

FULFILMENT

allergymatters.co.uk



Founded: September 2002
Selection: As the name would suggest, this site provides a range of products suitable for those suffering from various allergies.
Navigation: Fairly straightforward
Technical problems: The site is very heavy with lots of graphics, which meant it took a long to load between each selection. It would also be good to be able to select a number of products in one go, rather than having to go backwards and forwards from the

shopping basket each time.
Returns policy: The customer is responsible for the costs of returning the goods to Allergy Matters unless the item is delivered in error or is found to be faulty.
Promised delivery: This depends on the availability. Products labelled as available within 1-3 days will be sent out immediately, while others will be sent direct from the suppliers. Delivery costs range from £3.50 to £10 if sent by first class mail.

Bottom line: When my machine crashed at the end of the ordering process I decided to forget it. I was very surprised to get a phone call from the site only moments later to ask whether I would still like to go ahead with my order. Since the products available are such good quality, many of which I have only seen on this site, I agreed. My items arrived the next day. Excellent customer service!
Sara Davies
Rating: ★★★★★