sup>hi</sup>	35% <sup>hij</sup>	21%	26%	33% <sup>lm</sup>	9%	25% <sup>o</sup>	37% <sup>op</sup>	23%	27% <sup>qr</sup>	-	100% <sup>tw</sup>	-	-	26%	22%	23%	31%	18%
I have had fewer problems with deliveries of online purchases than usual	270	60	182	18	262	74	94	95	13	80	176	62	104	77	72	56	244	191	121	137	-	-	270	-	66	133	204	66	18
	14%	21% <sup>bcd</sup>	15% <sup>c</sup>	8%	15% <sup>c</sup>	13%	16%	15%	12%	13%	16%	15%	14%	13%	18% <sup>m</sup>	9%	14% <sup>o</sup>	19% <sup>op</sup>	16%	14%	-	-	100% <sup>tuv</sup>	-	14%	18% <sup>z</sup>	14%	15%	9%
I have not experienced any problems with deliveries of online purchases	824	129	521	100	761	279	228	254	70	332	422	137	370	280	139	457	809	256	365	442	-	-	-	824	199	330	624	178	105
	43%	45%	42%	44%	43%	49% <sup>fg</sup>	38%	41%	62% <sup>jk</sup>	53% <sup>jk</sup>	39% <sup>k</sup>	34%	51% <sup>n</sup>	47% <sup>n</sup>	34%	74% <sup>pq</sup>	47% <sup>q</sup>	25%	47%	45%	-	-	-	100% <sup>tuv</sup>	42%	44%	43%	40%	55%
Don't know	217	30	120	22	192	69	66	57	11	42	58	20	51	30	21	44	102	63	36	59	-	-	-	54	48	163	35	18	
	11%	10%	10%	10%	11% <sup>b</sup>	12%	11%	9%	10%	7%	5%	5%	7%	5%	5%	7%	6%	6%	5%	6%	-	-	-	11% <sup>y</sup>	6%	11% <sup>y</sup>	8%	8%	10%
NET: More or the same	605	67	410	84	572	149	208	215	18	166	421	184	205	209	173	61	555	520	252	341	149	456	-	-	159	231	446	166	50
	32%	23%	33% <sup>a</sup>	38% <sup>a</sup>	32% <sup>a</sup>	26%	35% <sup>e</sup>	35% <sup>e</sup>	16%	27% <sup>h</sup>	39% <sup>hi</sup>	46% <sup>hij</sup>	28%	35% <sup>l</sup>	43% <sup>lm</sup>	10%	32% <sup>o</sup>	51% <sup>op</sup>	32%	35%	100% <sup>vw</sup>	100% <sup>vw</sup>	-	-	33%	31%	31%	37%	26%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 62  
**Q.24 Please state whether you think the following statement is true or false. 'If I specify a safe place or a dedicated neighbour to receive a package sent through the post and it goes missing, the retailer is obliged to send me a replacement'**  
**Base: All respondents**

	Gender		Age							Social Grade				Region							Tenure		Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
True	798 39%	379 38%	419 40%	257 44% <sup>gh</sup>	102 45% <sup>h</sup>	155 43% <sup>h</sup>	132 40%	134 36%	275 35%	224 40%	232 40%	151 36%	191 38%	635 39%	190 39%	203 39%	168 37%	111 41%	67 39%	36 36%	22 36%	534 40% <sup>w</sup>	119 39%	129 33%	492 41% <sup>y</sup>	306 35%	647 40%	151 35%
False	524 25%	274 27%	250 24%	170 29% <sup>h</sup>	65 28%	105 29%	84 25%	86 23%	185 23%	139 25%	151 26%	112 27%	122 24%	406 25%	127 26%	138 27%	115 25%	58 21%	49 28%	19 19%	17 27%	330 25%	75 25%	111 28%	315 26%	209 24%	406 25%	118 27%
Don't know	749 36%	357 35%	391 37%	161 27%	62 27%	99 28%	115 35% <sup>c</sup>	147 40% <sup>cde</sup>	326 42% <sup>cdef</sup>	202 36%	199 34%	157 37%	191 38%	600 37%	167 34%	177 34%	176 38%	102 38%	58 33%	45 45% <sup>nor</sup>	23 37%	478 36%	107 36%	156 39%	389 33%	360 41% <sup>x</sup>	586 36%	163 38%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 63  
**Q.24 Please state whether you think the following statement is true or false. 'If I specify a safe place or a dedicated neighbour to receive a package sent through the post and it goes missing, the retailer is obliged to send me a replacement'**  
 Base: All respondents

	Christmas Shopping Start				Christmas Shopping Behaviour			Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatis- factory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)			In-correct /DK (z)
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
True	798	126	515	95	747	268	238	241	46	260	418	147	315	245	135	218	676	422	349	357	67	165	133	330	-	798	798	169	83
	39%	42%	39%	37%	39%	39%	39%	38%	41%	42%	39%	36%	43% <sub>n</sub>	41% <sub>n</sub>	33%	35%	40% <sub>o</sub>	41% <sub>o</sub>	45% <sub>s</sub>	37%	45%	36%	49% <sub>uw</sub>	40%	-	100% <sub>xz</sub>	52% <sub>x</sub>	37%	36%
False	524	76	340	60	489	165	145	179	22	135	300	122	157	146	130	156	179	431	261	198	250	32	127	66	199	524	-	131	63
	25%	25%	26%	23%	25%	24%	24%	28%	20%	22%	28% <sub>i</sub>	30% <sub>hi</sub>	22%	25%	32% <sub>lm</sub>	25%	25%	25%	26%	26%	22%	28%	24%	24%	100% <sub>yz</sub>	-	-	29%	27%
Don't know	749	98	459	102	685	247	229	210	44	226	360	133	257	204	140	244	603	346	227	371	50	165	71	294	-	-	749	152	86
	36%	33%	35%	40%	36%	36%	37%	33%	39%	36%	33%	33%	35%	34%	34%	40% <sub>pq</sub>	35%	34%	29%	38% <sub>r</sub>	34%	36% <sub>v</sub>	26%	36% <sub>v</sub>	-	-	48% <sub>xy</sub>	34%	37%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 64  
**Gender**  
**Base: All respondents**

	Gender		Age						Social Grade				Region							Tenure			Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
Male	1011 49%	1011 100% <sup>b</sup>	-	264 45%	96 42%	168 47%	171 52% <sup>d</sup>	186 51% <sup>d</sup>	389 50%	322 57% <sup>ijkl</sup>	279 48% <sup>l</sup>	205 49% <sup>l</sup>	204 41%	787 48%	232 48%	251 49%	211 46%	140 51%	106 61% <sup>mnop</sup>	43 42% <sup>st</sup>	28 45%	680 51%	137 46%	178 45%	640 54% <sup>y</sup>	371 42%	801 49%	209 48%
Female	1060 51%	-	1060 100% <sup>a</sup>	324 55%	134 58% <sup>fg</sup>	190 53%	160 48%	180 49%	396 50%	243 43%	303 52% <sup>i</sup>	215 51% <sup>i</sup>	299 59% <sup>ijk</sup>	855 52% <sup>r</sup>	253 52% <sup>r</sup>	267 51% <sup>r</sup>	249 54% <sup>r</sup>	132 49%	69 39%	58 58% <sup>r</sup>	34 55% <sup>r</sup>	662 49%	164 54%	217 55%	556 46%	505 58% <sup>x</sup>	838 51%	223 52%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 65  
**Gender**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- ven- ience (A)	Support local high street (B)
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Male	1011	96	638	154	918	335	269	314	48	328	497	187	329	270	238	300	817	502	363	484	70	242	131	391	274	379	737	231	104
	49%	32%	49%a	60%abd	48%a	49%	44%	50%	43%	53%j	46%	47%	45%	45%	59%lm	49%	48%	49%	47%	49%	47%	53%	49%	47%	52%	47%	48%	51%	45%
Female	1060	203	676	103	1003	345	342	316	64	291	581	215	400	325	166	317	893	527	412	494	80	214	139	433	250	419	810	221	129
	51%	68%bcd	51%c	40%	52%c	51%	56%	50%	57%	47%	54%i	53%	55%n	55%n	41%	51%	52%	51%	53%	51%	53%	47%	51%	53%	48%	53%	52%	49%	55%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 66  
Age  
Base: All respondents

	Gender			Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
18-24	230 11%	96 9%	134 13%a	230 39%efg h	230 100%cefgh	-	-	-	-	71 12%	75 13%	37 9%	47 9%	187 11%t	46 10%t	67 13%rt	58 13%rt	37 14%rt	12 7%	8 8%	1 2%	119 9%	59 20%uw	36 9%	129 11%	101 12%	200 12%A	30 7%
25-34	358 17%	168 17%	190 18%	358 61%dfgh	-	358 100%cdfgh	-	-	-	95 17%	107 18%l	90 21%l	66 13%	298 18%	92 19%	79 15%	79 17%	53 20%	30 17%	18 18%	6 10%	172 13%	90 30%uw	86 22%u	292 24%y	66 8%	298 18%	60 14%
35-44	331 16%	171 17%	160 15%	-	-	-	331 100%cdcegh	-	-	80 14%	87 15%	78 18%	87 17%	249 15%	74 15%	80 15%	61 13%	46 17%	34 19%	20 19%	17 27%mnop	199 15%	60 20%u	69 17%	268 22%y	63 7%	271 17%	60 14%
45-54	366 18%	186 18%	180 17%	-	-	-	-	366 100%cdcefh	-	85 15%	106 18%	81 19%	93 18%	286 17%	77 16%	100 19%	85 18%	44 16%	33 19%	13 13%	15 24%	237 18%	41 14%	87 22%v	274 23%y	92 11%	283 17%	83 19%
55-64	307 15%	159 16%	148 14%	-	-	-	-	307 39%cdef g	81 14%	74 13%	62 15%	89 18%j	238 14%	77 16%	74 14%	58 13%	37 14%	25 14%	21 14%	14 21%p	14 22%	213 16%v	26 9%	66 17%v	174 15%	133 15%	243 15%	64 15%
65+	479 23%	231 23%	249 23%	-	-	-	-	479 61%cdef g	154 27%k	133 23%k	72 17%	121 24%k	383 23%	118 24%	118 23%	118 26%	54 20%	42 24%	20 20%	9 15%	402 30%vw	26 9%	52 13%	59 5%	420 48%x	344 21%	135 31%z	
NET: 18-34	588 28%	264 26%	324 31%a	588 100%fgh	230 100%fgh	358 100%fgh	-	-	-	166 29%l	181 31%l	127 30%l	114 23%	486 30%t	139 29%t	146 28%t	137 30%t	91 33%rt	41 24%t	27 26%t	7 11%	292 22%	149 49%uw	122 31%u	420 35%y	167 19%	497 30%A	91 21%
NET: 35-54	697 34%	357 35%	340 32%	-	-	-	331 100%cdce h	366 100%cdceh	-	165 29%	194 33%	159 38%i	180 36%i	535 33%	151 31%	180 35%	146 32%	90 33%	66 38%	33 33%	32 51%mnop qs	436 32%	101 33%	156 39%u	542 45%y	156 18%	555 34%	143 33%
NET: 55+	786 38%	389 39%	396 37%	-	-	-	-	786 100%cdef g	235 41%jk	207 36%	134 32%	210 42%jk	621 38%	195 40%	192 37%	177 38%	91 33%	67 38%	41 38%	23 41%	615 46%vw	51 17%	117 30%v	233 19%	553 63%x	587 36%	199 46%z	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 66  
**Age**  
**Base: All respondents**

	Gender		Age							Social Grade				Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
Average age	48.11	48.69	47.55	26.87d	21.72	30.18cd	39.57cd <sup>e</sup>	49.68cd <sup>ef</sup>	66.85cd <sup>efg</sup>	48.79k	47.38	46.14	49.82jk	47.94q	48.85q	48.03	48.18	45.79	48.89	48.35	49.86	51.40vw	38.85	45.50v	41.95	56.50x	47.10	51.91z

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 67  
Age  
Base: All respondents

	Christmas Shopping Start				Christmas Shopping Behaviour			Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	Incorrect (y)	Incorrect /DK (z)	Convenience (A)	Support local high street (B)
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
18-24	230 11%	18 6%	152 12%a	39 15%a	215 11%a	57 8%	77 13%e	82 13%e	10 9%	64 10%	124 12%	44 11%	89 12%n	81 14%n	19 5%	51 8%	177 10%	134 13%op	81 10%	104 11%	28 19%vw	69 15%w	30 11%w	46 6%	85 12%	102 13%z	165 11%	58 13%	10 4%
25-34	358 17%	57 19%	220 17%	50 19%	332 17%	106 16%	103 17%	123 19%	18 16%	105 17%	201 19%	81 20%	116 16%	116 20%	84 21%	92 15%	296 17%	209 20%op	138 18%	180 18%	30 20%w	89 20%w	67 25%w	107 13%	105 20%	155 19%z	253 16%	85 19%	25 11%
35-44	331 16%	55 18%c	220 17%c	26 10%	309 16%c	80 12%	104 17%e	125 20%e	19 17%	82 13%	195 18%i	88 22%ij	96 13%	99 17%	81 20%l	78 13%	279 16%o	187 18%op	122 16%	162 17%	24 16%	83 18%w	62 23%w	113 14%	84 16%	132 17%	247 16%	94 21%	20 9%
45-54	366 18%	46 15%	228 17%	49 19%	334 17%	109 16%	116 19%	109 17%	22 20%	106 17%	188 17%	82 20%	117 16%	94 16%	96 24%lm	111 18%	302 18%	173 17%	121 16%	184 19%	30 20%	78 17%	44 16%	145 18%	86 16%	134 17%	281 18%	86 19%	31 14%
55-64	307 15%	54 18%	189 14%	42 16%	287 15%	122 18%g	87 14%	78 12%	13 11%	93 15%	151 14%	50 13%	106 14%	83 14%	56 14%	96 15%	247 14%	143 14%	108 14%	143 15%	14 10%	55 12%	40 15%	135 16%t	79 15%	115 14%	228 15%	54 12%	57 25%
65+	479 23%	70 23%	305 23%	51 20%	444 23%	206 30%fg	125 20%	113 18%	30 27%k	170 27%jk	217 20%k	57 14%	206 28%mn	122 20%	69 17%	189 31%pq	409 24%q	182 18%	204 26%s	205 21%	23 15%	81 18%v	28 10%	278 34%tuv	106 31%	159 20%	373 24%y	75 17%	88 38%
NET: 18-34	588 28%	75 25%	372 28%	88 34%ad	547 28%	163 24%	180 29%e	204 32%e	28 25%	168 27%	326 30%	125 31%	205 28%	198 33%n	103 25%	144 23%	473 28%o	344 33%op	219 28%	284 29%	58 39%w	159 35%w	97 36%w	153 19%	170 32%z	257 32%z	418 27%	143 32%	35 15%
NET: 35-54	697 34%	101 34%	448 34%	75 29%	642 33%	189 28%	220 36%e	234 37%e	41 37%	189 30%	383 36%i	169 42%ij	213 29%	193 32%	177 44%lm	189 31%	581 34%o	360 35%	243 31%	346 35%	54 36%	161 35%	106 39%w	258 31%	170 32%	266 33%	528 34%	180 40%	51 22%
NET: 55+	786 38%	123 41%	494 38%	93 36%	731 38%	328 48%fg	212 35%	191 30%	43 38%k	263 42%jk	369 34%k	108 27%	311 43%mn	205 34%	125 31%	285 46%pq	655 38%q	325 32%	313 40%	348 36%	37 25%	136 30%	67 25%	412 50%tuv	185 35%	275 34%	601 39%y	129 29%	146 63%
Average age	48.11	49.09	47.98	46.64	48.07	51.53fg	46.95	45.42	49.45k	49.76jk	46.63k	44.66	49.40m	46.18	47.24	51.44pq	48.35q	45.34	48.97	47.28	42.99	44.78	42.53	53.36tu	46.63	46.43	48.61xy	44.98	56.25

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
Overlap formulae used.

Prepared by Populus for Which? (project manager George Holt)



