

Press release

## PARCELS

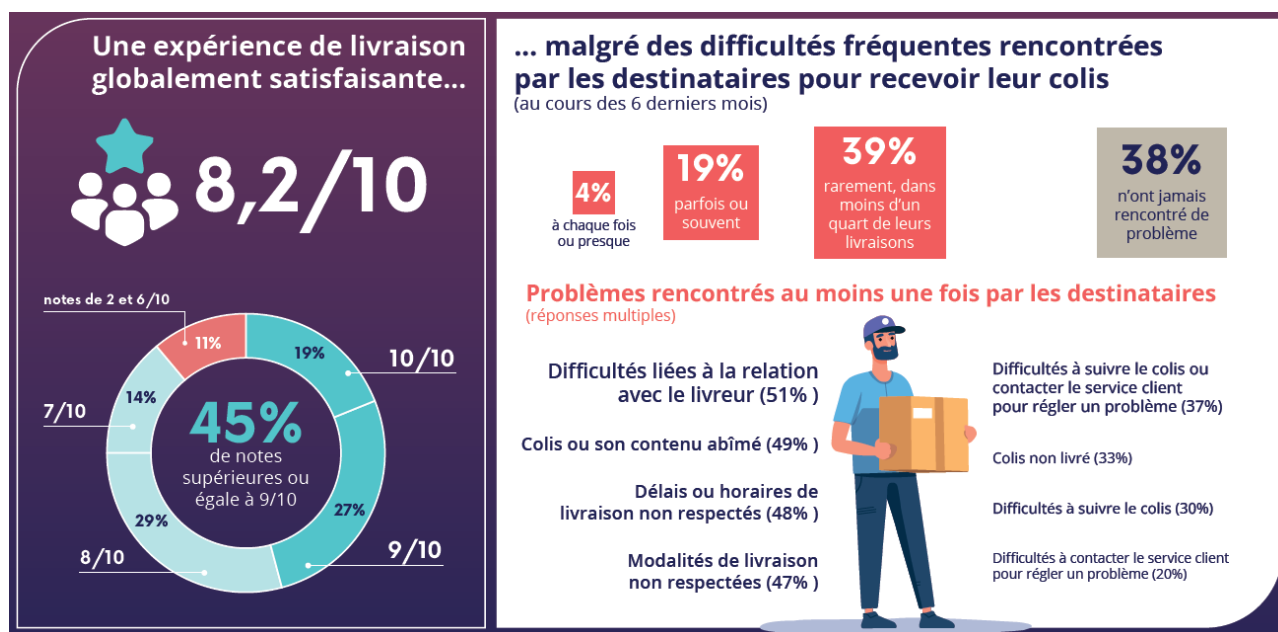
### Parcel delivery: overall satisfaction amongst consumers, despite encountering frequent issues, according to a survey published by Arcep

Paris, 10 February 2026

Parcel deliveries have increased substantially in France over the past several years (+17.9%<sup>1</sup> in 5 years), driven largely by the growing popularity of online shopping and the development of consumer-to-consumer (C2C) trade. As a result, to provide a deeper understanding of how the French parcel delivery market is functioning, today Arcep is publishing a survey conducted by CREDOC<sup>2</sup> in the first half of 2025, on parcel delivery satisfaction levels and practices amongst consumers. An infographic summarising the main findings is also being made available.

**Overall high level of satisfaction, but frequent issues for 23% of parcel recipients (4% “every or almost every time”; 19% “sometimes or often”)**

Users gave high scores for the delivery experience overall: recipients give an average score of 8.2 out of 10 for the delivery of their parcels. Close to half give a score equal to or higher than 9, whereas only 11% give a score of less than 7. Satisfaction levels increase with the recipient's age and the frequency of deliveries.



Problems nevertheless remain: 62% of recipients say they have had at least one issue over the past six months. Two-thirds say these problems occur only occasionally, but 12% say they have had problems with at least half of their deliveries.

The issues encountered vary, and no single one stands out: failure to deliver on the scheduled date or at the scheduled time, lack of tracking information, failing to deliver a package or leaving a non-delivery notice in the

<sup>1</sup> [The markets for letter and parcel deliveries and related activities in France – Observatory of mail and parcel markets – 2024 \(14 October 2025\)](#) (In French)

<sup>2</sup> Research Centre for the Study and Observation of Living Conditions (CREDOC)

mailbox despite the recipient being at home, courier failing to show up. A third of recipients report having encountered several of these issues.

### **Parcel delivery increase driven by younger and more connected consumers**

Between October 2024 and March 2025, 47% of French people living in Metropolitan France received at least one parcel, which confirms a widespread practice. Parcel recipients' profile differs considerably from the population as a whole: on average, they are younger, more active, more urban and more connected. Ninety five percent of them use the internet every day, compared to 83% for the population as a whole.

Frequency of deliveries differ: a third of recipients say they receive several parcels a month, including 13% who receive more than five a month. On the flipside, 40% had received fewer than one parcel a month during that period, and 13% only a single parcel during the previous six months.

### **Home delivery still the most popular, but alternatives (pick-up points, lockers) are gaining ground**

Home delivery remains the option of choice: it is the number one choice for half of all recipients, and 82% had chosen it at least once during the period covered by the survey. But deliveries to alternative locations are becoming increasingly popular. Close to four out of ten recipients prefer pick-up locations, and close to three-quarters have used them at least once, in proportions comparable to home delivery.

Other delivery options remain more marginal: just over a third of recipients had used pick-up lockers, and just under a third had chosen to have their parcels delivered to a post office.

### **Associated documents**

- [Consumer satisfaction study of parcel recipients](#)
- [Infographic of key figures "Parcel recipient satisfaction"](#)

### **Arcep at a glance**

The Regulatory Authority for Electronic Communications, Postal Affairs and Print Media Distribution (Arcep), a neutral and expert arbitrator with the status of independent administrative authority (AIA), is the architect and guardian of internet, fixed and mobile electronic communications, postal and press distribution networks in France.