

# RetailX United Kingdom Top500 2024

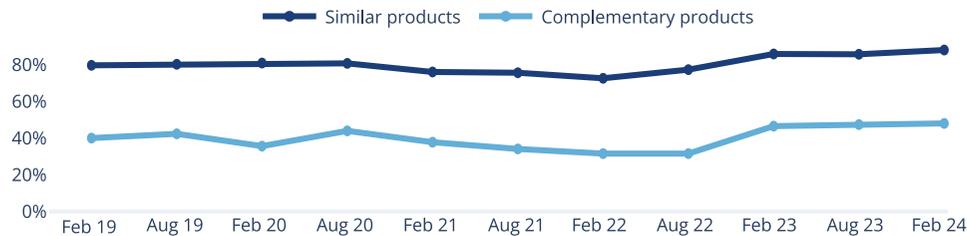
The RetailX Top500 series of reports has tracked the development of online and multichannel retail in the UK since 2014. In this 10th annual report, RetailX research assesses practical performance through four value chains: The Customer, Product, Operations and Capital.

**17%**  
of UK Top500 retail businesses offer a product repair scheme

**3%**  
share product repair instructions

## 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 © RetailX 2024 RXTUK24RP-BM-4-v13  
Source: RetailX

## Sustainability

The percentage of Top500 retailers with the following sustainable practices



Including the results of 250 Top500 retailers measured both years © RetailX 2024 RXTUK24RP-BM-7-v11  
Source: RetailX

## 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 © RetailX 2024 RXTUK24RP-BM-5-v11  
Source: RetailX

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/](https://internetretailing.net/report-hub/retailx-uk-top500-2024/)



**£3.51**  
Average fee for collection

**67%**  
offer prepaid returns

Sponsored by