**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 68  
**Social Grade**  
**Base: All respondents**

	Gender			Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ireland (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
A	165 8%	90 9%	74 7%	43 7%	23 10%f	20 6%	17 5%	28 8%	77 10%ef	165 29%kl	-	-	-	128 8%	36 8%	32 6%	40 9%	24 9%	18 10%	6 6%	9 14%o	136 10%vw	18 6%w	9 2%	84 7%	81 9%	128 8%	36 8%
B	401 19%	232 23%b	169 16%	122 21%	48 21%	75 21%	63 19%	57 16%	158 20%	401 71%jkl	-	-	-	315 19%	92 19%	92 18%	89 19%	60 22%	36 20%	16 16%	15 25%	318 24%vw	50 17%w	27 7%	253 21%y	148 17%	314 19%	86 20%
C1	582 28%	279 28%	303 29%	181 31%	75 32%	107 30%	87 26%	106 29%	207 26%	-	582 100%ikl	-	-	471 29%o	127 26%	124 24%	145 32%o	91 34%no	46 26%	29 29%	19 31%	394 29%w	93 31%w	84 21%	380 32%y	202 23%	476 29%	106 24%
C2	420 20%	205 20%	215 20%	127 22%dh	37 16%	90 25%cdh	78 23%h	81 22%h	134 17%	-	-	420 100%ijl	-	338 21%t	85 17%	133 26%mnprt	90 19%	54 20%	31 18%	22 22%t	5 9%	264 20%	57 19%	93 24%	280 23%y	140 16%	327 20%	94 22%
D	270 13%	121 12%	150 14%	78 13%	34 15%	44 12%	59 18%h	49 13%	85 11%	-	-	-	270 54%ijk	214 13%	75 16%	77 15%	51 11%	28 10%	18 11%	14 14%	7 11%	141 10%	48 16%u	79 20%u	192 16%y	78 9%	215 13%	55 13%
E	233 11%	83 8%	149 14%a	36 6%	13 6%	23 6%	28 8%	44 12%cde	125 16%cdef	-	-	-	233 46%ijk	174 11%q	69 14%mpq	61 12%q	44 10%q	13 5%	26 15%q	13 13%q	6 10%	89 7%	35 11%u	104 26%uv	6 *	227 26%x	178 11%	55 13%
NET: AB	565 27%	322 32%b	243 23%	166 28%	71 31%	95 27%	80 24%	85 23%	235 30%g	565 100%ijkl	-	-	-	444 27%	129 27%	123 24%	130 28%	85 31%o	53 30%	22 22%	24 39%os	455 34%vw	68 23%w	35 9%	337 28%	229 26%	443 27%	123 28%
NET: ABC1	1147 55%	602 60%b	546 51%	347 59%f	145 63%fg	202 56%	167 50%	192 52%	442 56%	565 100%kl	582 100%kl	-	-	915 56%o	256 53%	247 48%	275 60%no	176 65%mnos	99 57%o	51 51%	43 70%mnos	849 63%vw	161 53%w	119 30%	717 60%y	430 49%	919 56%	228 53%
NET: C2DE	924 45%	409 40%	515 49%a	241 41%	85 37%	156 44%	164 50%cd	175 48%d	344 44%	-	-	420 100%ij	503 100%ij	726 44%qt	228 47%pqt	271 52%mpqrt	185 40%	95 35%	76 43%	49 49%qt	19 30%	493 37%	140 47%u	276 70%uv	478 40%	446 51%x	720 44%	204 47%
NET: DE	503 24%	204 20%	299 28%a	114 19%	47 21%	66 19%	87 26%ce	93 25%ce	210 27%ce	-	-	-	503 100%ijk	388 24%q	144 30%mpq	138 27%pq	95 21%	41 15%	45 26%q	27 27%q	13 22%	229 17%	83 27%u	183 46%uv	198 17%	305 35%x	393 24%	110 25%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 69  
**Social Grade**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
A	165 8%	22 7%	109 8%	21 8%	152 8%	49 7%	52 8%	51 8%	6 5%	44 7%	96 9%	35 9%	51 7%	51 9%	38 9%	44 7%	137 8%	91 9%	70 9%	75 8%	16 11%	43 10%	15 6%	69 8%	39 7%	65 8%	125 8%	41 9%	20 9%
B	401 19%	43 14%	274 21% <sup>ad</sup>	42 16%	371 19% <sup>a</sup>	105 16%	112 18%	153 24% <sup>ef</sup>	19 17%	104 17%	241 22% <sup>ai</sup>	86 21%	130 18%	117 20%	103 25% <sup>lm</sup>	115 19%	355 21%	210 20%	174 22% <sup>s</sup>	176 18%	26 18%	109 24%	55 20%	160 19%	100 19%	159 20%	301 19%	109 24%	38 16%
C1	582 28%	72 24%	382 29%	82 32%	550 29%	200 29%	166 27%	185 29%	36 32%	172 28%	307 28%	127 32%	206 28%	179 30%	115 28%	181 29%	484 28%	293 28%	204 26%	297 30%	53 36% <sup>v</sup>	125 27%	68 25%	237 29%	151 29%	232 29%	431 28%	138 31%	64 28%
C2	420 20%	74 25% <sup>bd</sup>	250 19%	54 20%	386 20%	138 20%	138 23% <sup>g</sup>	110 18%	22 19%	142 23% <sup>k</sup>	202 19%	69 17%	155 21%	108 18%	80 20%	127 21%	339 20%	200 19%	151 19%	200 20%	22 15%	87 19%	74 28% <sup>tuw</sup>	163 20%	112 21%	151 19%	309 20%	75 17%	45 19%
D	270 13%	44 15%	166 13%	35 14%	251 13%	100 15% <sup>g</sup>	89 15% <sup>g</sup>	62 10%	16 14%	84 14%	132 12%	44 11%	97 13%	87 15% <sup>n</sup>	37 9%	74 12%	221 13%	136 13%	115 15% <sup>s</sup>	111 11%	19 13%	53 12%	33 12%	96 12%	71 14%	116 15%	199 13%	48 11%	34 15%
E	233 11%	44 15% <sup>bd</sup>	133 10%	24 9%	211 11%	87 13% <sup>f</sup>	55 9%	69 11%	13 11%	74 12%	100 9%	42 10%	90 12% <sup>n</sup>	54 9%	32 8%	77 12% <sup>p</sup>	174 10%	100 10%	60 8%	119 12% <sup>r</sup>	12 8%	38 8%	25 9%	98 12%	51 10%	75 9%	182 12% <sup>y</sup>	41 9%	32 14%
NET: AB	565 27%	65 22%	383 29% <sup>ad</sup>	63 24%	522 27% <sup>a</sup>	154 23%	164 27%	204 32% <sup>ef</sup>	25 22%	148 24%	337 31% <sup>ai</sup>	120 30% <sup>ai</sup>	181 25%	168 28%	141 35% <sup>lm</sup>	159 26%	492 29% <sup>o</sup>	301 29%	244 32% <sup>s</sup>	251 26%	42 28%	153 34% <sup>w</sup>	70 26%	228 28%	139 27%	224 28%	426 28%	150 33%	58 25%
NET: ABC1	1147 55%	137 46%	765 58% <sup>ad</sup>	145 56% <sup>ad</sup>	1073 56% <sup>a</sup>	355 52%	330 54%	389 62% <sup>ef</sup>	62 55%	320 52%	644 60% <sup>ai</sup>	248 62% <sup>ai</sup>	387 53%	346 58%	256 63% <sup>ai</sup>	340 55%	976 57%	593 58%	448 64% <sup>uv</sup>	549 56%	96 64% <sup>v</sup>	278 61% <sup>v</sup>	138 51%	466 57%	291 55%	456 57%	857 55%	288 64%	122 52%
NET: C2DE	924 45%	163 54% <sup>bcd</sup>	549 42%	112 44%	848 44% <sup>b</sup>	325 48% <sup>g</sup>	282 46% <sup>g</sup>	241 38%	51 45%	300 48% <sup>jk</sup>	434 40%	154 38%	342 47% <sup>n</sup>	249 42%	149 37%	278 45%	734 43%	436 42%	326 42%	430 44%	54 36%	178 39%	132 49% <sup>tu</sup>	358 43%	233 45%	342 43%	690 45%	164 36%	111 48%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 69  
**Social Grade**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour			Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)	Convenience (A)	Support local high street (B)
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
NET: DE	503	89	299	58	462	187	144	131	29	159	231	86	187	141	69	151	395	236	175	230	32	91	57	195	122	191	381	89	66
	24%	30% <sup>bd</sup>	23%	23%	24%	28% <sup>g</sup>	24%	21%	26%	26%	21%	21%	26% <sup>n</sup>	24% <sup>n</sup>	17%	24%	23%	23%	23%	24%	21%	20%	21%	24%	23%	24%	25%	20%	29%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 70  
**GO Region**  
**Base: All respondents**

	Gender			Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)	
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439	
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432	
Scotland	175 8%	106 11% <sup>b</sup>	69 6%	41 7%	12 5%	30 8%	34 10% <sup>d</sup>	33 9%	67 9%	53 9%	46 8%	31 7%	45 9%	-	-	-	-	-	175 100% <sup>mnopq</sup>	-	-	108 8%	19 6%	43 11%	102 9%	72 8%	122 7%	52 12% <sup>z</sup>	
North East	84 4%	40 4%	44 4%	20 3%	9 4%	11 3%	13 4%	16 4%	36 5%	27 5%	20 3%	14 3%	23 5%	84 5% <sup>opqrs</sup>	84 17% <sup>mopqrs</sup>	-	-	-	-	-	-	49 4%	14 5%	21 5%	44 4%	40 5%	67 4%	18 4%	
North West	231 11%	117 12%	114 11%	70 12%	21 9%	49 14% <sup>g</sup>	35 11%	28 8%	98 12% <sup>g</sup>	63 11%	52 9%	41 10%	74 15% <sup>jk</sup>	231 14% <sup>opqrs</sup>	231 48% <sup>mopqrs</sup>	-	-	-	-	-	-	147 11%	29 10%	52 13%	118 10%	114 13% <sup>x</sup>	203 12% <sup>A</sup>	28 7%	
Yorkshire & Humberside	169 8%	74 7%	94 9%	49 8%	17 7%	33 9%	26 8%	32 9%	62 8%	38 7%	55 9%	29 7%	47 9%	169 10% <sup>opqrs</sup>	169 35% <sup>mopqrs</sup>	-	-	-	-	-	-	99 7%	33 11% <sup>u</sup>	34 9%	99 8%	69 8%	128 8%	41 9%	
West Midlands	179 9%	88 9%	91 9%	52 9%	21 9%	32 9%	25 8%	36 10%	64 8%	40 7%	48 8%	42 10%	48 10%	179 11% <sup>npqrs</sup>	-	179 34% <sup>mnpqrs</sup>	-	-	-	-	-	122 9%	20 7%	35 9%	101 8%	78 9%	155 9% <sup>A</sup>	24 5%	
East Midlands	147 7%	74 7%	73 7%	40 7%	16 7%	24 7%	23 7%	31 8%	53 7%	39 7%	30 5%	45 11% <sup>ijl</sup>	33 6%	147 9% <sup>npqrs</sup>	-	147 28% <sup>mnpqrs</sup>	-	-	-	-	-	105 8% <sup>v</sup>	13 4%	29 7%	80 7%	67 8%	102 6%	45 10% <sup>z</sup>	
Wales	100 5%	43 4%	58 5%	27 5%	8 4%	18 5%	20 6%	13 4%	41 5%	22 4%	29 5%	22 5%	27 5%	100 6% <sup>nopqrs</sup>	-	-	-	-	-	100 100% <sup>mnopqrs</sup>	-	70 5%	9 3%	20 5%	58 5%	42 5%	63 4%	38 9% <sup>z</sup>	
Eastern	193 9%	90 9%	103 10%	54 9% <sup>e</sup>	30 13% <sup>ce</sup>	24 7%	32 10%	33 9%	74 9%	45 8%	46 8%	46 11%	57 11%	-	-	193 37% <sup>mnpqrs</sup>	-	-	-	-	-	-	141 10%	24 8%	27 7%	111 9%	82 9%	128 8%	65 15% <sup>z</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 70  
**GO Region**  
**Base: All respondents**

	Gender		Age							Social Grade				Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
London	271	140	132	91	37	53	46	44	91	85	91	54	41	271	-	-	-	271	-	-	-	159	53	52	174	98	266	5
	13%	14%	12%	15%h	16%	15%	14%	12%	12%	15%l	16%l	13%l	8%	17%no	pr	-	-	100%mnopr	-	-	-	12%	18%u	13%	15%y	11%	16%A	1%
South East	281	125	156	91	38	54	40	53	97	80	92	53	56	281	-	-	281	-	-	-	181	43	51	173	109	226	55	
	14%	12%	15%	16%	16%	15%	12%	14%	12%	14%	16%l	13%	11%	17%no	qrs	-	61%mnopr	-	-	-	13%	14%	13%	14%	12%	14%	13%	
South West	179	86	92	46	21	25	21	32	80	49	54	36	39	179	-	-	179	-	-	-	117	34	23	99	80	134	45	
	9%	9%	9%	8%	9%	7%	6%	9%	10%	9%	9%	9%	8%	11%no	qrs	-	39%mnopr	-	-	-	9%	11%w	6%	8%	9%	8%	10%	
Northern Ireland	62	28	34	7	1	6	17	15	23	24	19	5	13	-	-	-	-	-	-	-	62	45	9	37	26	45	17	
	3%	3%	3%	1%	*	2%	5%cde	4%cd	3%cd	4%k	3%	1%	3%	-	-	-	-	-	-	-	100%mnopq	3%	3%	2%	3%	3%	4%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 71  
**GO Region**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Scotland	175	20	129	17	171	52	58	60	6	52	94	38	51	43	52	147	87	66	82	13	40	21	72	49	67	125	37	14	
	8%	7%	10% <sup>d</sup>	7%	9%	8%	10%	10%	5%	8%	9%	9%	7%	9%	11% <sup>l</sup>	8%	9%	8%	8%	8%	8%	9%	8%	9%	9%	9%	8%	8%	8%
North East	84	22	48	7	81	35	28	18	4	26	41	14	26	18	20	27	68	39	28	40	8	11	10	35	20	37	64	13	12
	4%	7% <sup>bcd</sup>	4%	3%	4%	5% <sup>g</sup>	5%	3%	4%	4%	4%	4%	4%	3%	5%	4%	4%	4%	4%	4%	5%	2%	4%	4%	4%	5%	4%	3%	5%
North West	231	31	143	25	206	88	64	54	7	71	116	33	80	65	42	72	186	97	88	102	14	47	32	94	64	103	167	36	36
	11%	10%	11%	10%	11%	13% <sup>g</sup>	10%	9%	7%	11%	11% <sup>k</sup>	8%	11%	11%	10%	12%	11% <sup>q</sup>	9%	11%	10%	9%	10%	12%	11%	12%	13% <sup>z</sup>	11%	8%	15%
Yorkshire & Humberside	169	27	112	17	159	56	50	53	9	51	89	34	60	54	25	57	139	77	54	91	7	34	21	75	43	50	126	40	27
	8%	9%	9%	7%	8%	8%	8%	8%	8%	8%	8%	9%	8%	9%	6%	9%	8%	7%	7%	9%	4%	7%	8%	9%	8%	6%	8% <sup>y</sup>	9%	12%
West Midlands	179	25	117	24	169	64	56	49	13	43	92	30	62	51	32	42	141	92	73	69	9	47	27	57	39	80	139	35	22
	9%	8%	9%	9%	9%	9%	9%	8%	12%	7%	9%	7%	9%	9%	8%	7%	8%	9%	9%	7%	6%	10% <sup>w</sup>	10%	7%	8%	10%	9%	8%	10%
East Midlands	147	29	88	16	134	48	37	49	9	48	77	26	51	46	34	50	126	70	65	67	7	37	13	69	47	49	100	40	11
	7%	10%	7%	6%	7%	7%	6%	8%	8%	8%	7%	7%	7%	8%	8%	8%	7%	7%	8%	7%	5%	8%	5%	8%	9%	6%	6%	9%	5%
Wales	100	22	57	14	94	32	32	30	6	23	56	23	35	29	18	34	83	46	31	52	6	16	11	47	19	36	82	20	12
	5%	7% <sup>b</sup>	4%	5%	5%	5%	5%	5%	5%	4%	5%	6%	5%	5%	4%	5%	5%	5%	4%	5%	4%	3%	4%	6%	4%	5%	5%	4%	5%
Eastern	193	25	138	21	188	69	53	67	8	57	108	41	76	50	36	56	161	105	78	90	20	44	30	69	52	74	141	51	24
	9%	8%	11%	8%	10%	10%	9%	11%	7%	9%	10%	10%	10%	8%	9%	9%	9%	10%	10%	9%	14% <sup>w</sup>	10%	11%	8%	10%	9%	9%	11%	10%
London	271	25	148	52	233	82	69	82	21	92	131	47	95	82	52	81	219	148	85	153	28	68	31	102	58	111	213	54	18
	13%	8%	11%	20% <sup>abd</sup>	12% <sup>a</sup>	12%	11%	13%	18%	15%	12%	12%	13%	14%	13%	13%	13%	14% <sup>p</sup>	11%	16% <sup>r</sup>	19% <sup>w</sup>	15%	11%	12%	11%	14%	14%	12%	8%
South East	281	38	179	35	259	80	84	96	15	91	142	57	103	86	50	74	234	149	99	136	20	59	43	104	67	112	214	73	26
	14%	13%	14%	14%	14%	12%	14%	15%	13%	15%	13%	14%	14%	15%	12%	14%	14%	14%	13%	14%	13%	13%	16%	13%	13%	14%	14%	16%	11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

Prepared by Populus for Which? (project manager George Holt)

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 71  
**GO Region**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- ven- ience (A)	Support local high street (B)
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
South West	179	29	110	22	169	57	62	50	10	54	94	37	74	46	33	60	153	84	77	74	16	36	24	75	49	56	130	34	22
	9%	10%	8%	9%	9%	8%	10%	8%	9%	9%	9%	9%	10%	8%	8%	10%	9%	8%	10%	8%	10%	8%	9%	9%	9%	7%	8%	8%	10%
Northern Ireland	62	5	45	8	59	18	18	22	4	12	38	21	15	18	21	13	52	35	31	23	3	17	7	25	17	22	45	19	9
	3%	2%	3%	3%	3%	3%	4%	4%	4%	2%	4%	5%ij	2%	3%	5%l	2%	3%	3%	4%	2%	2%	4%	3%	3%	3%	3%	3%	4%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 72  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	Gender		Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
Yes	1294 63%	663 66%b	631 60%	432 74%efgh	185 80%cefg	248 69%efgh	186 56%	203 55%	472 60%	436 77%ijkl	386 66%kl	246 59%l	226 45%	1022 62%rs	295 61%	304 59%	292 64%	196 72%mnop	109 62%	53 53%	45 73%os	927 69%vw	181 60%w	162 41%	837 70%y	457 52%	1048 64%A	247 57%
No	777 38%	347 34%	429 40%a	156 26%d	45 20%	110 31%cd	145 44%cde	163 45%cde	313 40%cde	130 23%	195 34%i	174 41%ij	278 55%ijk	620 38%q	189 39%q	215 41%qt	168 36%q	75 28%	66 38%q	47 47%mq	17 27%	415 31%	120 40%u	233 59%uv	358 30%	419 48%x	591 36%	185 43%z

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 73  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- ven- ience (A)	Support local high street (B)
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Yes	1294	176	838	161	1209	406	405	398	69	404	691	258	462	387	270	368	1101	687	520	607	97	314	177	502	345	527	949	288	143
	63%	59%	64%	63%	63%	60%	66%e	63%	61%	65%	64%	64%	63%	65%	67%	60%	64%o	67%op	67% s	62%	65%	69%w	66%	61%	66%	66%z	61%	64%	62%
No	777	124	475	96	712	274	206	231	43	215	387	144	267	208	135	249	609	342	254	372	52	142	93	321	179	271	598	164	90
	38%	41%	36%	37%	37%	40%f	34%	37%	39%	35%	36%	36%	37%	35%	33%	40%pq	36%q	33%	33%	38%r	35%	31%	34%	39%u	34%	34%	39%y	36%	38%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 74  
**Opinion Influencer**  
**Base: All respondents**

	Gender		Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
Yes	176 8%	107 11% <sup>b</sup>	69 7%	77 13% <sup>gh</sup>	35 15% <sup>gh</sup>	42 12% <sup>h</sup>	32 10% <sup>h</sup>	29 8% <sup>h</sup>	38 5%	74 13% <sup>kl</sup>	58 10% <sup>l</sup>	26 6%	18 4%	138 8%	35 7%	45 9%	31 7%	38 14% <sup>mnp</sup>	18 10%	6 6%	3 5%	117 9%	29 10%	26 7%	137 11% <sup>y</sup>	39 4%	140 9%	36 8%
No	1895 92%	904 89%	991 93% <sup>a</sup>	511 87%	195 85%	316 88%	299 90%	337 92% <sup>cd</sup>	748 95% <sup>cd</sup>	491 87%	524 90%	394 94% <sup>i</sup>	485 96% <sup>ij</sup>	1503 92% <sup>q</sup>	450 93% <sup>q</sup>	473 91% <sup>q</sup>	429 93% <sup>q</sup>	234 86%	157 90%	95 94% <sup>q</sup>	59 95%	1226 91%	272 90%	369 93%	1058 89%	837 96% <sup>x</sup>	1499 91%	396 92%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 75  
**Opinion Influencer**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- ven- ience (A)	Support local high street (B)
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Yes	176 8%	40 13%bcd	104 8%	19 7%	166 9%	51 7%	66 11%	49 8%	9 8%	50 8%	101 9%	43 11%	41 6%	60 10%l	57 14%l	37 6%	150 9%o	112 11%op	79 10%	78 8%	25 16%w	48 10%	26 10%	60 7%	51 10%	76 10%z	125 8%	30 7%	18 8%
No	1895 92%	260 87%	1210 92%a	238 93%a	1755 91%a	629 93%	545 89%	581 92%	103 92%	570 92%	976 91%	359 89%	688 94%mn	535 90%	348 86%	581 94%ppq	1560 91%q	917 89%	695 90%	900 92%	125 84%	408 90%	244 90%	764 93%t	473 90%	722 90%	1422 92%y	422 93%	214 92%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 76  
**Tenure**  
**Base: All respondents**

