

Question 1:Do you agree that Ofcom should grant approval to Royal Mail for the Delivery to Neighbour service? If not please explain your answer. :

No because delivery to a neighbour brings about security issues that may drive bigger problems when trying to track a delivery with the supplier. This can lead to big delays in receipt of deliveries, and loss of product can lead to right of refund from the supplier.

Question 2:Are there other consequences following the roll out of the service across the UK that we have not included in our assessment? If so, please explain.:

Most retailers will not refund the customer if products are delivered. If there is an issue with the neighbour and they fail to pass on the goods/delivery to the correct address and person then this will have a consequence on the person who has paid and not recieved the goods.

Also if the delivery is time critical and delivered to the neighbour, and it cannot be retrieved in a timely fashion, then it can impact the customer and also the customer can lose the right to a refund.

If the goods are damaged by the neighbour then the customer has no rights to return or refund from the supplier.

Question 3:Do you have any comments on the scope and wording of the proposed Notification and approval: