



# BEST (AND WORST) ONLINE SHOPS

Our survey reveals your favourite sites for online shopping

The results of the UK's biggest-ever survey of online shops are in. We've crunched the votes of more than 11,000 Which? members to rate 78 sites and it's bad news for home improvers B&Q and Homebase, which come bottom in our survey. But two specialist sites proved to be the biggest hits.

## WINNERS AND LOSERS

Top marks go to skin and beauty label LizEarle.com and cycle shop ChainReactionCycles.com, both with customer scores over 90%. The only non-specialist site in the top five overall was JohnLewis.com, which also came top in five of its six categories, scoring over 90% in two (see p22-25). Sports site Wiggle.com matched ChainReactionCycles.com for price and delivery and both inspired compliments for their professional equipment on offer.

As more of us shop online, competition has grown, and with it, expectations of decent service.

And while your top reason for online shopping is because it's cheaper than the high street, just one of your top five sites – photography specialist 7DayShop.com – got top marks for price, aided by a VAT-free base in Guernsey. Though rated lower for price, the other four sites won your vote with excellent delivery and intuitive websites. Full results of our survey can be found at [www.which.co.uk](http://www.which.co.uk). Among the worst in our league are B&Q and Homebase, which both got low ratings for price and product.

## ALL IN THE DELIVERY

You've told us that various delivery issues, from delays and overpackaging to time slots outside your control, are your biggest bugbears when shopping online. Our research shows that customer scores are strongly affected by experience of delivery. Read 'Expert view' (opposite) for advice on getting a trouble-free delivery.

# 60 SECOND GUIDE

## BEST FOR VALUE

These online shops have five-star prices and great scores for delivery – as well as coming first or second in their categories:

- Amazon.co.uk**  
(Entertainment)
- Play.com**  
(Entertainment)
- 7DayShop.com**  
(Electricals)
- Kiddicare.com**  
(Baby & Toddler)

## 78 ONLINE SHOPS RATED BY THEIR CUSTOMERS

|    | CUSTOMER SCORE (%)             |    | CUSTOMER SCORE (%)  |                         |    |
|----|--------------------------------|----|---------------------|-------------------------|----|
| 1  | <b>LIZEARLE.COM</b>            | 94 | = THEBODYSHOP.CO.UK | 73                      |    |
| 2  | <b>CHAINREACTIONCYCLES.COM</b> | 93 | 41                  | LOVEFILM.COM            | 72 |
| 3  | <b>JOHNLEWIS.COM</b>           | 88 | =                   | WATERSTONES.COM         | 72 |
| =  | WIGGLE.CO.UK                   | 88 | 43                  | COTSWOLDOUTDOOR.COM     | 70 |
| =  | 7DAYSHOP.COM                   | 88 | 44                  | CDWOW.COM               | 69 |
| 6  | <b>LAKELAND.CO.UK</b>          | 87 | =                   | COTTONTRADERS.CO.UK     | 69 |
| 7  | <b>KIDDICARE.COM</b>           | 86 | =                   | DIXONS.CO.UK            | 69 |
| =  | QVCUK.COM                      | 86 | =                   | HARRODHORTICULTURAL.COM | 69 |
| 9  | <b>ABEBOOKS.CO.UK</b>          | 84 | =                   | NEXT.CO.UK              | 69 |
| =  | AMAZON.CO.UK                   | 84 | =                   | THEWHITECOMPANY.COM     | 69 |
| =  | BOOKDEPOSITORY.CO.UK           | 84 | =                   | WHITESTUFF.COM          | 69 |
| =  | RICHERSOUNDS.COM               | 84 | 51                  | CHEMISTDIRECT.CO.UK     | 68 |
| 13 | <b>CHEAPSMELLS.COM</b>         | 83 | =                   | DELL.CO.UK              | 68 |
| =  | HUGHESDIRECT.CO.UK             | 83 | =                   | DOBBIES.COM             | 68 |
| =  | SCREWFIX.COM                   | 83 | 54                  | ASDA.CO.UK              | 67 |
| 16 | <b>FIGLEAVES.COM</b>           | 82 | =                   | COMET.CO.UK             | 67 |
| =  | PLAY.COM                       | 82 | =                   | PIXMANIA.CO.UK          | 67 |
| =  | THEBOOKPEOPLE.CO.UK            | 82 | 57                  | ARGOS.CO.UK             | 66 |
| 19 | <b>HMV.COM</b>                 | 81 | =                   | ELC.CO.UK               | 66 |
| 20 | <b>CLARKS.CO.UK</b>            | 80 | 59                  | DEBENHAMS.COM           | 65 |
| =  | LANDSEND.CO.UK                 | 80 | =                   | JESSOPS.COM             | 65 |
| =  | SHOP.LEGO.COM                  | 80 | =                   | SPORTSDIRECT.COM        | 65 |
| 23 | <b>BBCSHOP.COM</b>             | 78 | =                   | ZAVVI.COM               | 65 |
| 24 | <b>GAME.CO.UK</b>              | 77 | 63                  | CURRYS.CO.UK            | 63 |
| =  | MANDMDIRECT.COM                | 77 | =                   | GARDENINGDIRECT.CO.UK   | 63 |
| 26 | <b>BODEN.CO.UK</b>             | 76 | =                   | JDWILLIAMS.CO.UK        | 63 |
| =  | GARDEN4LESS.CO.UK              | 76 | =                   | SUTTONS.CO.UK           | 63 |
| =  | LOOKFANTASTIC.COM              | 76 | =                   | WICKES.CO.UK            | 63 |
| =  | MARKSANDSPENCER.COM            | 76 | 68                  | SAINSBURYS.CO.UK        | 62 |
| 30 | <b>ESPARES.CO.UK</b>           | 75 | =                   | SONY.CO.UK              | 62 |
| =  | FRAGRANCEDIRECT.CO.UK          | 75 | 70                  | IKEA.COM                | 61 |
| =  | ONLINEGOLF.CO.UK               | 75 | 71                  | MOTHERCARE.CO.UK        | 60 |
| 33 | <b>DABS.COM</b>                | 74 | =                   | THEHUT.COM              | 60 |
| 34 | <b>ASOS.COM</b>                | 73 | 73                  | HOUSEOFFRASER.CO.UK     | 59 |
| =  | AVONSHOP.CO.UK                 | 73 | =                   | WHSMITH.CO.UK           | 59 |
| =  | BOOTS.COM                      | 73 | 75                  | EVANS.CO.UK             | 57 |
| =  | FATFACE.COM                    | 73 | =                   | TOMTOM.COM              | 57 |
| =  | MAPLIN.CO.UK                   | 73 | 77                  | HOMEBASE.CO.UK          | 52 |
| =  | TESCO.COM                      | 73 | 78                  | DIY.COM (B&Q)           | 50 |