	Gender		Age							Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
NET: Homeowners	1342	680	662	292	119	172	199	237	615	455	394	264	229	1048	295	367	298	159	108	70	45	1342	-	-	767	576	1042	301
	65%	67%b	62%	50%	52%	48%	60%ce	65%cde	78%cdefg	80%ijkl	68%l	63%l	46%	64%	61%	71%mnqr	65%	59%	62%	70%q	72%	100%vw	-	-	64%	66%	64%	70%z
Owned outright - without mortgage	748	373	374	97	52	46	28	100	523	250	211	132	156	588	167	201	170	98	51	37	24	748	-	-	274	474	553	195
	36%	37%	35%	17%ef	23%cef	13%	9%	27%cef	67%cdefg	44%ijkl	36%	31%	31%	36%	34%	39%r	37%	36%	29%	36%	39%	56%vw	-	-	23%	54%x	34%	45%z
Owned with a mortgage or loan	594	306	288	194	67	127	170	137	92	205	184	132	74	461	128	166	128	62	57	34	20	594	-	-	493	101	489	106
	29%	30%	27%	33%h	29%h	35%h	51%cddeg	37%h	12%	36%l	32%l	31%l	15%	28%q	26%	32%mq	28%	23%	33%q	34%q	33%	44%vw	-	-	41%y	12%	30%A	24%
NET: Renters	697	316	381	271	95	176	129	128	169	103	177	151	266	565	184	148	151	105	63	29	17	-	301	396	409	287	572	125
	34%	31%	36%a	46%gh	41%h	49%fgh	39%h	35%h	21%	18%	30%i	36%i	53%ijkl	34%o	38%o	29%	33%	39%o	36%	29%	28%	-	100%u	100%u	34%	33%	35%A	29%
NET: Rent from Council/ Housing Association	396	178	217	122	36	86	69	87	117	35	84	93	183	316	107	91	74	52	43	20	9	-	-	396	209	186	322	74
	19%	18%	20%	21%dh	16%	24%cdh	21%h	24%dh	15%	6%	14%i	22%ij	36%ijk	19%	22%p	18%	16%	19%	25%op	20%	14%	-	-	100%uv	18%	21%x	20%	17%
Rented from the council	269	114	155	81	16	65	51	57	80	19	52	67	131	215	74	61	46	38	28	15	7	-	-	269	150	119	224	46
	13%	11%	15%a	14%cd	7%	18%cdh	15%cdh	16%dh	10%	3%	9%i	16%ij	26%ijk	13%p	15%p	12%	10%	14%	16%p	15%	12%	-	-	68%uv	13%	14%	14%	11%
Rented from a housing association	126	64	62	41	20	21	18	30	37	16	32	26	52	101	33	30	28	14	15	5	2	-	-	126	59	67	98	28
	6%	6%	6%	7%	9%h	6%	5%	8%h	5%	3%	6%i	6%i	10%ijk	6%	7%	6%	6%	5%	8%	5%	3%	-	-	32%uv	5%	8%x	6%	6%
Rented from someone else	301	137	164	149	59	90	60	41	51	68	93	57	83	249	77	57	77	53	19	9	9	-	301	-	200	101	250	51
	15%	14%	15%	25%efgh	26%gh	25%fgh	18%gh	11%h	7%	12%	16%	14%	16%l	15%o	16%o	11%	17%o	19%omors	11%	9%	14%	-	100%uw	-	17%y	12%	15%	12%
Rent free	32	15	17	25	16	9	4	2	2	7	10	6	8	27	6	3	11	7	4	1	-	-	-	-	19	13	26	7
	2%	2%	2%	4%efgh	7%efgh	3%gh	1%	*	*	1%	2%	1%	2%	2%o	1%	1%	2%o	3%o	2%	1%	-	-	-	-	2%	2%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 77  
**Tenure**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied - factory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
NET: Homeowners	1342	207	867	158	1264	434	416	414	71	393	716	262	460	383	286	405	1125	662	531	616	86	293	161	584	330	534	1012	309	168
	65%	69%	66%	61%	66%	64%	68%	66%	63%	63%	66%	65%	63%	64%	71%l	65%	66%	64%	69% <sub>s</sub>	63%	58%	64%	60%	71% <sub>tuv</sub>	63%	67%	65%	68%	72%
Owned outright - without mortgage	748	121	466	88	698	282	206	210	41	249	362	125	278	205	135	254	624	339	293	343	35	155	64	366	181	254	567	150	120
	36%	40%	35%	34%	36%	41% <sub>fg</sub>	34%	33%	36%	40% <sub>jk</sub>	34%	31%	38%	34%	33%	41% <sub>pq</sub>	36% <sub>q</sub>	33%	38%	35%	23%	34% <sub>tv</sub>	24%	44% <sub>tuv</sub>	34%	32%	37% <sub>y</sub>	33%	51%
Owned with a mortgage or loan	594	87	400	70	565	152	210	204	31	145	354	136	181	179	151	501	323	238	273	51	138	97	218	149	280	445	159	48	
	29%	29%	30%	27%	29%	22%	34% <sub>e</sub>	32% <sub>e</sub>	27%	23%	33% <sub>i</sub>	34% <sub>i</sub>	25%	30%	37% <sub>lm</sub>	24%	29% <sub>o</sub>	31% <sub>op</sub>	31%	28%	34%	30%	36% <sub>w</sub>	26%	29%	35% <sub>xz</sub>	29%	35%	21%
NET: Renters	697	91	425	94	628	237	185	205	41	215	345	136	256	201	116	204	558	352	233	345	59	153	109	228	186	248	511	136	62
	34%	30%	32%	37%	33%	35%	30%	33%	37%	35%	32%	34%	35% <sub>n</sub>	34%	29%	33%	33%	34%	30%	35% <sub>r</sub>	40% <sub>w</sub>	34% <sub>w</sub>	40% <sub>w</sub>	28%	35%	31%	33%	30%	27%
NET: Rent from Council/ Housing Association	396	60	233	50	356	152	90	114	27	114	190	72	137	112	67	121	306	184	125	188	26	82	60	135	111	129	285	69	43
	19%	20%	18%	20%	19%	22% <sub>f</sub>	15%	18%	24%	18%	18%	18%	19%	19%	16%	20%	18%	18%	16%	19%	17%	18%	22% <sub>w</sub>	16%	21% <sub>y</sub>	16%	18% <sub>y</sub>	15%	19%
Rented from the council	269	42	162	30	241	111	59	72	15	78	135	51	83	85	48	90	210	122	84	129	14	57	45	91	77	91	192	42	33
	13%	14%	12%	11%	13%	16% <sub>fg</sub>	10%	11%	13%	13%	13%	13%	11%	14%	12%	15% <sub>p</sub>	12%	11%	13%	9%	13%	17% <sub>tw</sub>	11%	15%	11%	12%	9%	14%	
Rented from a housing association	126	18	71	21	115	42	31	42	12	36	55	21	55	27	19	31	96	61	41	59	13	25	15	44	34	39	93	27	10
	6%	6%	5%	8%	6%	6%	5%	7%	10% <sub>j</sub>	6%	5%	5%	8% <sub>m</sub>	5%	5%	5%	6%	6%	5%	6%	8%	5%	6%	5%	6%	5%	6%	6%	4%
Rented from someone else	301	30	192	44	271	85	95	91	14	101	155	64	119	90	50	84	252	168	107	156	33	71	49	93	75	119	226	67	19
	15%	10%	15%	17% <sub>ca</sub>	14% <sub>a</sub>	12%	16%	15%	13%	16%	14%	16%	16%	15%	12%	14%	15%	16%	14%	16%	22% <sub>w</sub>	16% <sub>w</sub>	18% <sub>w</sub>	11%	14%	15%	15%	15%	8%
Rent free	32	2	22	5	30	9	11	10	-	11	16	4	13	11	2	9	28	15	10	18	4	10	-	12	8	16	24	7	3
	2%	1%	2%	2%	2%	1%	2%	2%	-	2%	2%	1%	2%	2%	1%	1%	2%	1%	1%	2%	3% <sub>v</sub>	2% <sub>v</sub>	-	1%	2%	2%	2%	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

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Absolutes/col percents

Table 78  
**What is the highest educational level that you have achieved to date?**  
**Base: All respondents**

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
No formal education	15 1%	6 1%	9 1%	4 1%	2 1%	3 1%	1 *	2 1%	8 1%	2 *	5 1%	6 1%	13 1%	7 2%	5 1%	2 *	-	-	1 1%	-	8 1%	1 *	6 2%	3 *	12 1% <sup>x</sup>	12 1%	3 1%	
Primary	18 1%	4 *	14 1%	7 1%	-	7 2%	3 1%	2 *	7 1%	-	10 2% <sup>ij</sup>	8 2% <sup>ij</sup>	11 2% <sup>ij</sup>	2 1%	11 2% <sup>mnpq</sup>	1 *	-	-	3 3% <sup>mnpqr</sup>	-	6 *	2 1%	10 3% <sup>uv</sup>	3 *	14 2% <sup>x</sup>	10 1%	8 2% <sup>z</sup>	
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1357 66%	627 62%	730 69% <sup>a</sup>	290 49% <sup>d</sup>	99 43%	191 53% <sup>cd</sup>	215 65% <sup>cd</sup>	264 72% <sup>cde</sup>	589 75% <sup>cdef</sup>	278 49%	359 62% <sup>i</sup>	319 76% <sup>ij</sup>	402 80% <sup>ij</sup>	1084 66% <sup>qt</sup>	311 64%	352 68% <sup>qt</sup>	314 68% <sup>qt</sup>	154 57%	109 62%	84 83% <sup>mnpqr</sup>	33 53%	871 65% <sup>v</sup>	176 58%	295 75% <sup>uv</sup>	751 63%	606 69% <sup>x</sup>	1064 65%	294 68%
University degree or equivalent professional qualification, NVQ level 4, etc.	437 21%	239 24% <sup>b</sup>	198 19%	164 28% <sup>gh</sup>	57 25% <sup>h</sup>	107 30% <sup>fgh</sup>	73 22% <sup>h</sup>	71 19%	129 16%	173 31% <sup>ijkl</sup>	146 25% <sup>kl</sup>	60 14%	57 11%	347 21% <sup>os</sup>	118 24% <sup>os</sup>	90 17% <sup>s</sup>	94 20% <sup>s</sup>	74 27% <sup>mos</sup>	36 20% <sup>s</sup>	6 6%	20 32% <sup>os</sup>	297 22% <sup>w</sup>	77 26% <sup>w</sup>	52 13%	298 25% <sup>y</sup>	139 16%	350 21%	87 20%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	164 8%	92 9%	71 7%	63 11% <sup>gh</sup>	21 9%	43 12% <sup>gh</sup>	34 10% <sup>gh</sup>	21 6%	46 6%	91 16% <sup>ijkl</sup>	51 9% <sup>kl</sup>	12 3%	9 2%	121 7%	28 6%	36 7%	32 7%	31 11% <sup>mno</sup>	23 13% <sup>mnpqs</sup>	5 5%	9 14% <sup>ns</sup>	125 9% <sup>w</sup>	26 9% <sup>w</sup>	11 3%	119 10% <sup>y</sup>	45 5%	134 8%	29 7%
Still in full time education	51 2%	25 3%	25 2%	49 8% <sup>efgh</sup>	48 21% <sup>cefgh</sup>	1 *	2 *	-	-	16 3%	20 3% <sup>l</sup>	8 2%	6 1%	41 3%	9 2%	18 4%	12 3%	8 3%	3 1%	-	23 2%	16 5% <sup>uw</sup>	9 2%	4 *	47 5% <sup>x</sup>	47 3% <sup>A</sup>	3 1%	
Don't know	7 *	3 *	4 *	3 1%	-	3 1%	-	1 *	3 *	-	1 *	1 *	5 1% <sup>i</sup>	3 *	-	-	1 *	1 *	3 2% <sup>mnpq</sup>	1 1% <sup>no</sup>	3 1% <sup>no</sup>	-	4 1%	5 *	2 *	4 *	3 1%	
Prefer not to answer	23 1%	14 1%	9 1%	8 1%	4 2%	4 1%	5 2%	5 1%	5 1%	5 1%	3 *	6 1%	10 2% <sup>j</sup>	20 1%	8 2%	6 1%	3 1%	3 1%	2 1%	1 1%	-	9 1%	3 1%	9 2% <sup>u</sup>	13 1%	10 1%	18 1%	5 1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 79  
**What is the highest educational level that you have achieved to date?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
No formal education	15 1%	5 2%	8 1%	2 1%	15 1%	11 2%fg	2 *	1 *	-	6 1%	7 1%	1 *	7 1%	5 1%	1 *	6 1%	12 1%q	3 *	2 *	11 1%r	1 1%	4 1%	1 *	7 1%	5 1%	5 1%	10 1%	-	8 3%
Primary	18 1%	2 1%	8 1%	6 3%bd	17 1%	10 1%f	2 *	5 1%	3 3%j	8 1%	5 *	4 1%	6 1%	10 2%n	-	14 2%pq	14 1%q	2 *	6 1%	10 1%	-	-	1 *	12 2%u	8 1%y	2 *	10 1%y	4 1%	3 1%
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1357 66%	219 73%bcd	854 65%	157 61%	1271 66%	464 68%g	418 68%g	389 62%	70 62%	411 66%	702 65%	258 64%	497 68%n	378 64%	250 62%	427 69%pq	1127 66%q	645 63%	511 66%	627 64%	88 59%	266 58%	173 64%	577 70%tu	333 63%	526 66%	1024 66%	274 61%	166 72%
University degree or equivalent professional qualification, NVQ level 4, etc.	437 21%	42 14%	295 22%ad	53 21%	395 21%a	120 18%	129 21%	146 23%e	23 20%	124 20%	241 22%	94 23%	131 18%	132 22%	110 27%l	108 18%	365 21%o	248 24%op	172 22%	209 21%	41 28%w	125 28%w	56 21%	146 18%	119 23%	169 21%	317 21%	110 24%	32 14%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	164 8%	29 10%	98 7%	27 10%	155 8%	54 8%	43 7%	59 9%	15 13%	51 8%	86 8%	35 9%	62 9%	47 8%	41 10%	48 8%	137 8%	92 9%	64 8%	86 9%	15 10%	43 9%	26 10%	66 8%	39 7%	71 9%	125 8%	42 9%	16 7%
Still in full time education	51 2%	4 1%	30 2%	10 4%	47 2%	13 2%	11 2%	24 4%ef	1 1%	16 3%	27 3%	6 2%	20 3%n	19 3%n	3 1%	10 2%	42 2%	32 3%	17 2%	26 3%	3 2%	16 4%w	8 3%	13 2%	14 3%	20 2%	37 2%	19 4%	4 2%
Don't know	7 *	-	6 *	-	6 *	3 *	3 1%	-	-	-	3 *	-	-	3 1%	-	2 *	3 *	1 *	2 *	1 *	-	-	1 *	-	1 *	1 *	6 y	-	2 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 79  
**What is the highest educational level that you have achieved to date?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour			Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- vience (A)	Support local high street (B)
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Prefer not to answer	23 1%	-	12 1%	2 1%	16 1%	6 1%	4 1%	6 1%	1 1%	3 1%	6 1%	4 1%	5 1%	1 *	1 *	3 *	9 1%	6 1%	2 *	8 1%	1 *	2 *	3 1%	3 *	6 1%	5 1%	17 1%	3 1%	2 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 80  
**Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?**  
**Base: All respondents**

	Gender			Age							Social Grade							Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ireland (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)			
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439			
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432			
Yes - responsible for half or more of the items bought	1835 89%	844 84%	990 93%a	464 79% <sup>d</sup>	141 61%	323 90% <sup>cd</sup>	312 94% <sup>cd</sup>	343 94% <sup>cd</sup>	715 91% <sup>cd</sup>	478 85%	520 89% <sup>i</sup>	368 88%	468 93% <sup>ijkl</sup>	1450 88% <sup>p</sup>	441 91% <sup>mp</sup>	459 89% <sup>p</sup>	385 84%	244 90% <sup>p</sup>	157 90%	90 90%	58 94%	1176 88%	277 92% <sup>u</sup>	362 91%	1059 89%	776 89%	1445 88%	390 90%			
No - not responsible for most of the items bought	236 11%	166 16% <sup>b</sup>	70 7%	124 21% <sup>efgh</sup>	88 39% <sup>cefg</sup>	35 10%	19 6%	24 6%	71 9%	87 15% <sup>jl</sup>	62 11% <sup>l</sup>	52 12% <sup>l</sup>	35 7%	191 12% <sup>n</sup>	43 9%	59 11%	75 16% <sup>mnoq</sup>	27 10%	18 10%	10 10%	4 6%	166 12% <sup>v</sup>	24 8%	34 9%	136 11%	100 11%	194 12%	42 10%			

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 81  
**Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour			Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)	Convenience (A)	Support local high street (B)
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Yes - responsible for half or more of the items bought	1835	283	1158	221	1703	604	545	555	105	542	955	361	644	524	367	541	1511	917	688	865	140	389	242	739	461	704	1374	399	215
	89%	94% <sup>bcd</sup>	88%	86%	89%	89%	89%	88%	94%	87%	89%	90%	88%	88%	91%	88%	88%	89%	89%	88%	94% <sup>u</sup>	85%	90%	90% <sup>u</sup>	88%	88%	89%	88%	92%
No - not responsible for most of the items bought	236	17	156	36	218	76	67	75	7	78	123	41	85	71	37	77	199	112	87	114	9	67	28	84	63	94	173	53	18
	11%	6%	12% <sup>a</sup>	14% <sup>a</sup>	11% <sup>a</sup>	11%	12%	12%	6%	13%	11%	10%	12%	12%	9%	12%	12%	11%	11%	12%	6%	15% <sup>tw</sup>	10%	10%	12%	12%	11%	12%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 82  
**How many cars are there in your household?**  
**Base: All respondents**

	Gender			Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ireland (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
No cars in the household	435	202	233	137	54	83	87	79	132	59	120	61	195	364	119	80	68	94	45	19	10	129	111	187	203	232	384	51
	21%	20%	22%	23%h	24%h	23%h	26%h	22%	17%	10%	21%ik	14%	39%ijk	22%op	25%op	15%	15%	35%mnop	26%op	19%	16%	10%	37%u	47%uv	17%	26%x	23%A	12%
NET: Any	1636	808	828	451	175	275	244	287	654	506	462	360	308	1277	365	438	392	177	130	82	52	1213	190	208	992	644	1255	381
	79%	80%	78%	77%	76%	77%	74%	78%	83%cd	90%ij	79%l	86%jl	61%	78%q	75%q	85%mnqr	85%mnqr	65%	74%	81%q	84%q	90%vw	63%w	53%	83%y	74%	77%	88%z
1	840	394	447	181	37	144	124	156	379	228	233	185	194	642	203	219	179	91	80	37	30	580	115	141	474	366	665	175
	41%	39%	42%	31%d	16%	40%cd	37%d	42%cd	48%cd	40%	40%	44%	39%	39%q	42%q	42%q	39%	34%	46%q	37%	48%q	43%w	38%	36%	40%	42%	41%	40%
2	606	322	284	163	71	92	109	112	221	211	193	121	82	485	139	160	153	58	42	35	19	488	58	45	392	215	454	153
	29%	32%b	27%	28%	31%	26%	33%	31%	28%	37%kl	33%l	29%l	16%	30%q	29%q	31%q	33%qr	21%	24%	35%q	30%	36%vw	19%w	11%	33%y	24%	28%	35%z
3+	190	93	98	107	68	39	11	20	53	67	37	54	32	151	23	59	60	29	8	9	3	146	16	23	126	64	136	54
	9%	9%	9%	18%efgh	30%cefg	11%fgh	3%	5%	7%f	12%jl	6%	13%jl	6%	9%nr	5%	11%nr	13%mnr	11%nr	4%	9%	5%	11%vw	5%	6%	11%y	7%	8%	12%z

