

Delivery charter for disabled consumers

As the statutory advocate for postal consumers, we're calling on **retailers** to sign up to our **delivery charter for disabled consumers**. Disabled consumers should be a priority group for retailers - 13.3 million people in the UK have a disability and together they influence more than £80 billion of spending each year. However - our research shows that online shopping and delivery services aren't meeting their needs:



We've put together **best practice guidelines for retailers** based on our research looking at the customer journey for disabled consumers to ensure that **online shopping and delivery services work for disabled consumers**.

We're calling on retailers to ensure that:

- Disabled consumers can easily **specify any additional delivery needs** (e.g. more time to get to the door) when ordering items online or instore - for example, by including a free text box on the checkout page where disabled consumers can specify their needs

- There is **clear information on retailer websites and in-store on the accessibility features** (eg parking facilities, level access, portable pin pads) available at each store
- The delivery companies they work with are signed up to our **delivery charter**

Where retailers use **parcel collection points** (such as dedicated parcel shops or newsagents), they must ensure that:

- Each point has **level access** to the building - or a ramp if this is not possible
- There is **clear information available online and in store** on the accessibility features available at each collection point (eg parking facilities, level access, portable pin pads)
- Annually **review the accessibility features at each collection point** - ensuring provisions are available, and information is up to date
- Take **accessibility into account** when tendering for or setting up new collection points