Where online shops have separate sites for the specific categories rated, members have been asked to rate these sites.



Clicking 'Buy' is just the beginning. Follow this seven-step plan to reduce delivery stress.

- Call to ask who'll be delivering your goods. Couriers aren't obliged to help unpack or install your order, or take old items away.
- Don't rely on getting an expected phone call to tell you a delivery is en route. If you nip out, the driver may not wait for you.
- Look for a narrow delivery window if you have to take time off work. Kiddicare.com offers a one-hour delivery window and JohnLewis.com offers next working morning delivery before 10.30am for under £10.
- Check whether there's a warehouse nearby and if you can collect from there. This can save time if you live or work close by.
- Some stores let you pick up the item from a shop – but check opening times.
- If the store is taking away an item, check the store is aware of this as drivers plan their route around it.
- You're entitled to a refund if your order doesn't arrive after 30 days and you haven't agreed to or been notified of a later delivery.

**KATIE HILL**  
WHICH? ONLINE SHOPPING EXPERT  
[homeeditor@which.co.uk](mailto:homeeditor@which.co.uk)

## OUR RESEARCH

Between July and August, we surveyed 11,298 Which? Connect members about the online shops they'd used in the previous six months. The Customer Score is based on your overall satisfaction with the site and your likelihood of recommending it to a friend. Where a site features in more than one category, the main table (left) uses its average Customer Score across the categories. You also rated price, delivery and products (range and availability) in the tables on p22-25.

# TOILETRIES



Beautiful packaging, free samples and a sense of 'a personal touch' keep LizEarle.com at the top of the table. It was beaten for price by Amazon.co.uk, CheapSmells.com and FragranceDirect.co.uk, but only Amazon.co.uk managed to score higher for its website.

Boots.com is the most-visited site in this category. Many of you like the option of avoiding postage costs by having orders delivered to your local Boots store. You don't like not being able to redeem Boots loyalty points online.

It seems good prices alone aren't enough to win custom either. Several of you complained about ChemistDirect.co.uk's poor communication and its slow delivery service.