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 83  
**How many cars are there in your household?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- ven- ience (A)	Support local high street (B)
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
No cars in the household	435	55	253	63	385	159	98	128	26	127	196	65	137	120	69	138	316	192	115	222	37	86	54	149	113	157	322	82	49
	21%	18%	19%	25%	20%	23% <sup>f</sup>	16%	20%	23%	20%	18%	16%	19%	20%	17%	22% <sup>p</sup>	18%	19%	15%	23% <sup>r</sup>	25%	19%	20%	18%	22%	20%	21%	18%	21%
NET: Any	1636	245	1061	194	1536	521	514	502	86	493	882	337	592	475	336	480	1394	837	660	756	112	369	216	675	411	641	1225	370	183
	79%	82%	81%	75%	80%	77%	84% <sup>e</sup>	80%	77%	80%	82%	84%	81%	80%	83%	78%	82% <sup>o</sup>	81%	85% <sup>s</sup>	77%	75%	81%	80%	82%	78%	80%	79%	82%	79%
1	840	128	533	97	781	289	252	239	56	275	403	142	326	238	142	262	699	404	316	394	51	171	100	372	203	328	637	167	104
	41%	43%	41%	38%	41%	43%	41%	38%	50% <sup>jk</sup>	44% <sup>jk</sup>	37%	35%	45% <sup>n</sup>	40%	35%	42%	41%	39%	41%	40%	34%	38%	37%	45% <sup>tuv</sup>	39%	41%	41%	37%	45%
2	606	98	404	69	576	180	198	199	25	158	369	150	205	173	156	160	531	334	265	274	52	146	85	236	145	247	461	157	68
	29%	33%	31%	27%	30%	26%	32% <sup>ee</sup>	32%	23%	26%	34% <sup>hi</sup>	37% <sup>hi</sup>	28%	29%	39% <sup>lm</sup>	26%	31% <sup>o</sup>	32% <sup>o</sup>	34% <sup>s</sup>	28%	35%	32%	32%	29%	28%	31%	30%	35%	29%
3+	190	18	124	28	179	52	63	64	5	60	110	45	60	64	38	58	164	99	79	88	10	52	31	67	63	66	127	46	12
	9%	6%	9%	11%	9% <sup>a</sup>	8%	10%	10%	5%	10%	10%	11% <sup>h</sup>	8%	11%	9%	9%	10%	10%	10%	9%	7%	11%	12%	8%	12% <sup>yz</sup>	8%	8%	10%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 84  
**To which of the following ethnic groups do you consider you belong?**  
**Base: All respondents**

	Gender		Age							Social Grade				Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
White	1905	925	981	505	190	315	286	342	773	518	532	385	470	1489	456	479	438	202	170	99	61	1242	270	365	1073	832	1484	422
	92%	92%	92%	86%	83%	88%	86%	93% <sup>cdef</sup>	98% <sup>cdef</sup>	92%	91%	92%	93%	91% <sup>q</sup>	94% <sup>m</sup>	93% <sup>q</sup>	95% <sup>m</sup>	75%	97% <sup>m</sup>	98% <sup>m</sup>	99% <sup>m</sup>	93%	90%	92%	90%	95% <sup>x</sup>	91%	98% <sup>z</sup>
NET: BAME	139	69	70	70	33	37	39	20	9	42	44	28	25	133	23	31	18	65	2	-	-	86	25	26	109	30	134	5
	7%	7%	7%	12% <sup>gh</sup>	14% <sup>gh</sup>	10% <sup>gh</sup>	12% <sup>gh</sup>	6% <sup>h</sup>	1%	7%	8%	7%	5%	8% <sup>nprst</sup>	5% <sup>rs</sup>	6% <sup>rs</sup>	4% <sup>s</sup>	24% <sup>mno</sup>	1%	-	-	6%	8%	7%	9% <sup>y</sup>	3%	8% <sup>A</sup>	1%
Mixed	28	16	12	14	7	7	8	5	1	11	11	3	3	27	4	7	7	10	1	-	-	18	6	4	27	1	25	3
	1%	2%	1%	2% <sup>h</sup>	3% <sup>h</sup>	2% <sup>h</sup>	2% <sup>h</sup>	1% <sup>h</sup>	*	2%	2%	1%	1%	2%	1%	1%	2%	4% <sup>mno</sup>	1%	-	-	1%	2%	1%	2% <sup>y</sup>	*	2%	3%
Asian	67	34	33	39	19	20	19	8	2	21	20	14	13	64	14	17	5	30	1	-	-	48	8	10	54	13	67	*
	3%	3%	3%	7% <sup>gh</sup>	8% <sup>gh</sup>	6% <sup>gh</sup>	6% <sup>gh</sup>	2% <sup>h</sup>	*	4%	3%	3%	3%	4% <sup>prs</sup>	3%	3% <sup>pr</sup>	1%	11% <sup>mno</sup>	*	-	-	4%	3%	3%	4% <sup>y</sup>	2%	4% <sup>A</sup>	*
Black	26	13	13	6	*	6	8	7	5	5	11	6	5	26	3	3	3	17	-	-	-	9	5	12	20	6	26	-
	1%	1%	1%	1%	*	2%	2% <sup>h</sup>	2% <sup>h</sup>	1%	1%	2%	1%	1%	2% <sup>no</sup>	1%	1%	1%	6% <sup>mno</sup>	-	-	-	1%	2%	3% <sup>u</sup>	2% <sup>y</sup>	1%	2% <sup>A</sup>	-
Chinese	10	4	6	7	6	2	2	-	-	3	2	3	2	9	-	4	-	6	-	-	-	7	3	-	3	7	9	1
	*	*	1%	1% <sup>egh</sup>	2% <sup>egh</sup>	1%	1% <sup>h</sup>	-	-	*	*	1%	*	1%	-	1%	-	2% <sup>mnp</sup>	-	-	-	1%	1%	-	*	1%	1%	*
Other ethnic group	8	2	6	4	2	2	2	-	1	2	2	2	2	8	3	-	2	2	-	-	-	5	3	-	4	4	8	-
	*	*	1%	1%	1%	1%	1%	-	*	*	*	1%	*	*	1%	-	1%	1%	-	-	-	1%	1%	-	*	*	*	-
Prefer not to answer	27	16	10	13	7	6	6	4	4	6	5	8	8	19	5	8	4	4	3	2	1	14	6	5	13	14	21	6
	1%	2%	1%	2% <sup>h</sup>	3% <sup>h</sup>	2% <sup>h</sup>	2% <sup>h</sup>	1%	*	1%	1%	2%	2%	1%	1%	2%	1%	1%	2%	2%	1%	1%	2%	1%	1%	2%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 85  
**To which of the following ethnic groups do you consider you belong?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
White	1905	291	1232	231	1800	635	583	583	95	580	1000	375	676	557	368	583	1589	937	726	897	129	425	244	774	483	715	1412	418	225
	92%	97%bcd	94%c	90%	94%c	93%	95%	93%	85%	94%h	93%h	93%	93%	94%	91%	94%q	93%q	91%	94%	92%	86%	93%t	90%	94%t	94%y	90%	91%y	93%	97%
NET: BAME	139	8	66	23	102	35	24	42	15	34	68	22	46	32	34	29	104	81	43	72	17	27	24	43	24	75	115	31	5
	7%	3%	5%	9%abd	5%a	5%	4%	7%f	13%ijk	6%	6%	5%	6%	5%	8%	5%	6%	8%op	6%	6%	7%	11%uw	9%w	5%	5%	9%xz	7%x	7%	2%
Mixed	28	-	21	5	26	7	1	19	2	6	17	8	5	8	10	5	24	18	7	16	3	7	6	9	5	16	23	12	1
	1%	-	2%a	2%a	1%	1%	*	3%ef	2%	1%	2%	2%	1%	1%	2%l	1%	1%	2%	1%	2%	2%	2%	2%	1%	1%	2%	2%	3%	1%
Asian	67	6	26	9	42	14	15	13	7	16	36	12	23	16	18	13	51	41	25	34	10	13	14	19	11	35	56	10	3
	3%	2%	2%	4%	2%	2%	3%	2%	6%	3%	3%	3%	3%	3%	4%	2%	3%	4%p	3%	3%	7%uw	3%	5%w	2%	2%	4%x	4%	2%	1%
Black	26	-	11	7	20	10	4	7	5	7	10	1	11	5	6	7	19	14	7	15	3	4	3	9	6	15	20	6	1
	1%	-	1%	3%abd	1%	1%	1%	1%	4%ijk	1%	1%k	*	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	*
Chinese	10	2	5	-	8	2	3	3	1	3	2	1	3	3	-	1	5	5	2	4	-	3	-	2	2	5	7	1	-
	*	1%	*	-	*	*	3	1%	1%	*	*	*	*	*	*	*	*	*	*	*	-	1%	-	*	*	1%	*	*	-
Other ethnic group	8	-	3	1	5	2	2	1	-	3	3	-	5	-	1	3	6	4	2	4	-	1	1	4	-	4	8	1	-
	*	-	*	1%	*	*	*	*	-	1%	*	-	1%	-	*	*	*	*	*	*	-	*	1%	1%	-	*	1%	*	-
Prefer not to answer	27	1	15	3	19	10	5	4	2	5	10	5	7	6	3	6	17	11	5	10	4	3	2	7	7	8	20	3	3
	1%	*	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 86  
**To which of the following religious groups do you consider yourself to be a member of?**  
**Base: All respondents**

	Gender			Age						Social Grade				Region							Tenure		Working		Which of the following best describes where you live?				
	Total	Male	Female	18-34	18-24	25-34	35-44	45-54	55+	AB	C1	C2	DE	All England	England North	England Midlands	England South	London	Scotland	Wales	North-ern Ire-land	Own/ buying with mortgage	Private rent	Social rent incl HA	Yes	No	Urban	Rural	
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439	
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432	
Christian	1031	511	521	159	53	106	138	184	550	265	306	200	260	822	269	263	212	124	75	46	44	728	112	178	541	490	784	247	
	50%	51%	49%	27%	23%	30%	42% code	50% cdef	70% cdefg	47%	53%	47%	52%	50%	56% mpqr	51%	46%	46%	43%	45%	71% mnop	54% vw	37%	45% v	45%	56% x	48%	57% z	
NET: Other	134	70	64	61	29	32	27	24	23	39	31	35	29	117	29	39	22	35	4	5	1	85	19	26	88	46	123	11	
	6%	7%	6%	10% h	13% gh	9% h	8% h	7% h	3%	7%	5%	8%	6%	7% pr	6% r	7% r	5%	13% mnopr	2%	5%	2%	6%	6%	7%	7%	5%	8% A	3%	
Muslim	49	29	20	31	13	18	11	5	2	15	11	11	12	45	16	12	3	16	1	-	1	30	8	9	41	8	48	*	
	2%	3%	2%	5% gh	6% gh	5% gh	3% h	1% h	*	3%	2%	3%	2%	3% p	3% pr	2% p	1%	6% moprs	*	-	2%	2%	3%	2%	3% y	1%	3% A	*	
Hindu	9	4	4	3	2	2	5	-	1	3	5	1	-	9	-	-	1	7	-	-	8	1	-	7	2	9	-		
	*	*	*	1%	1%	*	1% gh	-	*	1%	1%	*	-	1%	-	-	*	3% mnopr	-	-	1%	*	-	1%	*	1%	1%	-	
Jewish	20	16	4	3	1	2	-	3	14	10	3	4	3	15	4	4	4	5	2	1	-	15	1	3	9	11	19	1	
	1%	2% b	*	1%	1%	*	-	1%	2% f	2% j	*	1%	1%	1%	1%	1%	1%	2%	2%	1%	-	1%	*	1%	1%	1%	1%	*	
Sikh	5	2	3	3	3	-	1	1	-	1	3	-	1	5	-	3	-	2	-	-	5	-	-	4	1	5	-		
	*	*	*	1%	1% eh	-	*	*	-	*	1%	-	*	*	-	1%	-	1%	-	-	-	*	-	-	*	*	*	-	
Buddhist	14	6	8	6	3	3	2	5	1	5	2	4	2	9	3	6	1	1	1	2	-	11	1	2	7	6	12	2	
	1%	1%	1%	1% h	1% h	1%	1%	1% h	*	1%	*	1%	*	1%	1%	1%	1%	*	*	2% p	-	1%	*	1%	1%	1%	1%	*	
Other	38	13	25	14	6	8	8	10	5	5	9	14	10	33	5	14	13	4	1	2	-	16	8	12	20	18	30	8	
	2%	1%	2%	2% h	3% h	2% h	3% h	3% h	1%	1%	3% i	2%	2%	2%	1%	3%	3%	1%	1%	2%	-	1%	3% u	3% u	2%	2%	2%	2%	
None	859	408	451	343	138	205	159	151	206	252	230	179	198	663	179	201	217	105	92	48	17	504	160	180	542	317	691	168	
	41%	40%	42%	58% fgh	60% fgh	57% fgh	48% h	41% h	26%	45%	40%	42%	39%	40%	37%	39%	47% mnoq	39%	48% nt	48% nt	28%	38%	53% u	48% u	45% u	45% y	36%	42%	39%
Prefer not to say	47	22	25	25	10	15	7	7	8	9	14	7	17	39	8	15	10	7	4	2	-	25	10	11	24	24	41	6	
	2%	2%	2%	4% h	5% h	4% h	2%	2%	1%	2%	2%	2%	3%	2%	2%	3%	2%	3%	3%	2%	-	2%	3%	3%	2%	3%	2%	1%	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 87  
**To which of the following religious groups do you consider yourself to be a member of?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Christian	1031	156	681	113	984	393	307	283	64	327	505	177	370	288	195	315	857	494	400	476	72	199	129	455	254	410	777	207	159
	50%	52%	52% <sup>c</sup>	44%	51% <sup>c</sup>	58% <sup>fg</sup>	50%	45%	57% <sup>k</sup>	53% <sup>jk</sup>	47%	44%	51%	48%	48%	51%	50%	48%	52%	49%	48%	44%	48%	55% <sup>uv</sup>	48%	51%	50%	46%	68%
NET: Other	134	12	63	18	93	31	24	38	11	38	73	30	43	41	32	34	111	76	50	68	9	37	17	52	33	63	101	23	4
	6%	4%	5%	7%	5%	5%	4%	6%	9%	6%	7%	7%	6%	7%	8%	6%	6%	7%	6%	7%	6%	8%	6%	6%	6%	8% <sup>z</sup>	7%	5%	2%
Muslim	49	2	21	1	24	8	9	7	4	12	26	9	16	10	14	10	37	28	21	21	2	12	10	15	10	25	39	6	2
	2%	1%	2%	*	1%	1%	2%	1%	3%	2%	2%	2%	2%	2%	3%	2%	2%	3%	3%	2%	2%	3%	4%	2%	2%	3%	3%	1%	1%
Hindu	9	-	4	1	4	2	1	2	1	3	2	1	5	1	1	2	6	4	1	6	2	-	1	3	3	4	6	2	-
	*	*	*	*	*	*	*	1%	1%	*	*	*	1%	*	*	*	*	*	*	1%	1% <sup>u</sup>	*	*	*	1%	*	*	*	*
Jewish	20	2	7	5	14	5	1	8	2	6	11	4	4	9	5	8	19	10	7	11	2	4	1	11	5	10	14	6	-
	1%	1%	1%	2% <sup>bd</sup>	1%	1%	*	1% <sup>f</sup>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Sikh	5	-	2	2	4	2	1	1	2	1	2	-	3	1	1	1	4	4	2	3	1	2	1	1	-	5	1	-	-
	*	*	*	1%	*	*	*	*	2% <sup>oijk</sup>	*	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Buddhist	14	3	6	4	13	1	4	7	-	5	8	3	4	7	1	5	12	7	5	8	-	5	-	8	1	5	13	4	1
	1%	1%	*	2% <sup>b</sup>	1%	*	1%	1% <sup>e</sup>	-	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	-	1%	-	1%	*	1%	1%	1%	1%
Other	38	5	23	5	34	14	7	12	2	10	23	13	12	13	10	9	33	23	14	19	2	15	4	13	14	14	24	5	2
	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	3%	2%	2%	3%	1%	2%	2%	2%	2%	1%	3%	1%	2%	3%	2%	2%	1%	1%
None	859	127	543	122	807	241	269	297	35	241	481	187	299	253	175	253	708	441	310	416	66	212	116	304	226	305	633	215	66
	41%	42%	41%	47%	42%	35%	44% <sup>ee</sup>	47% <sup>ee</sup>	31%	39%	45% <sup>hi</sup>	46% <sup>hi</sup>	41%	42%	43%	41%	41%	43%	40%	43%	44%	46% <sup>w</sup>	43%	37%	43%	38%	41% <sup>y</sup>	48%	28%
Prefer not to say	47	4	27	4	37	14	11	12	3	14	19	8	16	14	3	16	34	18	14	18	3	7	8	13	11	20	36	7	3
	2%	1%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	1%	3%	2%	2%	2%	2%	2%	2%	3%	2%	2%	3%	2%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

Prepared by Populus for Which? (project manager George Holt)

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 88  
**Which of the following best describes where you live?**  
**Base: All respondents**

	Gender			Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
NET: Urban	1639 79%	801 79%	838 79%	497 85%gh	200 87%gh	298 83%h	271 82%h	283 77%	587 75%	443 78%	476 82%	327 78%	393 78%	1343 82%oprs	397 82%ors	385 74%cs	360 78%rs	266 98%mnop rst	122 70%	63 63%	45 73%	1042 78%	250 83%u	322 81%	970 81%y	669 76%	1639 100%A	-
Urban - Population over 10,000	874 42%	470 47%b	404 38%	291 50%gh	117 51%gh	174 49%gh	153 46%h	142 39%	288 37%	263 46%l	260 45%l	170 40%	182 36%	724 44%nops	185 38%rs	185 36%rs	150 33%rs	232 86%mnop rst	72 41%ps	23 22%	27 44%rs	532 40%	150 50%u	175 44%	538 45%y	336 38%	874 53%A	-
Town and Fringe	765 37%	331 33%	434 41%a	206 35%	83 36%	123 34%	118 36%	142 39%	299 38%	180 32%	217 37%	157 37%	211 42%i	620 38%qr	212 44%mqrt	200 39%qr	211 46%moqr t	34 12%	50 29%q	40 40%qr	18 29%q	510 38%	100 33%	147 37%	432 36%	334 38%	765 47%A	-
NET: Rural	432 21%	209 21%	223 21%	91 15%	30 13%	60 17%	60 18%	83 23%cd	199 25%cdef	123 22%	106 18%	94 22%	110 22%	298 18%q	87 18%q	133 26%mnq	100 22%mq	5 2%	52 30%mnppq	38 37%mnop q	17 27%q	301 22%v	51 17%	74 19%	225 19%	207 24%x	-	432 100%z
Village	382 18%	184 18%	198 19%	83 14%	30 13%	53 15%	53 16%	71 19%cd	175 22%cdef	106 19%	92 16%	83 20%	101 20%	271 16%q	82 17%q	119 23%mnq	90 20%q	5 2%	41 24%mq	33 32%mnop qt	11 18%q	266 20%v	42 14%	71 18%	202 17%	180 20%x	-	382 88%z
Hamlet & Isolated Dwelling	50 2%	26 3%	25 2%	8 1%	-	8 2%cd	7 2%cd	12 3%cd	23 3%cd	17 3%	14 2%	11 3%	9 2%	27 2%q	5 1%	14 3%q	10 2%q	-	11 6%mnopq	5 5%mnq	6 9%mnopq	35 3%w	9 3%w	3 1%	23 2%	27 3%	-	50 12%z

