

No consistency in standards for online delivery

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The average charge for "standard delivery" can range from £1.99 to £10, according to a survey of online retailers by iForce, the multi-channel logistics specialist. The average charge for standard delivery was £3.83 per order.

Only 9.7 per cent of online retailers offered am/pm delivery options and 6.9 per cent offered evening deliveries.

Just over 11 per cent of the 70 online retailers surveyed offered free standard delivery with an additional ten per cent providing free delivery based on minimum order value. Next day delivery is offered by 66.7 per cent of those surveyed with the average charge equating to £5.89 per order.

The survey also found 18 variations of standard delivery, the most common being defined as three-five days, followed by two-four days and then two-three days.

● iForce has gone live with its cross-border e-fulfilment service for Habitat distributing orders to the UK and France.

The operation is run from iForce's 63,000 sq ft warehouse at Bromford Gate in Birmingham.