**What about the rest?** Among others, we had an insufficient number of respondents for the Debenhams, House of Fraser, Lush, Superdrug and The Perfume Shop websites, so we weren't able to rate them in our survey. Hair and beauty site Lookfantastic.com ranked joint 6th with Boots.com.

| TOILETRIES |                                    |         |          |                    |    |
|------------|------------------------------------|---------|----------|--------------------|----|
|            | PRICE                              | PRODUCT | DELIVERY | CUSTOMER SCORE (%) |    |
| 1          | LIZEARLE.COM (46)                  | ★★★★    | ★★★★★    | ★★★★★              | 94 |
| 2          | JOHNLEWIS.COM (58)                 | ★★★★    | ★★★★     | ★★★★★              | 89 |
| 3          | QVCUK.COM (47)                     | ★★★     | ★★★★     | ★★★★               | 86 |
| 4          | CHEAPSMELLS.COM (82)               | ★★★★★   | ★★★★     | ★★★★               | 83 |
| 5          | AMAZON.CO.UK (114)                 | ★★★★★   | ★★★★     | ★★★★★              | 82 |
| 6          | BOOTS.COM (147)                    | ★★★     | ★★★★     | ★★★★               | 76 |
| 8          | FRAGRANCEDIRECT.CO.UK <sup>a</sup> | ★★★★★   | ★★★★     | ★★★★★              | 75 |
| 9          | THEBODYSHOP.CO.UK (51)             | ★★      | ★★★      | ★★★★               | 73 |
| =          | AVONSHOP.CO.UK (45)                | ★★★★    | ★★★★     | ★★★★               | 73 |
| 11         | CHEMISTDIRECT.CO.UK <sup>b</sup>   | ★★★★    | ★★★★     | ★★★                | 68 |

Sample sizes in brackets a (64); b (83)  
For full results visit [www.which.co.uk/toiletriesites](http://www.which.co.uk/toiletriesites)

# ELECTRICALS



JohnLewis.com tops our electrical stores ratings league as it did last year, with an impressive score of 91%. Many of you praised its smooth online ordering process, hassle-free delivery (which is free for any orders over £30) and prompt resolution of any problems.

In this category, Amazon.co.uk was the most-visited site in our survey. Traditional electronics stores, including Comet.co.uk and Currys.co.uk, feature in the bottom half, with mediocre ratings. One of you 'felt cheated' by the

'shoddy service' at Currys.co.uk. Despite both being part of Dixons Retail plc, Dixons.co.uk scored better for price than Currys.co.uk.

TomTom.com was rated worst, with a customer score of 57% and a poor price rating. One member claimed: 'They are difficult to talk to', while another found TomTom.com's handling of a complaint 'arrogant'.

**What about the rest?** Others include Boots.com and Dixons.co.uk ranked joint 11th, Comet.co.uk and Pixmania.co.uk ranked joint 15th.

| ELECTRICALS |                                |         |          |                    |    |
|-------------|--------------------------------|---------|----------|--------------------|----|
|             | PRICE                          | PRODUCT | DELIVERY | CUSTOMER SCORE (%) |    |
| 1           | JOHNLEWIS.COM (379)            | ★★★★    | ★★★★     | ★★★★★              | 91 |
| 2           | 7DAYSHOP.COM (88)              | ★★★★★   | ★★★★     | ★★★★               | 88 |
| 3           | AMAZON.CO.UK (1,441)           | ★★★★    | ★★★★★    | ★★★★               | 86 |
| 4           | RICHERSOUNDS.COM <sup>a</sup>  | ★★★★★   | ★★★★     | ★★★★               | 84 |
| 5           | HUGHSDIRECT.CO.UK <sup>b</sup> | ★★★★    | ★★★★     | ★★★★               | 83 |
| 6           | PLAY.COM (77)                  | ★★★★★   | ★★★★     | ★★★★               | 80 |
| 17          | JESSOPS.COM (32)               | ★★★     | ★★★      | N/A                | 65 |
| 18          | CURRYS.CO.UK (85)              | ★★★     | ★★★      | ★★★                | 63 |
| 19          | SONY.CO.UK (30)                | ★★      | ★★★★     | ★★★                | 62 |
| 20          | TOMTOM.COM (86)                | ★       | ★★★      | ★★★                | 57 |

Sample sizes in brackets a (49); b (45)  
For full results visit [www.which.co.uk/electricalsites](http://www.which.co.uk/electricalsites)

# ENTERTAINMENT



Amazon.co.uk has stolen the crown from last year's winner, Play.com, to become your favourite site for books, CDs, DVDs and video games. Hailed as 'the first-choice supplier' by one customer, many of you applauded its range, delivery and efforts to fix problems.