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 89  
**Which of the following best describes where you live?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- ven- ience (A)	Support local high street (B)
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
NET: Urban	1639 79%	232 77%	1040 79%	204 79%	1513 79%	540 79%	485 79%	488 78%	90 80%	494 80%	851 79%	315 78%	577 79%	476 80%	321 79%	477 77%	1347 79%	843 82%op	585 76%	808 83%r	124 83%	367 81%	222 82%	637 77%	406 77%	647 81%	1233 80%	348 77%	176 76%
Urban - Population over 10,000	874 42%	107 36%	535 41%	127 49%abd	789 41%a	287 42%	250 41%	252 40%	56 50%	271 44%	445 41%	165 41%	306 42%	257 43%	172 42%	246 40%	709 41%	467 45%op	298 38%	450 46%r	74 49%	205 45%	122 45%	336 41%	222 42%	358 45%z	652 42%	184 41%	94 40%
Town and Fringe	765 37%	125 42%c	505 38%c	77 30%	724 38%c	253 37%	235 38%	236 38%	34 30%	223 36%	407 38%	150 37%	271 37%	218 37%	150 37%	231 37%	639 37%	376 37%	287 37%	358 37%	50 34%	162 35%	101 37%	301 37%	184 35%	289 36%	581 38%	163 36%	82 35%
NET: Rural	432 21%	68 23%	274 21%	53 21%	408 21%	140 21%	126 21%	141 22%	22 20%	126 20%	226 21%	87 22%	152 21%	120 20%	83 21%	141 23%q	363 21%q	186 18%	190 24%r	170 17%	25 17%	89 19%	48 18%	186 23%	118 23%	151 19%	314 20%	104 23%	56 24%
Village	382 18%	61 20%	243 18%	45 17%	360 19%	128 19%	114 19%	118 19%	19 17%	112 18%	196 18%	76 19%	139 19%	104 17%	70 17%	127 21%q	318 19%q	163 16%	168 22%r	148 15%	21 14%	72 16%	41 15%	168 20%	102 19%	137 17%	280 18%	90 20%	52 22%
Hamlet & Isolated Dwelling	50 2%	7 2%	31 2%	9 3%	48 3%	12 2%	13 2%	23 4%e	3 2%	13 2%	30 3%	11 3%	13 2%	16 3%	13 3%	14 2%	44 3%	23 2%	22 3%	22 2%	4 3%	17 4%	6 2%	18 2%	17 3%	14 2%	34 2%	14 3%	4 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 90  
Which of the following best describes your current working status?  
Base: All respondents

	Gender		Age							Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
NET: Working	1195	640	556	420	129	292	268	274	233	337	380	280	198	945	261	291	271	174	102	58	37	767	200	209	1195	-	970	225
	58%	63% <sup>cb</sup>	52%	72% <sup>dh</sup>	56% <sup>ch</sup>	81% <sup>cdgh</sup>	81% <sup>cdh</sup>	75% <sup>cdh</sup>	30%	60% <sup>l</sup>	65% <sup>il</sup>	67% <sup>il</sup>	39%	58%	54%	56%	59%	64% <sup>mno</sup>	59%	58%	59%	57%	66% <sup>uw</sup>	53%	100% <sup>y</sup>	-	59% <sup>A</sup>	52%
Working full time - working 30 hours per week or more	944	572	372	347	105	242	221	228	149	274	305	223	143	748	203	232	209	144	82	43	31	597	167	166	944	-	783	162
	46%	57% <sup>b</sup>	35%	59% <sup>dh</sup>	46% <sup>h</sup>	68% <sup>cdh</sup>	67% <sup>cdh</sup>	62% <sup>dh</sup>	19%	49% <sup>l</sup>	52% <sup>l</sup>	53% <sup>l</sup>	28%	46%	42%	45%	45%	53% <sup>mno</sup>	47%	43%	50%	44%	56% <sup>uw</sup>	42%	79% <sup>y</sup>	-	48% <sup>A</sup>	37%
Working part time - working between 8 and 29 hours per week	251	67	183	74	24	50	46	47	84	62	75	57	55	197	58	59	62	30	21	15	6	170	33	44	251	-	187	63
	12%	7%	17% <sup>a</sup>	13%	10%	14%	14%	13%	11%	11%	13%	14%	11%	12%	12%	11%	14%	11%	12%	15%	9%	13%	11%	11%	21% <sup>y</sup>	-	11%	15%
NET: Not working	876	371	505	167	101	66	63	92	553	229	202	140	305	696	223	227	189	98	72	42	26	576	101	186	-	876	669	207
	42%	37%	48% <sup>a</sup>	28% <sup>ef</sup>	44% <sup>cefg</sup>	19%	19%	25% <sup>e</sup>	70% <sup>cdef</sup>	40% <sup>ijkl</sup>	35%	33%	61% <sup>ijkl</sup>	42% <sup>q</sup>	46% <sup>q</sup>	44% <sup>q</sup>	41%	36%	41%	42%	41%	43% <sup>v</sup>	34%	47% <sup>v</sup>	-	100% <sup>x</sup>	41%	48% <sup>z</sup>
Not working but seeking work or temporarily unemployed or sick	76	38	38	23	11	13	18	23	12	3	4	13	56	59	11	12	6	10	6	6	2	23	17	31	-	76	60	16
	4%	4%	4%	4% <sup>h</sup>	5% <sup>h</sup>	4% <sup>h</sup>	5% <sup>h</sup>	6% <sup>h</sup>	1%	1%	1%	3% <sup>ij</sup>	11% <sup>ijkl</sup>	4% <sup>o</sup>	6% <sup>mopq</sup>	2%	3%	2%	6% <sup>o</sup>	6% <sup>o</sup>	3%	2%	6% <sup>u</sup>	8% <sup>u</sup>	-	9% <sup>x</sup>	4%	4%
Not working and not seeking work/ student	168	74	94	103	83	19	18	27	21	36	46	14	73	135	40	49	31	24	14	6	4	68	39	54	-	168	147	22
	8%	7%	9%	17% <sup>efgh</sup>	36% <sup>ceefgh</sup>	5% <sup>h</sup>	5% <sup>h</sup>	7% <sup>h</sup>	3%	6%	8% <sup>k</sup>	3%	15% <sup>ijkl</sup>	8%	8%	9%	7%	9%	8%	6%	7%	5%	13% <sup>u</sup>	14% <sup>u</sup>	-	19% <sup>x</sup>	9% <sup>A</sup>	5%
Retired on a state pension only	140	32	107	-	-	-	-	-	140	13	15	23	88	109	39	44	33	7	10	6	2	98	13	28	-	140	100	39
	7%	3%	10% <sup>a</sup>	-	-	-	-	-	18% <sup>cdefg</sup>	2%	3%	5% <sup>ij</sup>	17% <sup>ijkl</sup>	7% <sup>q</sup>	8% <sup>q</sup>	8% <sup>q</sup>	7% <sup>q</sup>	3%	6%	6%	3%	7% <sup>v</sup>	4%	7%	-	16% <sup>x</sup>	6%	9% <sup>z</sup>
Retired with a private pension	346	210	136	-	-	-	-	3	343	153	114	45	35	280	84	79	84	43	30	16	9	310	10	25	-	346	252	94
	17%	21% <sup>b</sup>	13%	-	-	-	-	1% <sup>c</sup>	44% <sup>cdef</sup>	27% <sup>ijkl</sup>	20% <sup>kl</sup>	11%	7%	17%	17%	15%	18%	16%	17%	16%	15%	23% <sup>vw</sup>	3%	6%	-	39% <sup>ex</sup>	15%	22% <sup>z</sup>
House person, housewife, househusband, etc.	147	17	130	42	7	34	27	39	38	24	23	46	54	112	31	45	28	17	8	9	9	76	23	47	-	147	111	36
	7%	2%	12% <sup>a</sup>	7% <sup>d</sup>	3%	10% <sup>cdh</sup>	8% <sup>dh</sup>	11% <sup>dh</sup>	5%	4%	4%	11% <sup>ij</sup>	11% <sup>ij</sup>	7%	6%	9%	6%	6%	5%	9%	14% <sup>mnpqr</sup>	6%	8%	12% <sup>u</sup>	-	17% <sup>x</sup>	7%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
Overlap formulae used. \* small base

Prepared by Populus for Which? (project manager George Holt)



**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Table 91  
**Which of the following best describes your current working status?**  
**Base: All respondents**

Absolutes/col percents

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)			Convenience (A)
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231	
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233	
NET: Working	1195	161	769	163	1112	358	387	367	69	354	638	242	395	362	265	327	997	635	450	582	96	280	182	430	315	492	880	269	103	
	58%	54%	59%	63%a	58%	53%	63%e	58%	62%	57%	59%	60%	54%	61%l	66%l	53%	58%o	62%op	58%	59%	64%w	61%w	67%w	52%	60%	62%z	57%	59%	44%	
Working full time - working 30 hours per week or more	944	113	604	138	872	269	302	301	55	286	495	185	295	285	224	257	776	500	350	463	72	223	150	337	254	397	691	219	77	
	46%	38%	46%a	54%cabd	45%a	40%	49%e	48%e	49%	46%	46%	46%	41%	48%l	55%lm	42%	45%o	49%op	45%	47%	48%	49%w	56%w	41%	48%	50%z	45%	48%	33%	
Working part time - working between 8 and 29 hours per week	251	48	165	25	241	89	84	67	14	68	143	57	100	76	41	70	221	135	100	119	24	57	32	93	61	95	190	50	27	
	12%	16%c	13%	10%	13%	14%	11%	13%	11%	13%	14%	14%	14%	13%	10%	11%	13%	13%	13%	12%	16%	12%	12%	11%	12%	12%	12%	11%	11%	
NET: Not working	876	139	544	94	809	322	225	262	43	266	439	160	334	233	139	291	712	394	324	397	54	176	88	394	209	306	667	183	129	
	42%	46%c	41%	37%	42%	47%f	37%	42%	38%	43%	41%	40%	46%mn	39%	34%	47%ppq	42%q	38%	42%	41%	36%	39%	33%	34%	48%tuv	40%	38%	43%y	41%	56%
Not working but seeking work or temporarily unemployed or sick	76	10	40	12	66	28	14	24	3	22	32	12	22	21	10	20	52	32	15	37	7	19	9	17	19	30	57	15	11	
	4%	3%	3%	5%	3%	4%	2%	4%	3%	4%	3%	3%	3%	4%	2%	3%	3%	3%	2%	4%r	5%	4%w	3%	2%	4%	4%	4%	3%	5%	
Not working and not seeking work/ student	168	18	104	21	150	41	41	68	6	45	91	43	63	45	23	45	131	89	51	85	14	48	22	44	44	60	124	50	11	
	8%	6%	8%	8%	8%	6%	7%	11%ef	5%	7%	8%	11%	9%	8%	6%	7%	8%	9%	7%	9%	9%	11%w	8%	5%	8%	7%	8%	11%	5%	
Retired on a state pension only	140	26	81	17	131	67	35	29	12	46	56	12	70	31	9	54	110	50	44	67	9	14	10	79	32	42	108	19	27	
	7%	9%	6%	7%	10%fg	6%	5%	10%jk	8%k	5%k	3%	10%mn	5%n	2%	9%ppq	6%q	5%	6%	7%	6%	3%	4%	10%uv	6%	5%	7%y	4%	12%		
Retired with a private pension	346	48	229	30	320	137	91	91	21	113	171	51	129	92	65	127	296	147	161	137	13	70	22	194	79	118	266	62	65	
	17%	16%	17%c	12%	17%c	20%fg	15%	14%	18%	18%k	16%k	13%	18%	16%	16%	21%ppq	17%q	14%	21%s	14%	9%	15%tv	8%	24%tuv	15%	15%	17%y	14%	28%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 91  
**Which of the following best describes your current working status?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- ven- ience (A)	Support local high street (B)
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
House person, housewife, househusband, etc.	147 7%	37 12% <sup>abcd</sup>	90 7%	13 5%	142 7%	48 7%	44 7%	51 8%	2 2%	39 6%	88 8% <sup>h</sup>	41 10% <sup>hi</sup>	48 7%	43 7%	33 8%	45 7%	123 7%	75 7%	54 7%	70 7%	11 8%	24 5%	25 9%	60 7%	36 7%	56 7%	111 7%	37 8%	15 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

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Absolutes/col percents

Table 92  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Gender		Age							Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	1176	635	541	398	106	292	259	266	253	365	376	225	210	922	248	288	260	171	110	64	35	738	252	164	1176	-	949	227
Weighted base	1195	640	556	420	129*	292	268	274	233	337	380	280	198	945	261	291	271	174	102*	58*	37*	767	200	209	1195	**	970	225
NET: Public Sector	339	169	171	119	34	85	75	81	63	107	138	53	42	264	72	80	75	53	36	14	9	230	49	54	339	-	282	57
	28%	26%	31%	28%	26%	29%	28%	30%	27%	32%kl	36%kl	19%	21%	28%	27%	28%	28%	30%	35%	24%	26%	30%	24%	26%	28%	-	29%	25%
A nationalised industry/state corporation	22	15	7	12	6	6	3	3	3	4	4	10	3	19	4	5	6	5	1	1	-	18	2	2	22	-	15	7
	2%	2%	1%	3%	5%h	2%	1%	1%	1%	1%	1%	4%	2%	2%	1%	2%	2%	3%	1%	3%	-	2%	1%	1%	2%	-	2%	3%
Central government or civil service (including Courts service and Bank of England)	37	22	15	12	4	8	9	9	8	24	11	2	-	29	7	7	4	9	6	3	2	28	7	1	37	-	33	4
	3%	3%	3%	3%	3%	3%	3%	3%	3%	7%jkl	3%l	1%	-	3%	3%	2%	1%	5%p	6%p	6%p	4%	4%w	4%w	*	3%	-	3%	2%
Local government or council (including fire services, police and local authority controlled schools/colleges)	125	70	55	37	13	25	27	36	24	33	66	14	12	91	22	34	26	19	13	5	6	95	15	13	125	-	106	19
	10%	11%	10%	9%	10%	9%	10%	13%	10%	10%k	17%kl	5%	6%	10%	8%	12%	10%	11%	13%	8%	17%	12%vw	7%	6%	10%	-	11%	8%
A university, or other grant funded establishment (include opted-out schools)	27	15	13	10	2	8	6	6	6	8	12	7	1	22	4	2	11	5	4	1	-	18	4	2	27	-	24	3
	2%	2%	2%	2%	1%	3%	2%	2%	3%	2%	3%l	3%	*	2%	2%	1%	4%o	3%	4%o	2%	-	2%	2%	1%	2%	-	2%	1%
A health authority or NHS Trust	88	28	60	36	5	30	16	18	18	26	33	13	15	73	29	20	18	10	8	3	1	45	12	29	88	-	73	14
	7%	4%	11%a	8%	4%	10%c	6%	7%	8%	8%	9%	5%	8%	8%	11%cm	7%	7%	6%	7%	4%	2%	6%	6%	14%uv	7%	-	8%	6%
The armed forces	3	2	1	1	-	1	1	1	-	1	2	-	-	2	-	1	1	-	1	-	-	2	1	-	3	-	1	2
	*	*	*	*	-	*	*	*	-	*	1%	-	-	*	-	*	*	-	1%	-	-	*	1%	-	*	-	*	1%z

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 92  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Gender		Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	1195	640	556	420	129*	292	268	274	233	337	380	280	198	945	261	291	271	174	102*	58*	37*	767	200	209	1195	**	970	225
Other public sector occupation (Please specify as much detail as possible)	38	18	20	11	4	7	13	8	5	10	10	7	11	28	6	11	10	6	4	1	1	24	8	6	38	-	30	8
NET: Private Sector	856	471	385	301	95	207	192	193	170	230	242	227	156	681	190	211	196	121	66	45	27	536	151	156	856	-	688	168
A charity, voluntary organisation or trust	42	15	27	14	4	10	11	7	10	11	19	5	6	34	10	11	9	8	2	-	1	28	5	8	42	-	34	7
Self-employed (Private sector)	153	95	58	40	7	33	31	42	40	38	49	36	30	130	33	36	33	28	5	12	6	107	20	25	153	-	116	37
None of the above/ I work in the Private sector	661	362	300	248	84	163	151	143	120	181	175	186	120	516	146	164	155	85	59	33	20	401	126	123	661	-	537	124

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 93  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	1176	162	756	161	1099	355	382	362	71	351	625	238	406	351	254	323	989	629	444	575	99	275	174	428	301	483	875	267	101
Weighted base	1195	161	769	163	1112	358	387	367	69*	354	638	242	395	362	265	327	997	635	450	582	96*	280	182	430	315	492	880	269	103*
NET: Public Sector	339	49	226	43	322	95	120	108	19	91	201	74	118	106	77	76	295	200	147	156	23	95	60	111	98	148	241	82	26
	28%	30%	29%	26%	29%	26%	31%	29%	28%	26%	31%	30%	30%	29%	29%	23%	30%	31%	33%	27%	24%	34%	33%	26%	31%	30%	27%	30%	25%
A nationalised industry/state corporation	22	2	14	1	18	5	11	2	1	8	10	2	8	5	5	10	17	7	6	12	2	7	4	7	8	9	14	1	3
	2%	1%	2%	1%	2%	1%	3%	1%	1%	2%	1%	1%	2%	1%	2%	3%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	*	3%
Central government or civil service (including Courts service and Bank of England)	37	5	25	7	36	10	15	11	4	6	25	6	14	10	10	8	35	24	9	24	1	19	2	11	10	14	28	8	1
	3%	3%	3%	4%	3%	3%	4%	3%	5%	2%	4%	2%	4%	3%	4%	2%	3%	4%	2%	4%	1%	7%	1%	3%	3%	3%	3%	3%	1%
Local government or council (including fire services, police and local authority controlled schools/colleges)	125	15	80	21	117	34	42	41	2	33	75	37	40	37	30	29	104	72	51	57	9	38	20	36	36	59	88	36	12
	10%	9%	10%	13%	10%	9%	11%	11%	3%	9%	12%	15%	10%	10%	11%	9%	10%	11%	11%	10%	10%	14%	11%	8%	12%	12%	10%	13%	11%
A university, or other grant funded establishment (include opted-out schools)	27	4	21	1	26	7	6	13	2	9	17	9	9	11	5	1	26	21	17	10	3	8	4	8	3	13	24	8	2
	2%	3%	3%	1%	2%	2%	2%	4%	3%	2%	3%	4%	2%	3%	2%	*	3%	3%	4%	2%	4%	3%	2%	2%	1%	3%	3%	3%	2%
A health authority or NHS Trust	88	15	61	6	84	29	25	31	8	23	50	12	34	32	15	15	76	53	51	28	6	15	21	32	28	35	59	20	8
	7%	10%	8%	4%	8%	8%	7%	8%	11%	7%	8%	5%	9%	9%	6%	5%	8%	8%	11%	5%	6%	5%	12%	7%	9%	7%	7%	7%	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base

Prepared by Populus for Which? (project manager George Holt)

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Absolutes/col percents

Table 93  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- ven- ience (A)	Support local high street (B)
Weighted base	1195	161	769	163	1112	358	387	367	69*	354	638	242	395	362	265	327	997	635	450	582	96*	280	182	430	315	492	880	269	103*
The armed forces	3	1	1	1	3	-	2	1	-	1	2	1	-	2	1	1	3	2	2	1	-	1	1	1	3	-	-	1	-
Other public sector occupation (Please specify as much detail as possible)	38	6	24	6	37	10	18	9	3	10	23	7	12	9	10	13	34	21	10	23	2	8	8	16	10	18	28	8	1
NET: Private Sector	856	112	544	120	790	263	267	260	50	263	437	168	277	256	188	250	702	436	304	426	72	185	121	319	217	344	639	187	77
A charity, voluntary organisation or trust	42	9	25	4	39	15	12	11	3	13	19	7	13	19	4	9	35	25	13	23	4	16	-	12	7	17	34	10	2
Self-employed (Private sector)	153	20	83	32	136	44	40	52	11	51	75	38	50	45	38	54	131	70	58	75	14	38	15	64	41	53	112	39	12
None of the above/ I work in the Private sector	661	83	435	84	615	204	215	196	36	199	343	123	215	192	146	188	536	341	233	328	54	130	106	243	168	274	493	139	64

