

## November 2019

### Consumers and the Economic Outlook - UK

“Brexit has been delayed again. The public faces a Christmas general election. And the economy narrowly avoided a recession in September. It is no wonder, then, that consumer confidence has taken a hit. However, financial well-being is holding up and the vast majority of people think they’ll be OK in ...

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### Online Retailing: Delivery, Collection and Returns - UK

“Customers are increasingly making purchasing choices based on how, when and where they will receive orders made online. Therefore how retailers fulfil orders, and process returns, must be viewed as not simply something that happens ‘after the sale’ but as important to the decision-making process as more traditional purchase triggers ...

### Seasonal Shopping (Spring/Summer) - UK

“Despite tough comparative figures, consumer spending on the spring/summer events continued to increase in 2019 driven largely by gift purchases for Easter, Mother’s and Father’s Day. The need for more personalised gifts continues to drive the gifting market for the spring/summer events and together with the rising popularity ...