Overall, only 4% of you had a problem with your last online entertainment purchase (most commonly, delayed delivery). Play.com got lower ratings than Amazon.co.uk for products and returns, but both sites were praised by some for ease of purchase. In

joint third, Abebooks.co.uk proved popular with a range of rare and second-hand books, while one member described Book Depository.co.uk as a 'competitor to Amazon with a friendlier feel'.

Of those ranked in this category, WHSmith.co.uk is your least favourite site, with just two stars for price and product, though it's still more visited than some sites in this category.

**What about the rest?** BBCShop.com ranked 7th, Lovefilm and Waterstones.com joint 9th, Tesco.com 11th and CDWow.com 12th.

| HOME ENTERTAINMENT |                                   |         |          |                    |    |
|--------------------|-----------------------------------|---------|----------|--------------------|----|
|                    | PRICE                             | PRODUCT | DELIVERY | CUSTOMER SCORE (%) |    |
| 1                  | AMAZON.CO.UK (4,247)              | ★★★★★   | ★★★★★    | ★★★★               | 88 |
| 2                  | PLAY.COM (522)                    | ★★★★★   | ★★★★     | ★★★★               | 85 |
| 3                  | ABEBOOKS.CO.UK (312)              | ★★★     | ★★★★     | ★★★★               | 84 |
| =                  | BOOKDEPOSITORY.CO.UK <sup>a</sup> | ★★★★★   | ★★★★     | ★★★★               | 84 |
| 5                  | THEBOOKPEOPLE.CO.UK <sup>b</sup>  | ★★★★★   | ★★★      | ★★★★               | 82 |
| 6                  | HMV.COM (125)                     | ★★★★    | ★★★★     | ★★★★               | 81 |
| 14                 | ZAVVI.COM (37)                    | ★★★★    | ★★★      | ★★★                | 65 |
| 15                 | ARGOS.CO.UK (75)                  | ★★★     | ★★★      | ★★★                | 62 |
| 16                 | THEHUT.COM (39)                   | ★★★★    | ★★★      | ★★★                | 60 |
| 17                 | WHSMITH.CO.UK (98)                | ★★      | ★★       | ★★★                | 59 |

Sample sizes in brackets a (69); b (112)  
For full results visit [www.which.co.uk/entertainmentsites](http://www.which.co.uk/entertainmentsites)

# CLOTHING & FOOTWEAR



Good delivery policies make a big difference and your favourite sites all get top marks, despite getting lower marks for price. MandMDirect.com – the only site to get five stars in this category for price – came in sixth place.

Figleaves.com and JohnLewis.com are joint first, pushing last year's winner Clarks.co.uk, into joint third. One member liked being able to buy swimwear with different-sized tops and bottoms from Figleaves.com, and the site was commended for its range and a choice of search criteria.

In praise of JohnLewis.com, one member said: 'Its customer service is second to none.' Evans.co.uk and HouseofFraser.co.uk trail in last with two stars for price.

MarksandSpencer.com was the most-visited site in this category, but ranks only as your eighth favourite – some members just use the site as a back-up for items that are unavailable in-store. **What about the rest?** Boden.co.uk ranked 7th, Next.co.uk and CottonTraders.co.uk were ranked joint 11th.

| CLOTHING & FOOTWEAR |                                  |         |          |                    |    |
|---------------------|----------------------------------|---------|----------|--------------------|----|
|                     | PRICE                            | PRODUCT | DELIVERY | CUSTOMER SCORE (%) |    |
| 1                   | JOHNLEWIS.COM (119)              | ★★★★    | ★★★★     | ★★★★★              | 82 |
| =                   | FIGLEAVES.COM (54)               | ★★★     | ★★★★     | ★★★★★              | 82 |
| 3                   | LANDSEND.CO.UK (322)             | ★★★     | ★★★      | ★★★★★              | 80 |
| =                   | CLARKS.CO.UK (50)                | ★★★     | ★★★★     | ★★★★★              | 80 |
| 5                   | AMAZON.CO.UK (216)               | ★★★★    | ★★★★     | ★★★★★              | 78 |
| 6                   | MANDMDIRECT.COM (40)             | ★★★★★   | ★★★      | ★★★★               | 77 |
| 16                  | DEBENHAMS.COM (48)               | ★★★     | ★★★      | ★★★★               | 66 |
| 17                  | JDWILLIAMS.CO.UK (103)           | ★★★     | ★★★      | ★★★                | 63 |
| 18                  | HOUSEOFFRASER.CO.UK <sup>a</sup> | ★★      | ★★★      | ★★★                | 59 |
| 19                  | EVANS.CO.UK (50)                 | ★★      | ★★       | ★★★                | 57 |