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used. \* small base

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Absolutes/col percents

Table 94  
**Do you have any children aged 18 or under? If so, how old are they?**  
**Base: All respondents**

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Mid-lands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
No children aged 18 or under	1481	743	738	380	195	185	119	233	750	417	418	271	375	1186	341	361	233	199	122	75	39	984	212	257	731	750	1161	320
	72%	73%	70%	65% <sup>cef</sup>	85% <sup>cefg</sup>	52% <sup>f</sup>	36%	64% <sup>ef</sup>	95% <sup>cdefg</sup>	74% <sup>kg</sup>	72% <sup>kl</sup>	65%	74% <sup>kl</sup>	72%	70%	70%	75%	73%	70%	74%	64%	73% <sup>w</sup>	70%	65%	61%	86% <sup>x</sup>	71%	74%
NET: Yes	582	261	321	206	34	172	212	130	35	148	161	148	126	449	141	153	115	72	52	26	23	354	88	135	458	124	471	112
	28%	26%	30% <sup>a</sup>	35% <sup>dh</sup>	15% <sup>h</sup>	48% <sup>cdgh</sup>	64% <sup>cdeg</sup>	36% <sup>dh</sup>	4%	26%	28%	35% <sup>ijl</sup>	25%	27%	29%	30%	25%	27%	30%	26%	36%	26%	29%	34% <sup>u</sup>	38% <sup>y</sup>	14%	29%	26%
NET: Any 5-18	474	214	260	135	12	123	178	127	34	113	127	124	110	362	122	132	83	56	46	18	16	286	63	123	372	103	382	92
	23%	21%	25%	23% <sup>dh</sup>	5%	34% <sup>cdh</sup>	54% <sup>cdeg</sup>	35% <sup>cdh</sup>	4%	20%	22%	30% <sup>ijl</sup>	22% <sup>p</sup>	22% <sup>p</sup>	25% <sup>p</sup>	25% <sup>p</sup>	18%	21%	27% <sup>p</sup>	18%	27%	21%	21%	31% <sup>uv</sup>	31% <sup>y</sup>	12%	23%	21%
NET: Any 11-18	297	141	156	54	3	50	101	114	29	74	75	83	65	226	75	95	47	35	24	9	12	188	35	73	231	66	235	62
	14%	14%	15%	9% <sup>dh</sup>	2%	14% <sup>cdh</sup>	30% <sup>cdeh</sup>	31% <sup>cdeh</sup>	4%	13%	13%	20% <sup>ijl</sup>	13%	14% <sup>p</sup>	16% <sup>p</sup>	18% <sup>mps</sup>	10%	13%	14%	9%	19% <sup>p</sup>	14%	11%	18% <sup>v</sup>	19% <sup>y</sup>	8%	14%	14%
Yes - children aged under 5 years old	211	88	124	124	27	96	77	9	2	54	62	57	39	165	45	43	51	28	21	14	9	129	40	39	161	50	176	35
	10%	9%	12% <sup>a</sup>	21% <sup>dgh</sup>	12% <sup>gh</sup>	27% <sup>cdgh</sup>	23% <sup>dgh</sup>	2% <sup>h</sup>	*	9%	11%	13% <sup>l</sup>	8%	10%	9%	8%	11%	10%	12%	14%	15%	10%	13% <sup>u</sup>	10%	13% <sup>y</sup>	6%	11%	8%
Yes - children aged 5 to 10 years old	262	105	157	113	9	104	114	29	6	56	73	68	66	201	72	60	50	30	27	12	11	145	43	73	202	60	217	46
	13%	10%	15% <sup>a</sup>	19% <sup>dgh</sup>	4% <sup>h</sup>	29% <sup>cdgh</sup>	35% <sup>cdgh</sup>	8% <sup>h</sup>	1%	10%	13%	16% <sup>i</sup>	13%	12%	15%	12%	11%	11%	15%	12%	18%	11%	14%	18% <sup>u</sup>	17% <sup>y</sup>	7%	13%	11%
Yes - children aged 11 to 15 years old	221	104	117	43	3	40	80	84	14	55	61	55	50	170	52	72	35	29	19	7	8	142	27	51	173	48	180	41
	11%	10%	11%	7% <sup>dh</sup>	2%	11% <sup>cdh</sup>	24% <sup>cdeh</sup>	23% <sup>cdeh</sup>	2%	10%	10%	13%	10%	10% <sup>p</sup>	11%	14% <sup>mps</sup>	8%	11%	11%	7%	12%	11%	9%	13%	14% <sup>y</sup>	5%	11%	9%
Yes - children aged 16 to 18 years old	124	56	68	13	2	12	41	54	15	36	24	39	25	92	33	39	21	13	9	3	6	80	14	29	95	29	96	28
	6%	6%	6%	2%	1%	3%	12% <sup>cdeh</sup>	15% <sup>cdeh</sup>	2%	6%	4%	9% <sup>ejl</sup>	5%	6%	7%	7%	5%	5%	5%	3%	9%	6%	5%	7%	8% <sup>y</sup>	3%	6%	7%
Refused	8	6	1	2	1	1	1	3	1	3	1	3	7	2	4	2	-	-	-	-	-	4	1	3	6	1	7	1
	*	1%	*	*	*	*	1%	*	*	*	*	1%	*	*	1%	*	-	-	-	-	*	*	1%	1%	1%	*	*	*

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

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Absolutes/col percents

Table 95  
**Do you have any children aged 18 or under? If so, how old are they?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfactory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
No children aged 18 or under	1481	191	927	203	1382	528	396	438	84	478	708	241	564	402	243	476	1196	677	532	701	97	316	161	621	370	549	1111	308	201
	72%	64%	71%a	79%abd	71%a	78%fg	65%	70%	75%k	77%jk	66%k	60%	77%mn	68%n	60%	77%pq	70%q	66%	69%	72%	65%	69%v	59%	75%tuv	71%	69%	72%y	68%	86%
NET: Yes	582	109	382	54	553	151	212	189	28	142	365	160	165	190	161	139	510	350	241	274	52	138	109	201	154	249	428	143	32
	28%	36%bcd	29%c	21%	29%c	22%	35%e	30%e	25%	23%	34%i	40%hj	23%	32%i	40%lm	23%	30%o	34%op	31%	28%	35%w	30%w	41%uw	24%	29%	31%z	28%	32%	14%
NET: Any 5-18	474	86	315	43	451	123	184	145	21	121	296	125	126	157	139	121	422	280	199	223	37	113	88	172	132	191	342	109	30
	23%	29%cd	24%c	17%	23%c	18%	30%eg	23%e	19%	20%	27%i	31%hij	17%	26%i	34%lm	20%	25%o	27%op	26%	23%	25%	25%	33%uw	21%	25%	24%	22%	24%	13%
NET: Any 11-18	297	41	199	33	280	78	118	84	16	71	183	79	80	96	83	68	257	177	121	144	24	82	47	102	78	128	219	63	21
	14%	14%	15%	13%	15%	11%	19%eg	13%	14%	11%	17%i	20%i	11%	16%i	20%i	11%	15%o	17%op	16%	15%	16%	18%w	17%	12%	15%	16%z	14%	14%	9%
Yes - children aged under 5 years old	211	52	130	16	198	49	69	80	8	45	140	68	67	63	55	45	179	135	93	91	24	46	50	61	49	100	163	58	6
	10%	17%bcd	10%	6%	10%c	7%	11%e	13%e	8%	7%	13%i	17%hij	9%	11%	13%i	7%	10%o	13%op	12%	9%	16%w	10%	18%Luw	7%	9%	12%z	11%	13%	3%
Yes - children aged 5 to 10 years old	262	60	169	20	251	74	96	81	9	68	168	70	70	85	77	69	236	157	118	114	18	58	56	83	83	97	179	64	20
	13%	20%bcd	13%c	8%	13%c	11%	16%e	13%	8%	11%	16%hi	18%hi	10%	14%i	19%i	11%	14%o	15%oo	15%o	12%	12%	13%	21%tuw	12%	16%z	12%	14%	8%	
Yes - children aged 11 to 15 years old	221	33	144	23	206	53	93	60	11	44	141	63	53	68	67	47	189	137	88	103	21	60	34	70	54	92	167	46	12
	11%	11%	11%	9%	11%	8%	15%eg	9%	10%	7%	13%i	16%i	7%	11%i	16%lm	8%	11%o	13%op	11%	11%	14%w	13%w	13%	8%	10%	12%	11%	10%	5%
Yes - children aged 16 to 18 years old	124	16	85	13	118	35	49	34	7	38	72	27	39	44	31	27	107	73	50	65	7	36	24	46	39	53	86	27	8
	6%	5%	6%	5%	6%	5%	8%	5%	7%	6%	7%	7%	5%	7%	8%	4%	6%o	7%o	6%	7%	5%	8%	9%	6%	7%	7%	6%	6%	4%
Refused	8	-	5	-	6	-	4	3	-	-	4	1	-	3	1	2	4	2	1	3	1	1	-	1	-	-	8	1	-
	*	-	*	-	*	-	1%	*	-	-	*	*	-	*	*	*	*	*	*	*	*	*	-	*	-	-	*	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 96  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Gender			Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
Anglia	216 10%	103 10%	113 11%	70 12%e	36 15%h	35 10%	35 11%	37 10%	73 9%	53 9%	53 9%	49 12%	61 12%	50 3%nrq	2 *	188 36% mnpqr st	26 6% mnqrs	-	-	-	-	150 11%	28 9%	35 9%	127 11%	89 10%	151 9%	65 15%z
Border	26 1%	15 1%	11 1%	4 1%	1 *	3 1%	7 2%	6 2%	8 1%	7 1%	4 1%	4 1%	11 2%j	16 1%op	16 3% mopq	-	-	-	10 6% mopqs	-	-	15 1%	1 *	7 2%	8 1%	18 2% x	19 1%	7 2%
Central	287 14%	141 14%	146 14%	80 14%	33 14%	48 13%	46 14%	58 16%	102 13%	70 12%	73 13%	74 18%ij	70 14%	282 17% npqrs t	3 1%	263 51% mnpqr st	16 3% nq	1 1%	3 2%	1 1%	-	196 15%v	30 10%	58 15%	170 14%	117 13%	237 14%	50 12%
Granada	210 10%	106 10%	104 10%	60 10%	19 8%	41 12%	28 8%	26 7%	95 12%g	60 11%	47 8%	36 9%	66 13%j	210 13% opqr st	204 42% mopqr st	2 *	1 *	-	-	4 4% opqr	-	133 10%	27 9%	49 12%	105 9%	105 12% x	184 11%A	25 6%
London	393 19%	188 19%	205 19%	119 20%	49 21%	69 19%	64 19%	72 20%	138 18%	122 22%l	126 22%l	77 18%	67 13%	372 23% norst	-	23 4% nrs	100 22% nors t	270 99% mnpqr st	-	-	-	238 18%	65 21%	80 20%	241 20%	151 17%	362 22%A	31 7%
Meridian	172 8%	87 9%	85 8%	55 9%	23 10%	32 9%	22 7%	28 8%	67 9%	51 9%	55 10%l	35 8%	30 6%	170 10% noqrs t	-	3 1%	169 37% mnoqr st	-	-	-	120 9%w	30 10%w	20 5%	101 8%	71 8%	131 8%	40 9%	
STV	164 8%	99 10%b	65 6%	42 7%	13 6%	29 8%	31 9%	29 8%	61 8%	50 9%	44 8%	30 7%	40 8%	2 *	-	-	2 1%	-	162 92% mnpqr st	-	-	104 8%	19 6%	39 10%	98 8%	66 8%	115 7%	49 11%z
Tyne Tees	83 4%	40 4%	42 4%	19 3%	9 4%	11 3%	11 3%	16 4%	36 5%	26 5%	21 4%	14 3%	22 4%	83 5% opqr s	82 17% mopqr st	1 *	-	-	-	-	-	50 4%	14 5%	18 5%	43 4%	39 5%	66 4%	16 4%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

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Absolutes/col percents

Table 96  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Gender			Age						Social Grade				Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ireland (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
Wales	97 5%	42 4%	55 5%	26 4%	7 3%	20 5%	19 6%	13 4%	39 5%	21 4%	29 5%	20 5%	26 5%	97 6%no	1 pqr *	-	-	-	-	96 96%mnopq	-	69 5%	9 3%	17 4%	57 5%	40 5%	60 4%	38 9%z
West	53 3%	30 3%	23 2%	17 3%	10 4%	8 2%	7 2%	7 2%	22 3%	14 2%	21 4%	6 1%	13 3%	53 3%noqr	7 1%	8 2%	38 8%mnopqr	-	-	-	-	37 3%	7 2%	6 2%	31 3%	23 3%	40 2%	14 3%
Westcountry	108 5%	44 4%	65 6%	33 6%	13 6%	20 6%	12 4%	19 5%	44 6%	23 4%	28 5%	30 7%	27 5%	108 7%noqrs	-	1 *	107 23%mnopqr	-	-	-	-	66 5%	25 8%uw	15 4%	62 5%	46 5%	82 5%	26 6%
Yorkshire	200 10%	87 9%	113 11%	54 9%	17 8%	37 10%	31 9%	39 11%	76 10%	43 8%	61 10%	40 9%	56 11%i	198 12%opqr	170 35%mnopqr	29 6%pqrs	-	-	-	-	-	119 9%	37 12%u	41 10%	115 10%	85 10%	146 9%	53 12%z
UTV	62 3%	28 3%	34 3%	7 1%	1 *	6 2%	17 5%code	15 4%cd	23 3%cd	24 4%k	19 3%	5 1%	13 3%	-	-	-	-	-	-	-	62 100%mnopq	45 3%	9 3%	9 2%	37 3%	26 3%	45 3%	17 4%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 97  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Anglia	216	34	147	21	206	67	56	84	11	68	116	45	85	62	38	67	182	112	84	106	20	54	32	75	59	83	157	63	20
Border	26	3	16	3	25	8	10	7	1	7	13	5	5	9	4	9	20	9	7	14	1	7	1	10	6	12	21	5	4
Central	287	54	173	37	267	93	92	82	20	73	150	56	97	86	57	76	231	148	122	114	18	71	41	100	74	118	213	59	26
Granada	210	30	127	24	186	81	57	48	7	63	104	27	73	57	35	65	169	85	76	94	12	40	30	86	57	92	152	31	33
London	393	40	233	63	347	126	100	121	28	137	189	68	144	116	76	115	320	211	127	216	38	93	46	154	82	164	310	82	36
Meridian	172	18	108	26	159	52	49	59	6	49	92	33	52	56	33	44	144	91	66	74	12	35	26	65	42	58	130	48	17
STV	164	17	125	15	160	49	54	56	5	50	89	37	49	50	39	48	137	83	64	76	13	37	19	70	47	64	117	36	14
Tyne Tees	83	19	49	7	79	36	25	18	4	26	39	14	27	17	19	27	66	39	25	41	8	11	9	34	20	35	62	13	13
Wales	97	20	57	12	91	32	29	30	6	23	55	22	35	30	17	34	82	45	31	50	5	16	9	48	20	34	77	20	12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 97  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)		
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
West	53 3%	9 3%	30 2%	11 4%	51 3%	18 3%	19 3%	14 2%	3 3%	16 3%	31 3%	15 4%	24 3%	10 2%	15 4%	17 3%	43 3%	30 3%	32 4%	15 2%	4 2%	10 2%	12 5%	22 3%	14 3%	20 3%	40 3%	10 2%	5 2%
Westcountry	108 5%	18 6%	67 5%	13 5%	103 5%	33 5%	39 6%	31 5%	8 7%	37 6%	52 5%	20 5%	50 7%	25 4%	18 5%	37 6%	94 5%	50 5%	39 5%	54 5%	9 6%	24 5%	16 6%	40 5%	29 5%	38 5%	80 5%	21 5%	15 7%
Yorkshire	200 10%	31 10%	137 10%	18 7%	189 10%	66 10%	63 10%	59 9%	9 8%	60 10%	110 10%	39 10%	72 10%	63 11%	32 8%	67 11%	169 10%	92 9%	71 9%	101 10%	8 5%	41 9%	22 8%	95 11%	57 11%	56 7%	143 9%	45 10%	29 13%
UTV	62 3%	5 2%	45 3%	8 3%	59 3%	18 3%	18 3%	22 4%	4 4%	12 2%	38 4%	21 5%	15 2%	18 3%	21 5%	13 2%	52 3%	35 3%	31 4%	23 2%	3 2%	17 4%	7 3%	25 3%	17 3%	22 3%	45 3%	19 4%	9 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
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Absolutes/col percents

Table 98  
**Marital Status**  
 Base: All respondents

	Gender		Age							Social Grade					Region							Tenure			Working		Which of the following best describes where you live?	
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
Single	572 28%	294 29%	278 26%	318 54%efgh	178 77%cefg	141 39%efgh	91 28%h	92 25%h	70	138 24%	175 30%ik	97 23%	161 32%ik	471 29%ot	133 27%t	119 23%	136 29%ot	108 40%mnop	45 26%	23 23%	9 15%	284 21%	115 38%u	146 37%u	362 30%y	210 24%	485 30%A	87 20%
NET: Married/ Civil partnership/ co habiting	1256 61%	642 64%b	614 58%	261 44%d	51 22%	210 59%cd	227 69%cde	233 64%cd	534 68%cd	379 67%ij	331 57%l	294 70%jl	251 50%	977 60%q	288 60%q	340 66%mpq	266 58%	137 50%	111 63%q	69 69%mpq	45 72%pq	907 68%vw	153 51%	191 48%	736 62%	520 59%	963 59%	293 68%z
Married	938 45%	496 49%b	441 42%	127 22%d	12 5%	114 32%cd	160 48%cde	178 49%cde	473 60%cdef	301 53%ij	243 42%l	216 51%jl	176 35%	724 44%	211 44%	242 47%	198 43%	108 40%	87 50%q	53 53%q	38 61%mnop	740 55%vw	74 25%	119 30%	502 42%	436 50%x	700 43%	238 55%z
Civil Partnership	20 1%	12 1%	8 1%	11 2%h	2 1%	9 2%h	5 1%h	3 1%	1 *	7 1%	2 *	6 1%	6 1%	18 1%	6 1%	5 1%	5 1%	3 1%	1 *	-	-	8 1%	4 1%	8 2%u	17 1%y	3 *	19 1%	1 *
Co Habiting	298 14%	133 13%	165 16%	124 21%cdgh	37 16%h	87 24%cdgh	62 19%h	52 14%h	60 8%	71 13%	86 15%	71 17%	69 14%	235 14%q	71 15%q	92 18%mq	63 14%	25 9%	23 13%	16 16%	7 11%	159 12%	75 25%uw	63 16%	217 18%y	81 9%	244 15%	54 12%
NET: Widowed/ separated/ divorced	232 11%	69 7%	162 15%a	1 *	-	1 *	11 3%cd	38 10%cdef	181 23%cdefg	47 8%	73 12%ik	27 6%	85 17%ijkl	185 11%	59 12%	54 10%	59 13%	25 9%	19 11%	8 8%	8 13%	144 11%	31 10%	55 14%	87 7%	144 16%x	181 11%	50 12%
Widowed	73 4%	18 2%	55 5%a	-	-	-	1 *	1 *	71 9%cdefg	13 2%	26 4%k	5 1%	28 6%ik	62 4%	22 4%	22 2%	6 5%	5 2%	3 3%	3 3%	2 3%	56 4%	6 2%	11 3%	7 1%	66 7%x	59 4%	14 3%
Separated	24 1%	13 1%	11 1%	1 *	-	1 *	5 2%c	4 1%	14 2%ce	5 1%	6 1%	6 2%	6 1%	19 1%	7 2%	3 1%	5 1%	5 2%	2 1%	1 1%	2 4%o	16 1%	4 1%	4 1%	18 2%	6 1%	22 1%	2 *
Divorced	135 7%	38 4%	97 9%a	-	-	-	5 2%ce	34 9%cdef	96 12%cdef	29 5%	41 7%k	15 4%	51 10%ik	104 6%	30 6%	38 7%	32 7%	15 5%	11 7%	4 4%	4 6%	72 5%	22 7%	40 10%u	62 5%	73 8%x	100 6%	35 8%
Prefer not to answer	12 1%	6 1%	6 1%	7 1%h	1 *	6 2%h	2 *	3 1%h	-	1 *	3 1%	2 1%	5 1%	8 1%	4 1%	6 1%p	-	2 1%	-	1 1%	-	6 *	1 *	4 1%	10 1%	2 *	10 1%	2 *

