

RetailX United Kingdom Top500 2024

The RetailX Top500 series of reports has tracked the development of online and multichannel retail in the UK since 2014. In this 10th annual report, RetailX research assesses practical performance through four value chains: The Customer, Product, Operations and Capital.

17%

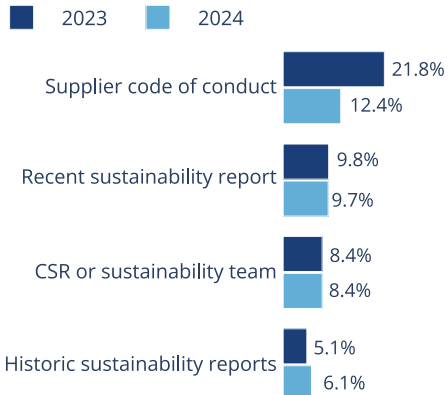
of UK Top500
retail businesses
offer a product
repair scheme

3%

share
product
repair
instructions

Sustainability

The percentage of Top500 retailers with the following sustainable practices



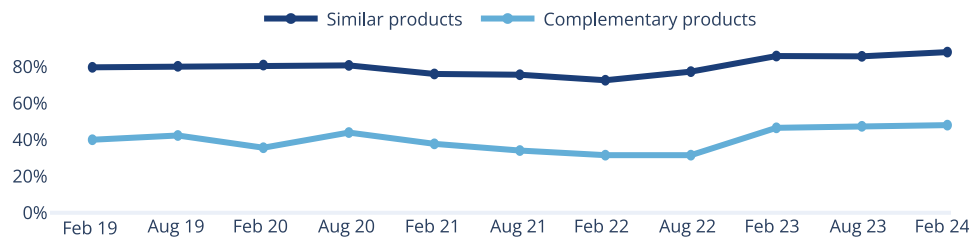
Including the results of 250 Top500 retailers measured both years

Source: RetailX

© RetailX 2024
RXTUK24RP-BM-7-v11

Advice offered

The percentage of Top500 retailers recommending similar and complementary products on the product page and during the checkout process



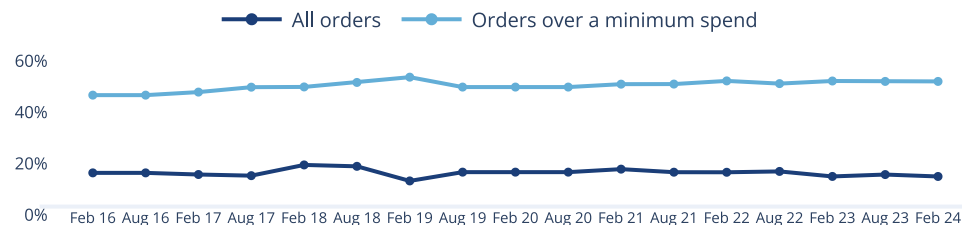
Including the results of 300 Top500 retailers measured each year over the past five years

Source: RetailX

© RetailX 2024
RXTUK24RP-BM-4-v13

Free delivery

The percentage of Top500 retailers offering free delivery



Including the results of 250 Top500 retailers measured each year over the past eight years

Source: RetailX

© RetailX 2024
RXTUK24RP-BM-5-v11

Congratulations to the RetailX UK Top500 Elite retailers of 2024: Amazon, Apple, Ikea, Next, Screwfix and Tesco.

This report brings together:

- Insights from 300 metrics/500 companies/10 years of analysis.
- An interview with Sue Harries, digital, proposition and data director at Screwfix.
- Company profiles and case studies on Top500 retailers including Amazon, Ikea, Next, Asda and Dunelm.

Download the full report:
internetretailing.net/report-hub/retailx-uk-top500-2024/



£3.51

Average fee
for collection

67%

offer
prepaid
returns

Sponsored by

akeneo

Avalara
Tax compliance done right

imagineo

stripe

SYNDEO