Sample sizes in brackets a (33)  
For full results visit [www.which.co.uk/clothesites](http://www.which.co.uk/clothesites)

# HOME & GARDEN



Excellent delivery, good product range and availability, and a great website – as opposed to five-star prices – win out in this category. Ikea.com scores top marks for price but it joins Homebase.co.uk and DIY.com (B&Q) at the foot of the table, losing points for its site usability and delivery.

Some said Ikea's flat rate delivery charge was expensive, while others criticised the staff 'who could not care less'. At the top of the table, you commented on both JohnLewis.com and Lakeland.co.uk's excellent customer service, knowledgeable staff and quick delivery.

Lakeland.co.uk in particular was highlighted by members for its willingness to go beyond their expectations – it has replaced items outside manufacturers' guarantees and sent replacement parts from returned stock where separates aren't sold.

In this category, 11% of you have had problems with your last online home or garden purchase. A shop's ability to sort out any problems is key to the way you feel about sites here and overall. **What about the rest?** Marksand Spencer.com ranked 5th, Debenhams.com and Gardening Direct.co.uk were ranked joint 11th.

| HOME & GARDEN |                        |         |          |                    |    |
|---------------|------------------------|---------|----------|--------------------|----|
|               | PRICE                  | PRODUCT | DELIVERY | CUSTOMER SCORE (%) |    |
| 1             | JOHNLEWIS.COM (239)    | ★★★     | ★★★★     | ★★★★★              | 89 |
| 2             | LAKELAND.CO.UK (131)   | ★★★     | ★★★★★    | ★★★★★              | 87 |
| 3             | AMAZON.CO.UK (551)     | ★★★★    | ★★★★★    | ★★★★★              | 86 |
| 4             | SCREWFIX.COM (182)     | ★★★★    | ★★★★★    | ★★★★★              | 83 |
| 15            | SAINSBURYS.CO.UK (43)  | ★★★     | ★★★      | ★★★★               | 62 |
| 16            | IKEA.COM (34)          | ★★★★★   | ★★★★     | ★★                 | 61 |
| 17            | HOMEBASE.CO.UK (32)    | ★★      | ★★       | N/A                | 52 |
| 18            | BANDQ.COM/DIY.COM (62) | ★★      | ★★       | ★★                 | 50 |

Sample sizes in brackets  
For full results visit [www.which.co.uk/homeandgardensites](http://www.which.co.uk/homeandgardensites)

# SPORTS & LEISURE



ChainReactionCycles.com is a new entry that has shot straight to the top, knocking Wiggle.co.uk into second place with a higher product score. The world's largest online bike store is family owned. Several members praised its honesty about availability and quick delivery.

Wiggle.co.uk and Chain ReactionCycles.com were both applauded for their specialist gear, sourced by helpful staff.

SportsDirect.com gets an average rating for its product and site. Several of you mentioned not being able to talk to someone when things

went wrong, or even find a phone number to call, although one shopper said it's 'worth putting up with for cheap prices', such as daily bargains and end-of-line stock.

One member was frustrated at not being able to use his National Trust discount online when shopping at Cotswold Outdoor.com, which he could do in-store.

**What about the rest?** Among others, we didn't get enough ratings for Blacks.co.uk, Halfords.com, JDSports.co.uk, JJBSports.com or Millets.co.uk to include them in the table.

| SPORTS & LEISURE |                               |         |          |                    |    |
|------------------|-------------------------------|---------|----------|--------------------|----|
|                  | PRICE                         | PRODUCT | DELIVERY | CUSTOMER SCORE (%) |    |
| 1                | CHAINREACTION CYCLES.COM (40) | ★★★★    | ★★★★     | ★★★★★              | 93 |
| 2                | WIGGLE.CO.UK (57)             | ★★★★    | ★★★      | ★★★★★              | 88 |
| 3                | AMAZON.CO.UK (190)            | ★★★★    | ★★★★     | ★★★★★              | 85 |
| 4                | ONLINE GOLF.CO.UK (35)        | ★★★     | ★★★      | ★★★★               | 75 |
| 5                | COTSWOLD OUTDOOR.COM (31)     | ★★      | ★★★      | ★★★★               | 73 |
| 6                | SPORTSDIRECT.COM (71)         | ★★★★    | ★★★      | ★★★★               | 65 |

Sample sizes in brackets  
For full results visit [www.which.co.uk/toponlineshops](http://www.which.co.uk/toponlineshops)

# TOYS & GAMES



Amazon.co.uk is by far your most-visited site for toys and games, and shares the top spot with JohnLewis.com, scoring 85%, as your favourite site in this category.