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

Prepared by Populus for Which? (project manager George Holt)



**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 99  
**Marital Status**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied factory delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Single	572	55	330	107	506	178	137	190	34	182	267	94	202	171	87	157	432	287	188	279	54	150	77	164	161	209	411	129	48
	28%	18%	25%a	42%abd	26%a	26%	22%	30%f	30%	29%jk	25%	23%	28%n	29%n	22%	25%	25%	28%p	24%	29%	36%w	33%w	28%w	20%	31%	26%	27%	28%	21%
NET: Married/ Civil partnership/ co habiting	1256	207	840	120	1195	419	412	363	60	367	696	273	438	356	284	385	1083	631	500	591	79	259	180	542	305	509	950	268	150
	61%	69%cd	64%cd	47%	62%c	62%	67%eg	58%	54%	59%	65%hi	68%hi	60%	60%	70%lm	62%	63%	61%	65%	60%	53%	57%	67%tu	66%tu	58%	64%	61%	59%	64%
Married	938	158	617	84	886	323	301	261	52	273	518	202	327	262	218	299	813	457	391	431	57	179	126	436	222	390	715	197	120
	45%	53%cd	47%cd	33%	46%cd	48%g	49%g	41%	47%	44%	48%	50%	45%	44%	54%lm	48%	48%q	44%	50%st	44%	38%	39%	47%	53%tu	42%	49%xz	46%	44%	51%
Civil Partnership	20	4	12	3	19	14	2	4	-	7	8	-	6	6	3	4	16	11	7	6	2	3	5	2	5	8	15	3	6
	1%	1%	1%	1%	1%	2%fg	*	1%	-	1%k	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	2%w	1%	2%w	*	1%	1%	1%	1%	2%
Co Habiting	298	44	211	33	290	82	109	98	8	86	171	71	104	88	63	83	255	163	102	154	20	78	48	104	78	112	220	68	24
	14%	15%	16%	13%	15%	12%	18%e	16%	7%	14%	16%h	18%h	14%	15%	16%	13%	15%	16%	13%	16%	13%	17%w	18%w	13%	15%	14%	14%	15%	10%
NET: Widowed/ separated/ divorced	232	36	137	30	211	80	58	73	17	69	110	32	88	66	34	74	189	106	84	106	15	46	12	115	56	76	175	54	35
	11%	12%	10%	12%	11%	12%	10%	12%	15%k	11%	10%	8%	12%	11%	8%	12%	11%	10%	11%	11%	10%v	10%v	4%	14%v	11%	10%	11%y	12%	15%
Widowed	73	12	42	10	66	21	20	24	6	18	37	4	29	19	8	25	58	32	26	31	6	14	5	35	17	22	55	16	11
	4%	4%	3%	4%	3%	3%	3%	4%	5%k	3%	3%k	1%	4%	3%	2%	4%	3%	3%	3%	3%	4%	3%	2%	4%	3%	3%	4%	3%	5%
Separated	24	2	12	7	21	6	6	9	-	8	14	5	7	9	5	6	20	14	8	13	1	6	4	10	7	10	17	8	3
	1%	1%	1%	3%bd	1%	1%	1%	1%	-	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	3%
Divorced	135	22	83	14	124	53	32	40	12	43	59	23	52	37	21	43	111	60	49	61	8	26	3	71	32	44	102	30	21
	7%	7%	6%	5%	6%	8%	5%	6%	10%j	7%	5%	6%	7%	6%	5%	7%	6%	6%	6%	6%	6%v	6%v	1%	9%v	6%	5%	7%	7%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 99  
**Marital Status**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour			Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- vience (A)	Support local high street (B)
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Prefer not to answer	12 1%	2 1%	7 1%	-	9 *	2 *	4 1%	4 1%	1 1%	2 *	4 *	4 1%	1 *	3 *	-	1 *	6 *	6 1%	3 *	3 *	1 *	1 *	2 1%	3 *	1 *	3 *	11 1%	1 *	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 100  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Gender			Age						Social Grade					Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)	
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439	
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432	
Glasgow	88 4%	52 5%	36 3%	19 3%	6 2%	14 4%	16 5%	15 4%	37 5%	23 4%	19 3%	16 4%	30 6%j	-	-	-	-	-	88 51%mnopq st	-	-	54 4%	11 4%	22 6%	48 4%	40 5%	62 4%	26 6%	
Edinburgh	72 3%	41 4%	31 3%	19 3%	6 3%	13 4%	18 6%h	13 3%	21 3%	29 5%l	19 3%	11 3%	13 3%	1 *	1 *	-	-	-	-	71 41%mnopq st	-	-	43 3%	7 2%	20 5%	49 4%	23 3%	54 3%	18 4%
Newcastle	91 4%	47 5%	44 4%	21 4%	9 4%	12 3%	14 4%	18 5%	38 5%	30 5%	22 4%	15 4%	24 5%	90 5%opqr s	90 18%mnopqr st	-	-	-	-	1 1%	-	-	54 4%	14 5%	21 5%	47 4%	44 5%	71 4%	20 5%
Leeds	90 4%	41 4%	50 5%	31 5%	11 5%	20 6%	13 4%	17 5%	29 4%	19 3%	34 6%i	20 5%	17 3%	90 5%opqr s	89 18%mnopqr st	-	-	2 1%	-	-	-	54 4%	16 5%	20 5%	58 5%	33 4%	67 4%	23 5%	
Hull	30 1%	11 1%	19 2%	7 1%	4 2%	3 1%	4 1%	3 1%	17 2%	6 1%	4 1%	7 2%	13 3%j	30 2%opq s	28 6%mnopqr st	3 1%	-	-	-	-	-	18 1%	7 2%	3 1%	12 1%	18 2%	23 1%	8 2%	
Sheffield	56 3%	23 2%	34 3%	16 3%	4 2%	12 3%	8 2%	12 3%	21 3%	13 2%	17 3%	6 1%	20 4%k	56 3%opqr st	48 10%mnopqr st	8 2%p	-	-	-	-	-	28 2%	12 4%	16 4%	32 3%	24 3%	42 3%	14 3%	
Manchester	168 8%	78 8%	89 8%	54 9%	21 9%	32 9%	26 8%	21 6%	67 9%	42 7%	37 6%	37 9%	51 10%j	168 10%opqr st	156 32%mnopqr st	11 2%pq	-	-	-	1 1%p	-	100 7%	25 8%	41 10%	92 8%	76 9%	149 9%A	19 4%	
Liverpool	65 3%	36 4%	29 3%	19 3% <sup>d</sup>	2 1%	17 5% <sup>cd</sup> f	5 2%	8 2%	32 4% <sup>df</sup>	18 3%	14 2%	8 2%	25 5% <sup>jk</sup>	65 4%opqr t	55 11%mnopqr *	1 *	-	-	-	9 9%mnopqr t	-	44 3%	7 2%	13 3%	28 2%	37 4% <sup>x</sup>	55 3%	10 2%	

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 100  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Gender			Age						Social Grade				Region							Tenure		Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	Northern Ireland (t)	Own/ buying with mortgage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
Nottingham	87 4%	45 4%	42 4%	30 5%	11 5%	19 5%	14 4%	19 5%	24 3%	24 4%	23 6%l	26 6%	15 3%	86 5%npqrs	1 *	86 17%mnprst	-	-	-	-	-	62 5%	9 3%	16 4%	49 4%	38 4%	63 4%	24 6%
Birmingham	169 8%	83 8%	86 8%	48 8%	21 9%	28 8%	28 9%	34 9%	59 7%	39 7%	47 8%	38 9%	45 9%	169 10%npqrst	-	169 33%mnprst	-	-	-	-	-	116 9%	17 6%	35 9%	101 8%	68 8%	150 9%A	19 4%
Norwich	83 4%	39 4%	44 4%	30 5%	15 7%g	14 4%	13 4%	10 3%	31 4%	14 2%	21 4%	22 5%i	27 5%i	3 *	-	81 16%mnprst	2 1%	-	-	-	-	56 4%	9 3%	18 5%	53 4%	31 3%	47 3%	36 8%z
Milton Keynes	72 3%	38 4%	34 3%	25 4%	12 5%	12 3%	12 4%	13 4%	22 3%	21 4%	17 3%	23 6%l	11 2%	37 2%nqr	-	53 10%mnprst	19 4%	-	-	-	-	49 4%	9 3%	13 3%	43 4%	29 3%	53 3%	19 4%
Brighton	43 2%	21 2%	22 2%	12 2%	7 3%	5 1%	2 1%	11 3%l	18 2%	8 1%	20 3%ll	8 2%	8 1%	43 3%noqr	-	-	42 9%mnoprst	2 1%	-	-	-	28 2%	8 3%	7 2%	26 2%	18 2%	35 2%	8 2%
Oxford	40 2%	18 2%	22 2%	10 2%	6 2%	4 1%	8 2%	7 2%	15 2%	11 2%	11 2%	8 2%	10 2%	39 2%noqr	-	3 1%	37 8%mnoprst	-	-	-	-	23 2%	9 3%	6 2%	25 2%	15 2%	32 2%	8 2%
London	470 23%	229 23%	241 23%	144 25%	63 28%	81 23%	80 24%	81 22%	166 21%	144 26%l	149 26%l	89 21%	88 18%	417 25%norst	-	54 10%nrst	148 32%mnoprst	268 99%mnoprst	-	-	-	299 22%	76 25%	84 21%	286 24%	184 21%	422 26%A	48 11%
Southampton	57 3%	28 3%	28 3%	18 3%	4 2%	15 4%	6 2%	8 2%	24 3%	20 4%	20 3%	9 2%	8 2%	57 3%noqr	-	-	57 12%mnoprst	-	-	-	-	40 3%	10 3%	7 2%	32 3%	24 3%	42 3%	14 3%
Bristol	83 4%	37 4%	46 4%	26 5%	14 6%g	13 4%	10 3%	9 2%	38 5%	24 4%	24 4%	17 4%	18 4%	83 5%noqr	-	1 *	80 17%mnoprst	-	-	1 1%gn	-	54 4%	16 5%	11 3%	46 4%	37 4%	60 4%	23 5%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

Prepared by Populus for Which? (project manager George Holt)



**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 100  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Gender		Age							Social Grade				Region							Tenure		Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	Northern Ireland (t)	Own/buying with mortgage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
Plymouth	59 3%	30 3%	29 3%	14 2%	3 1%	11 3%	8 2%	14 4%	23 3%	14 2%	15 3%	15 4%	15 3%	59 4%noqr	-	-	59 13%mnoprst	-	-	-	-	37 3%	11 4%	9 2%	36 3%	23 3%	48 3%	11 3%
Cardiff	81 4%	35 3%	46 4%	23 4%	8 3%	15 4%	17 5%	11 3%	30 4%	18 3%	26 5%	17 4%	20 4%	81 5%nopqr	-	1 *	-	-	-	80 79%mnopqrs	-	57 4%	7 2%	15 4%	49 4%	31 4%	53 3%	28 7%z
Belfast	62 3%	28 3%	34 3%	7 1%	1 *	6 2%	17 5%cd	15 4%cd	23 3%cd	24 4%k	19 3%	5 1%	13 3%	-	-	-	-	-	-	-	62 100%mnopqrs	45 3%	9 3%	9 2%	37 3%	26 3%	45 3%	17 4%
None of these	104 5%	50 5%	54 5%	15 2%	3 1%	11 3%	11 3%	27 7%cd	51 7%cd	25 4%	23 4%	23 5%	33 7%	67 4%q	17 4%q	46 9%mpqt	16 3%q	-	15 8%mpqt	10 10%mpqt	-	81 6%w	11 4%	10 2%	47 4%	57 6%x	66 4%	38 9%z

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 101  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Glasgow	88 4%	6 2%	70 5%ad	8 3%	87 5%a	26 4%	27 4%	35 5%	1 1%	25 4%	45 4%	15 4%	22 3%	23 4%	26 6%l	25 4%	69 4%	40 4%	28 4%	41 4%	6 4%	18 4%	7 3%	36 4%	26 5%	31 4%	62 4%	22 5%	5 2%
Edinburgh	72 3%	13 4%	48 4%	8 3%	70 4%	23 3%	26 4%	21 3%	4 4%	26 4%	37 3%	17 4%	24 3%	26 4%	14 3%	23 4%	65 4%	38 4%	33 4%	32 3%	6 4%	17 4%	12 4%	32 4%	19 4%	32 4%	53 3%	12 3%	8 3%
Newcastle	91 4%	20 7%	55 4%	8 3%	87 5%	39 6%g	30 5%	18 3%	4 4%	28 5%	43 4%	16 4%	29 4%	18 3%	21 5%	29 5%	73 4%	44 4%	30 4%	44 4%	8 5%	15 3%	12 4%	34 4%	22 4%	40 5%	69 4%	13 3%	14 6%
Leeds	90 4%	11 4%	62 5%	8 3%	84 4%	26 4%	32 5%	27 4%	4 4%	27 4%	49 5%	24 6%	34 5%	25 4%	17 4%	26 4%	73 4%	48 5%	29 5%	49 5%	3 2%	24 5%	10 4%	36 4%	25 5%	26 3%	65 4%	18 4%	8 3%
Hull	30 1%	7 2%	20 2%	3 1%	30 2%	12 2%	10 2%	9 1%	1 1%	14 2%	11 1%	4 1%	13 2%n	10 2%n	1 *	12 2%	26 2%	11 1%	6 1%	19 2%r	1 *	2 *	2 1%	19 2%u	11 2%	7 1%	20 1%	8 2%	7 3%
Sheffield	56 3%	13 4%	32 2%	8 3%	52 3%	20 3%	16 3%	16 3%	3 3%	14 2%	33 3%	9 2%	19 3%	21 4%n	5 1%	20 3%	49 3%	24 2%	25 3%	23 2%	5 4%	9 2%	7 3%	24 3%	16 3%	15 2%	41 3%y	14 3%	11 5%
Manchester	168 8%	23 8%	105 8%	21 8%	154 8%	61 9%	46 7%	47 8%	5 5%	51 8%	87 8%k	23 6%	53 7%	51 9%	35 9%	44 7%	135 8%	78 8%	68 9%	71 7%	10 7%	36 8%	28 10%	63 8%	41 8%	77 10%	126 8%	34 7%	26 11%
Liverpool	65 3%	10 3%	36 3%	9 3%	55 3%	32 5%fg	14 2%	9 1%	2 2%	19 3%	31 3%	10 3%	28 4%	13 2%	7 2%	24 4%	51 3%	24 2%	21 3%	31 4%	6 4%	12 3%	5 2%	27 3%	19 4%	29 4%	46 3%	4 1%	11 5%
Nottingham	87 4%	18 6%	51 4%	10 4%	79 4%	27 4%	23 4%	29 5%	3 3%	24 4%	52 5%	14 4%	29 4%	27 4%	23 6%	28 5%	74 4%	45 4%	37 5%	42 4%	4 2%	25 5%	9 3%	38 5%	30 6%	30 4%	57 4%	24 5%	6 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 101  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Birmingham	169	25	108	23	158	65	50	43	17	40	83	29	61	49	30	42	132	83	70	64	8	41	27	56	35	76	134	30	19
Norwich	83	14	60	8	82	28	28	25	5	25	44	16	40	22	7	24	65	44	36	36	8	22	10	27	22	33	61	20	9
Milton Keynes	72	8	44	5	62	22	9	31	5	30	34	11	27	21	15	22	68	39	25	39	3	16	14	29	19	33	53	22	9
Brighton	43	5	31	3	39	6	21	12	1	13	24	7	10	16	10	7	36	24	21	17	2	10	7	17	8	19	35	9	3
Oxford	40	7	23	5	35	11	16	8	-	14	22	10	14	16	5	8	33	27	20	12	8	7	8	12	10	17	30	7	4
London	470	50	279	82	424	152	119	154	34	154	230	89	171	139	89	139	383	254	149	257	45	108	57	182	105	185	365	105	43
Southampton	57	10	36	7	54	18	13	23	1	16	33	13	17	18	14	14	48	31	22	26	5	11	12	19	16	18	41	21	6
Bristol	83	11	52	12	78	29	32	18	6	25	46	21	42	19	14	32	74	39	36	36	6	15	13	37	22	30	61	12	9
Plymouth	59	13	34	7	57	13	22	22	4	18	29	13	22	13	14	19	49	25	23	27	5	14	8	22	16	18	43	16	7
Cardiff	81	15	49	12	77	24	27	26	4	20	45	19	26	27	14	29	68	36	24	44	3	13	8	40	20	28	61	18	10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 101  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)		
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
Belfast	62 3%	5 2%	45 3%	8 3%	59 3%	18 3%	18 3%	22 4%	4 4%	12 2%	38 4%	21 5%ij	15 2%	18 3%	21 5%l	13 2%	52 3%	35 3%	31 4%	23 2%	3	17 4%	7 3%	25 3%	17 3%	22 3%	45 3%	19 4%	9 4%
None of these	104 5%	16 5% <sup>c</sup>	75 6% <sup>cd</sup>	2 1%	95 5% <sup>c</sup>	28 4%	33 5%	34 5%	3 3%	24 4%	60 6%	20 5%	32 4%	24 4%	23 6%	38 6%	84 5% <sup>q</sup>	40 4%	41 5%	46 5%	6 4%	24 5% <sup>v</sup>	5 2%	48 6% <sup>v</sup>	26 5%	32 4%	78 5%	24 5%	8 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

### Winter Consumer Rights Survey Re-run Jan 2019 ONLINE Fieldwork: 1st to 3rd February 2019

Absolutes/col percents

Table 102  
What is the combined annual income of your household, prior to tax being deducted?  
Base: All respondents

