

## Dodgy delivery

Members' packages left out in the rain – or even dumped in the bin

**Y**ou'd expect your online order to be delivered with care. But, if the experience of 7% of Which? members who've ordered from an online shop in the last six months is anything to go by, you could end up with your package being left in a bin or greenhouse.

The most common anecdotes involved packages left on doorsteps or porches in plain view. Some members said they had deliveries left out in the rain, and some mentioned parcels being thrown over gates – one included a mirror from Marksandspencer.com.

We sent these examples, among others, to Marksandspencer.com and Amazon.co.uk – two of the names that

cropped up when we asked members to name the shop they bought from. Marksandspencer.com said it will work harder to ensure that customers see immediate improvement. It's introducing proof of delivery by the end of the year, so customers will be able to sign for high-value or fragile packages.

Amazon.co.uk said customers should contact it if they feel that their package was left in an unsuitable location.

Which? lawyer Peter McCarthy says: 'If your package is damaged, the buck stops with the company that sold it to you.'

We'd love to hear from you. Contact [letters@which.co.uk](mailto:letters@which.co.uk) with your stories.



“My package was left on our drive underneath a car.”

“The non-waterproof package, ordered from Marksandspencer.com, was left in the compost bin.”

“They left a package of paper in our coal bunker, in beside the rest of the coal.”

In October 2009, we asked 2,480 Which? online panel members whether any of their last six months' online deliveries had been left in a place they weren't happy with.

## Web beats Dixons travel camera prices

**B**uying a digital camera at the airport may not be as cheap as buying it online, according to a Which? investigation. We looked at the prices of 44 digital cameras and found that half were cheaper online.

The Sony Cyber-shot T90 was available at Dixons Travel, Heathrow Terminal 1, for £217. We found the same model available at Amazon.co.uk for £10 less, and £20 cheaper at Camerabox.co.uk.

However, the airport store comfortably beat the high street on camera prices virtually across the board. We also found its DSLR deals were better than online.

To find the cheapest online deal, use our price checking tool at [www.which.co.uk/digitalcameras](http://www.which.co.uk/digitalcameras).



### TAKE ACTION!

■ Check prices of products at Dixons Travel before you reach the airport. Go to [www.dixonstaxfree.co.uk](http://www.dixonstaxfree.co.uk) to find the phone number for your relevant airport branch.

## Keep your old iPod

**O**ur latest MP3 tests have found that Apple's upgrades to its iPod range have made minimal difference in performance. So, if you already own one of the older iPods, there's little point in upgrading.

The main focus of Apple's re-launch – which happened too late to be included in last issue's MP3 player test – was the Nano, which was equipped with a new video camera, FM tuner and larger screen. The Classic's

memory was increased to 160GB, the Touch was fitted with a faster processor and the Shuffle was given a headphone adaptor.

These changes are certainly welcome, but our tests found that the performance – battery life, sound quality and ease of use – remains virtually unchanged.

Both the old and new Classic, Nano and Touch are Best Buys so, if you've yet to buy an MP3 player, they're great choices. See [www.which.co.uk/mp3players](http://www.which.co.uk/mp3players).