Amazon.co.uk pips JohnLewis.com for site usability and price, but both were lavished with praise all round. Many members found Amazon.co.uk's wish lists useful for gift suggestions, while others liked being able to order presents for distant family and friends, which can be sent out gift-wrapped.

Shop.Lego.com scores well overall despite gaining just two stars for price. You praised the broad range of products and the facility to specify exactly what you want. Argos.co.uk,

which got mediocre ratings across the board, is your least favourite site for toys and games. Some of you find it handy to reserve online and pick up in stores, but the site achieves the lowest score of the category.

Niche sites such as Firebox.com and Iwantoneofthose.com were praised for their 'quirky' and 'interesting' gift ideas, but they didn't have enough respondents to be ranked in our list.

**What about the rest?** We didn't have enough responses for Boots.com, Mothercare.co.uk, Tesco.com and ToysRUs.co.uk, but these websites attract more clicks than DisneyStore.co.uk, TheToyShop.com and Woolworths.co.uk.

| TOYS & GAMES |                    |         |          |                    |    |
|--------------|--------------------|---------|----------|--------------------|----|
|              | PRICE              | PRODUCT | DELIVERY | CUSTOMER SCORE (%) |    |
| 1            | JOHNLEWIS.COM (45) | ★★★     | ★★★★     | ★★★★★              | 85 |
| =            | AMAZON.CO.UK (352) | ★★★★    | ★★★★     | ★★★★★              | 85 |
| 3            | SHOP.LEGO.COM (36) | ★★      | ★★★★     | ★★★★               | 80 |
| 4            | ELC.CO.UK (31)     | ★★      | ★★★      | ★★★★               | 66 |
| 5            | ARGOS.CO.UK (45)   | ★★★     | ★★★      | ★★★                | 65 |

Sample sizes in brackets  
For full results visit [www.which.co.uk/toysandgamesites](http://www.which.co.uk/toysandgamesites)

# BABY & TODDLER



JohnLewis.com defends its title as your favourite site in this category – with a convincing customer score of 92% and third place in the most-visited stakes. Your second and third favourite sites – Kiddicare.com and Amazon.co.uk – were rated better on price, but JohnLewis.com wins praise for its easy-to-navigate site and was complimented for its excellent returns policy.

Kiddicare.com's high delivery score is helped by a standard next day delivery service with a one-hour time slot, and it was commended by one member for its useful text message delivery updates.

Mothercare.co.uk, at the end of the table, doesn't compare favourably in any area. One customer felt that the store was

dependent on its high street presence – Mothercare.co.uk was unable to collect a damaged delivery and asked the member to return it to a shop, which 'defeats the object of having a bulky item delivered'.

**What about the rest?** In this category, insufficient responses for Argos.co.uk, Boots.com, ELC.co.uk, MamasandPapas.co.uk and ToysRUs.co.uk mean they didn't make the list.

Which.co.uk's new Baby & Child section is crammed with tips and advice – from finding local child carers to picking your perfect pushchair. Visit [www.which.co.uk/baby-and-child](http://www.which.co.uk/baby-and-child) for the latest news, reviews and gadgets for babies and children.

| BABY & TODDLER |                        |         |          |                    |    |
|----------------|------------------------|---------|----------|--------------------|----|
|                | PRICE                  | PRODUCT | DELIVERY | CUSTOMER SCORE (%) |    |
| 1              | JOHNLEWIS.COM (38)     | ★★★     | ★★★★     | ★★★★★              | 92 |
| 2              | KIDDICARE.COM (31)     | ★★★★★   | ★★★★     | ★★★★★              | 86 |
| 3              | AMAZON.CO.UK (85)      | ★★★★    | ★★★★     | ★★★★★              | 85 |
| 4              | MOTHER CARE.CO.UK (41) | ★★      | ★★★      | ★★★                | 60 |

Sample sizes in brackets  
For full results visit [www.which.co.uk/babysites](http://www.which.co.uk/babysites)