	Gender		Age							Social Grade					Region							Tenure		Working		Which of the following best describes where you live?			
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)	
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439	
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432	
Up to £7,000	(3.5) 4%	79 3%	34 4%	45 4%	25 4%e	15 7%	10 3%	13 4%	15 4%	27 3%	3 *	17 3%l	4 1%	55 11%ijk	60 4%	19 3%	15 4%	18 4%	8 3%	13 8%moq	5 5%	1 2%	18 1%	22 7%u	40 10%u	14 1%	66 8%x	63 4%	17 4%
£7,001 to £14,000	(10.5) 12%	246 8%	85 15%a	160 9%	55 9%	19 8%	36 10%	23 7%	49 13%l	119 15%cdef	20 4%	52 9%l	39 9%l	134 27%ijk	192 12%pq	76 16%mpq	64 12%q	39 8%	18 7%	26 15%pq	11 11%	11 17%pq	113 8%	33 11%	99 25%uv	77 6%	169 19%x	190 12%	56 13%
£14,001 to £21,000	(17.5) 14%	287 13%	132 15%	155 15%	57 10%	19 8%	38 11%	46 14%	47 13%	137 17%cde	30 5%	93 16%l	51 12%l	113 22%ijk	227 14%	79 16%pt	83 16%p	51 11%	30 11%	26 15%	14 14%	4 6%	157 12%	40 13%	87 22%uv	142 12%	146 17%x	226 14%	61 14%
£21,001 to £28,000	(24.5) 12%	256 10%	103 14%a	153 11%a	64 11%a	13 5%	51 14%cd	43 13%cd	43 12%cd	106 14%cd	61 11%	75 13%	58 14%	62 12%	207 13%q	65 14%q	72 13%q	59 13%q	20 7%	12 12%	9 15%	165 12%	39 13%	49 12%	145 12%	111 13%	192 12%	64 15%	
£28,001 to £34,000	(31) 10%	210 10%	101 10%	109 10%	69 12%	22 10%	47 13%h	42 13%h	32 9%	67 9%	57 10%l	67 12%l	63 15%il	23 5%	168 10%	50 10%	53 10%	52 11%	28 10%	11 10%	6 9%	133 10%	45 15%uw	27 7%	147 12%y	64 7%	162 10%	48 11%	
£34,001 to £41,000	(37.5) 10%	199 10%	114 11%b	85 8%	51 9%	22 9%	30 8%	40 12%	41 11%	67 8%	56 10%l	52 9%	59 14%jl	32 6%	152 9%	36 7%	43 12%n	54 12%n	25 9%	17 10%	14 14%n	10 17%no	143 11%w	28 9%	25 6%	142 12%y	57 7%	156 10%	43 10%
£41,001 to £48,000	(44.5) 7%	150 8%	84 6%	66 6%	47 8%	21 9%	27 7%	27 8%	28 8%	48 6%	54 10%l	43 7%l	43 10%l	10 2%	119 7%	35 7%	44 9%	34 7%	18 6%	10 6%	5 5%	3 5%	120 9%vw	15 5%	13 3%	110 9%y	40 5%	118 7%	32 7%
£48,001 to £55,000	(51.5) 6%	131 8%b	78 8%b	54 5%	46 8%h	16 7%	30 8%h	25 8%h	31 8%h	29 4%	62 11%jkl	41 7%l	19 4%l	10 2%	102 6%n	19 4%	37 7%n	34 7%n	18 7%	9 5%	9 9%n	4 7%	100 7%w	19 6%w	12 3%	110 9%y	21 2%	113 7%	18 4%
£55,001 to £62,000	(58.5) 4%	77 5%b	52 2%	26 2%	28 5%	9 4%	19 5%	11 3%	16 4%	22 3%	38 7%jkl	23 4%l	11 3%	5 4%	60 4%	18 3%	16 3%	15 3%	11 6%ss	- 6%ss	- -	1 2%	61 5%w	10 3%	6 1%	61 5%y	17 2%	62 4%	15 3%
£62,001 to £69,000	(65.5) 2%	49 3%	31 2%	19 2%	17 3%h	6 3%	11 3%h	10 3%h	12 3%h	10 1%	27 5%kl	16 3%kl	3 1%	4 3%o	41 2%	12 1%	12 3%o	12 2%	4 5%mo	3 2%	3 3%	2 3%	37 3%w	9 3%w	1 *	41 3%y	8 1%	40 2%	9 2%
£69,001 to £76,000	(72.5) 2%	41 3%b	29 1%	12 1%	16 3%	6 3%	9 3%	9 3%	4 1%	13 2%	22 4%l	12 2%l	7 2%l	- -	32 2%n	2 *	11 2%n	9 2%	12 4%mn	4 2%n	1 1%	2 4%n	36 3%w	5 2%w	- -	30 2%	11 1%	37 2%	4 1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
Overlap formulae used. \* small base

Prepared by Populus for Which? (project manager George Holt)



**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 102  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

	Gender		Age							Social Grade				Region							Tenure			Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort- gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
£76,001 to £83,000	(79.5) 26%	16%	10%	17%	8%	9%	1%	4%	4%	13%	9%	4%	-	24%	2%	4%	10%	7%	2%	-	-	21%	-	3%	19%	7%	21%	5%
£83,001 or more	(86) 65%	40%	25%	17%	7%	10%	13%	13%	21%	51%	12%	3%	-	47%	9%	17%	14%	15%	8%	1%	1%	58%	4%	2%	52%	13%	51%	14%
Prefer not to answer	254 12%	113 11%	141 13%	77 13%	47 20%	30 8%	29 9%	32 9%	116 15%	72 13%	70 12%	56 13%	55 11%	209 13%	62 13%	55 11%	57 12%	45 17%	14 8%	14 14%	6 10%	181 13%	33 11%	32 8%	107 9%	147 17%	208 13%	46 11%
Average income (£000's)	32.98	36.53b	29.53	36.27h	37.06h	35.83h	35.09h	33.59h	29.22	45.99jk	33.35l	32.08l	18.98	32.99n	28.93	32.13n	35.04mn	40.54mn	32.26	29.60	32.60	37.25vw	29.78w	21.20	38.32y	25.02	33.43	31.33

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 103  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/ Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)			Convenience (A)
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231	
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233	
Up to £7,000	(3.5)	79 4%	10 3%	45 3%	11 4%	88 4%	31 2%	15 3%	22 3%	5 4%	25 4%	29 3%	13 4%	33 4%	18 1%	5 3%	19 3%	50 4%	38 3%	21 4%	37 6%w	18 4%	10 4%	17 2%	19 4%	23 3%	60 4%y	15 3%	7 3%	
£7,001 to £14,000	(10.5)	246 12%	38 13%	143 11%	41 16%bd	227 12%	105 15%fg	51 8%	70 11%	15 13%	80 13%	104 10%	35 9%	108 15%mn	61 10%	25 6%	84 14%ppq	191 11%q	99 10%	74 10%	118 10%	15 8%	44 10%	22 8%	109 13%v	64 12%	84 10%	182 12%	51 11%	32 14%
£14,001 to £21,000	(17.5)	287 14%	45 15%	179 14%	33 13%	267 14%	114 17%g	82 13%	71 11%	25 23%ijk	85 14%	134 12%	44 11%	118 16%n	78 13%	41 10%	86 14%	233 14%	140 14%	98 13%	132 14%	17 12%	64 14%	33 12%	111 14%	66 13%	107 13%	221 14%	50 11%	46 20%
£21,001 to £28,000	(24.5)	256 12%	44 15%	155 12%	30 12%	233 12%	80 12%	72 13%	80 7%	8 12%	72 14%h	151 13%	52 11%	81 15%	88 13%	54 15%	92 15%p	214 12%	119 12%	115 15%r	110 11%	14 10%	43 10%	40 15%u	115 14%u	64 12%	102 13%	192 12%	50 11%	28 12%
£28,001 to £34,000	(31)	210 10%	31 10%	131 10%	28 11%	193 10%	68 10%	61 10%	64 10%	12 11%	72 12%	110 10%	40 10%	84 12%	68 10%	40 10%	62 11%	182 11%	111 11%	79 10%	109 11%	17 12%	61 13%vw	22 8%	78 10%	44 8%	95 12%	166 11%	44 10%	16 7%
£34,001 to £41,000	(37.5)	199 10%	35 12%	123 9%	24 9%	187 10%	55 8%	80 13%eg	52 8%	11 10%	68 11%	96 9%	39 10%	73 10%	57 10%	42 10%	56 9%	170 10%	103 10%	72 9%	99 10%	9 6%	43 9%	29 11%	84 10%	57 11%	77 10%	142 9%	39 9%	16 7%
£41,001 to £48,000	(44.5)	150 7%	20 7%	104 8%	18 7%	145 8%	37 5%	59 10%e	49 8%	7 6%	41 7%	93 9%	34 8%	39 5%	47 8%	48 12%l	41 7%	136 8%	82 8%	73 9%r	65 7%	14 9%	23 5%	22 8%	75 9%u	35 7%	67 8%	115 7%	36 8%	19 8%
£48,001 to £55,000	(51.5)	131 6%	18 6%	90 7%	15 6%	125 6%	29 4%	48 8%e	48 8%e	3 2%	32 5%	87 9%hi	35 9%hi	38 5%	37 6%	42 10%lm	34 5%	114 7%	79 8%	63 8%	59 6%	11 7%	40 9%w	22 8%	45 5%	36 7%	48 6%	96 6%	37 8%	10 4%
£55,001 to £62,000	(58.5)	77 4%	4 1%	60 5%a	9 4%	75 4%a	23 3%	21 3%	32 5%	4 4%	22 4%	18 4%	17 5%	23 2%	28 4%	16 7%lm	69 3%	47 4%o	34 4%	40 4%	7 5%	26 6%w	16 6%w	21 3%	21 4%	34 4%	56 4%	25 6%	7 3%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/l/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 103  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

	Christmas Shopping Start				Christmas Shopping Behaviour				Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Rea- sons Mostly Online	Rea- sons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any pres- ents (d)	In- store (e)	Mix (f)	Online (g)	One deli- very (h)	2-4 deli- veries (i)	5+ deli- veries (j)	11+ deli- veries (k)	Under £100 (l)	£100- £299 (m)	£300+ (n)	All deli- veries arrived (o)	At least one deli- very arrived (p)	At least one unsatis- - factory deli- very (q)	Ever speci- fied (r)	Never speci- fied (s)	More prob- lems (t)	About the same (u)	Fewer prob- lems (v)	No prob- lems (w)	Correct (x)	In- correct (y)	In- correct /DK (z)	Con- vience (A)	Support local high street (B)	
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233	
£62,001 to £69,000	(65.5) 2%	49 2%	6 2%	39 3%	3 1%	49 3%	22 3%	10 2%	17 3%	2 1%	12 2%	26 2%	10 3%	20 3%	12 2%	8 2%	7 1%	37 2%	26 3%	15 2%	25 3%	5 4%	7 2%	8 3%	19 2%	17 3%	21 3%	32 2%	13 3%	7 3%
£69,001 to £76,000	(72.5) 2%	41 2%	2 1%	30 2%	8 3%a	39 2%a	10 1%	10 2%	19 3%	2 1%	10 2%	27 2%	12 3%	14 2%	12 3%	10 2%	38 2%	24 2%	18 2%	18 2%	4 3%	12 3%	3 1%	17 2%	11 2%	16 2%	30 2%	16 4%	1 *	
£76,001 to £83,000	(79.5) 1%	26 1%	1 *	23 2%cd	1 *	26 1%	5 1%	9 1%	13 2%e	- -	7 1%	17 2%	8 2%	4 1%	13 2%cl	7 2%	9 1%	24 1%	15 1%	8 1%	16 2%	4 3%	8 2%	3 1%	8 1%	7 2%	12 1%	19 2%	7 2%	1 *
£83,001 or more	(86) 3%	65 3%	5 2%	48 4%	5 2%	59 3%	10 1%	21 3%e	28 4%e	3 2%	13 4%i	46 4%i	18 4%i	8 1%	19 3%l	31 8%lm	15 2%	62 4%o	42 4%	31 4%	31 3%	8 5%	24 5%vw	5 2%	24 3%	20 4%	24 3%	45 3%	24 5%	4 2%
Prefer not to answer	254 12%	40 13%	145 11%	31 12%	229 12%	92 14%	71 12%	65 10%	16 14%	81 13%	109 10%	45 11%	91 13%n	61 10%n	23 6%	86 14%pq	191 11%	103 10%	75 10%	121 12%	15 10%	42 9%	35 13%	100 12%	64 12%	87 11%	190 12%	45 10%	39 17%	
Average income (£000's)	32.98	29.68	34.81ac	30.74	33.37ac	29.17	35.07e	36.10e	29.06	31.40	35.80hi	37.00hi	29.36	34.05l	40.97lm	30.91	34.12o	35.25op	35.08	33.34	36.67w	35.97w	34.49	32.64	34.28	34.08z	32.54	37.16	29.09	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 104  
**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**  
**Base: All respondents**

	Gender			Age						Social Grade					Region							Tenure		Working		Which of the following best describes where you live?		
	Total	Male (a)	Female (b)	18-34 (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	All England (m)	England North (n)	England Midlands (o)	England South (p)	London (q)	Scotland (r)	Wales (s)	North-ern Ire-land (t)	Own/ buying with mort-gage (u)	Private rent (v)	Social rent incl HA (w)	Yes (x)	No (y)	Urban (z)	Rural (A)
Unweighted base	2071	1037	1034	563	206	357	323	359	826	601	588	344	538	1631	461	516	452	275	191	113	63	1306	388	340	1176	895	1632	439
Weighted base	2071	1011	1060	588	230	358	331	366	786	565	582	420	503	1641	484	518	460	271	175	100	62*	1342	301	396	1195	876	1639	432
NET: Yes	470 23%	206 20%	264 25%a	105 18%	37 16%	69 19%	75 23%	98 27%cde	192 24%cd	83 15%	120 21%i	81 19%	185 37%ijkl	377 23%q	131 27%mq	113 22%	101 22%	43 16%	41 23%	28 28%q	12 19%	241 18%	65 21%	157 40%uv	167 14%	303 35%x	365 22%	105 24%
Yes - physical condition	294 14%	131 13%	163 15%	48 8%	12 5%	36 10%	29 9%	64 17%cdef	153 19%cdef	51 9%	78 13%i	52 12%	112 22%ijk	234 14%	74 15%	72 14%	62 14%	28 10%	30 17%	17 17%	10 16%	162 12%	38 13%	91 23%uv	90 8%	203 23%x	224 14%	70 16%
Yes - mental condition	175 8%	74 7%	101 10%	70 12%h	26 11%h	44 12%h	42 13%h	45 12%h	19 2%	26 5%	34 6%	31 7%	83 17%ijk	138 8%q	49 10%q	42 8%q	40 9%q	11 4%	17 10%q	12 12%q	4 6%	57 4%	34 11%u	78 20%uv	68 6%	107 12%x	138 8%	38 9%
Yes - disability	132 6%	60 6%	72 7%	18 3%	7 3%	11 3%	20 6%c	26 7%ce	69 9%cde	25 4%	36 6%	19 4%	53 11%ijk	106 6%p	34 7%	32 6%	20 4%	19 7%	15 9%p	9 9%	2 4%	70 5%	10 3%	53 13%uv	36 3%	97 11%x	105 6%	27 6%
Yes - other	18 1%	7 1%	11 1%	4 1%	-	4 1%	1 *	4 1%	8 1%	2 *	5 1%	4 1%	6 1%	14 1%	5 1%	6 1%	5 1%	1 *	1 *	1 1%	11 1%	-	7 2%v	8 1%	10 1%	16 1%	2 *	
No	1543 75%	776 77%b	767 72%	461 78%gh	185 81%gh	275 77%	248 75%	258 70%	576 73%	476 84%ijkl	441 76%l	331 79%l	295 59%	1216 74%n	340 70%	390 75%	349 76%	219 81%ms	128 73%	67 67%	50 81%	1071 80%w	226 75%w	224 57%	1004 84%y	540 62%	1229 75%	315 73%
Prefer not to say	58 3%	28 3%	29 3%	22 4%	8 3%	14 4%	8 2%	11 3%	18 2%	6 1%	21 4%i	8 2%	23 5%i	48 3%	13 3%	15 3%	10 2%	9 3%	6 3%	5 5%	-	30 2%	10 3%	15 4%	24 2%	33 4%x	45 3%	13 3%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n/o/p/q/r/s/t - u/v/w - x/y - z/A  
 Overlap formulae used. \* small base

**Winter Consumer Rights Survey Re-run Jan 2019**  
**ONLINE Fieldwork: 1st to 3rd February 2019**

Absolutes/col percents

Table 105  
**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**  
 Base: All respondents

	Christmas Shopping Start				Christmas Shopping Behaviour			Number of Deliveries Expected/Due				Value of Deliveries			Delivery Experience			Safe Place		Winter Delivery Comparison				Safe Place Knowledge			Reasons Mostly Online	Reasons Mostly In Store	
	Total	Early (a)	Middle (b)	Late (c)	Bought any presents (d)	In-store (e)	Mix (f)	Online (g)	One delivery (h)	2-4 deliveries (i)	5+ deliveries (j)	11+ deliveries (k)	Under £100 (l)	£100-£299 (m)	£300+ (n)	All deliveries arrived (o)	At least one delivery arrived (p)	At least one unsatisfied delivery (q)	Ever specified (r)	Never specified (s)	More problems (t)	About the same (u)	Fewer problems (v)	No problems (w)	Correct (x)	In-correct (y)	In-correct /DK (z)	Convenience (A)	Support local high street (B)
Unweighted base	2071	298	1315	257	1922	677	614	631	116	628	1069	399	753	590	395	617	1720	1036	776	984	155	454	257	837	517	798	1554	454	231
Weighted base	2071	300	1314	257	1921	680	611	630	112	620	1077	402	729	595	405	618	1710	1029	774	978	149	456	270	824	524	798	1547	452	233
NET: Yes	470	82	289	53	440	146	126	168	20	136	253	106	162	128	102	142	387	232	170	227	34	104	60	181	115	177	355	113	47
	23%	27%	22%	21%	23%	21%	21%	27%ef	18%	22%	23%	26%	22%	22%	25%	23%	23%	22%	23%	23%	22%	23%	22%	22%	22%	22%	23%	25%	20%
Yes - physical condition	294	60	170	31	273	87	90	96	9	95	159	68	108	77	70	92	244	146	119	137	26	59	34	127	67	109	227	60	30
	14%	20%bcd	13%	12%	14%b	13%	15%	15%	8%	15%h	15%	17%h	15%	13%	17%	15%	14%	14%	15%	14%	17%	13%	13%	15%	13%	14%	15%	13%	13%
Yes - mental condition	175	29	107	17	161	49	40	72	7	40	106	50	56	54	34	54	146	92	51	96	14	52	24	51	44	71	132	55	15
	8%	10%	8%	7%	8%	7%	7%	11%ef	7%	6%	10%i	12%ij	8%	9%	8%	9%	9%	9%	7%	10%r	9%	11%w	9%	6%	8%	9%	9%	12%	7%
Yes - disability	132	29	84	11	126	46	34	46	9	36	71	30	42	38	31	44	112	66	40	75	9	23	20	57	29	53	103	23	14
	6%	10%cd	6%	4%	7%	7%	6%	7%	8%	6%	7%	8%	6%	6%	8%	7%	7%	6%	5%	8%r	6%	5%	8%	7%	6%	7%	7%	5%	6%
Yes - other	18	2	12	1	18	6	4	8	-	7	7	4	3	4	5	7	14	6	6	9	-	2	2	7	11	1	6	4	4
	1%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	2%yz	-	-	1%	2%
No	1543	211	995	196	1430	515	470	444	91	464	799	287	548	453	298	461	1278	771	592	721	106	341	203	628	392	605	1151	326	179
	75%	70%	76%	76%	74%	76%g	77%g	71%	81%	75%	74%	72%	75%	76%	74%	75%	75%	75%	77%	74%	71%	75%	75%	76%	75%	76%	74%	72%	77%
Prefer not to say	58	7	30	8	50	19	15	17	1	20	26	8	19	14	5	14	45	26	12	30	9	11	7	15	17	16	41	14	6
	3%	2%	2%	3%	3%	3%	2%	3%	1%	3%	2%	2%	3%	2%	1%	2%	3%	3%	2%	3%	6%uw	2%	3%	2%	3%	2%	3%	3%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j/k - l/m/n - o/p/q - r/s - t/u/v/w - x/y/z  
 Overlap formulae used.