

# Voices of Wales on... Christmas Consumers



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For  
everyone,  
for 80  
years

The size of the UK parcels market has grown by over 50% since 2010. Much of this growth is driven by parcels sent to consumers from online shopping, but consumers and small businesses are also sending parcels in greater numbers. The consumer parcel (C2X) market is broadly split between 3 types of parcel: returns of items that bought online or by mail order, parcels sent to family and friends, and items that have been sold on online marketplaces or through small businesses.

Although consumers are generally satisfied, there is a problem with over 1 in 10 parcels that are sent. And when problems arise, many consumers find them difficult to resolve.

We're therefore calling on parcel operators and brokers to improve the consumer experience by:



Making insurance restrictions and packaging guidance clear



Improving their channels of communication



## Our Work

Last year, here in Wales, Citizens Advice helped over 92,000 people to resolve over 459,000 problems. This gives us a unique insight into people's needs and concerns.

As a consumer advocate, Citizens Advice is an independent voice for people in essential markets - people who otherwise struggle to be heard. This includes energy and postal markets and we are also one of a small number of organisations that can raise a super complaint. We play a unique role in advice - helping millions of people find a way forward each year.

Our Consumer Service gives advice on all consumer issues, with specialist advice on energy and post issues.

[Read our full report consumer use and experience here](#)

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## Gifts, presents & returns: What are the rules?

There is no automatic right to get money back if someone just changes their mind about something they've bought and there's nothing wrong with it. Some things to remember:

- There is automatically a 14-day 'cooling-off period' when buying something from a trader that hasn't been done in person - unless it's bespoke or made to measure.
- The shop's returns policy might be written on their receipt, or could check their website or call your local branch to ask.
- If there's a problem with the item, the rights change and will be different.
- Find more info [here](#).



Package items securely



Write the address clearly



Check estimated delivery dates when buying online

## Scam Action



Our advice for your constituents: **'stop, report, talk'** if they think they're being targeted by scams or fraud.



Citizens Advice research has found that a staggering 61% of people have been targeted by scammers in the last 2 years.



Worryingly, nearly 40% of people had been targeted 5 or more times.



Almost half of people surveyed had taken no action to protect themselves against scams.

**We need your help to make sure that your constituents don't fall victim to these crimes.**



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**Constituents**



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Promote our consumer helpline: **03454 04 05 06** (English) or **03454 04 05 05** (Welsh)