

was very helping when using the web chat. I paid for next day delivery but did not receive my package until time so I will be refunded the payment. We chat was quick and easy to use. Thank u for the prompt customer service during this hectic holiday season.

Happy New Year to you and your colleagues!
Honest Review from ex-loy customer:

Shopped with for years but recently had an issue with them. Bought a dress, was too big so sent it back for an exchange and the item was in stock the whole time. They gave me a full refund instead. I contact them asking why they cannot give me the dress in the smler size because it is in stock so what's the issue? Told only thing I can do is reorder the dress even though I got it at something like 20% off for a Black Friday de and now it's back up to full price. Told them I'm not doing that as if need to spend 'X amount' more on the higher price and another delivery. Was told they'd give me 10% discount. Not good enough as this was still about £5 more (minimum) than what I'd originly paid and requested an exchange for. I get an email which was supposed to contain a 15% off (I managed to tk them up to 15%) promo code but they never included the discount code in the email. I go to Facebook message them and tell them I this and they say they'll give me free delivery but they don't reply for days/weeks at a time and still don't sent me the discount code!!!! They then have the cheek to say they followed I policies and procedures but I have BEEN SENT THE PROMO CODE and for some reason even though I've repeated myself multiple times and sent them a screenshot of the email with no promo code in it the customer care team are too stupid to actuly acknowledge this cruci part to my customer care experience. I've 'tked' to about 5+ people and not one of them acknowledged my messages about not even having been sent the promo code I was promised. Honestly will never buy from them again.

Rarely have issues with my orders but when I do they are Quick, efficient and keen to resolve issues

I order from frequently and usuly have nothing bad to say about it - fast delivery, easy returns, great clothes. However, this time I've received a faulty item so I got in touch with customer care to get a refund. I heard nothing for weeks so got in touch again. Still nothing. My coat was now fling to bits so I got in touch via the live chat, hoping to get a refund as the coat was now out of stock. The person I was speaking to was clearly reading from a script and was not amenable, asking i send back the coat so they could inspect it. I explained I was unable to do this as I don't have another coat, so I sent pictures of the faults. I was still told that I would need to send the coat back for inspection (it's 31st December and very cold...!) I suggested I would need to get the coat repaired and this would incur a cost. reluctantly agreed to help cover the costs of this, provided I do this myself and send a receipt. What a joke. I've ready waited weeks with no response to get this quit frankly poor and unhelpful result, with no other compensation for the other time and resource this has incurred on me. To say this is shocking customer service is an understatement, for such a huge organisation and the price I paid for the coat, I would have expected a lot more . Very, very disappointed. Had a bad experience as parcel said it was delivered when I wasn't, however customer service turned that around for me and solved the issue as soon as they could. Customer service is excellent, good response time and very helpful. time more than what you expect

Mobile app doesn't offer the best user experience when straying from the best path - I was notified that my order was unsuccessful, with no clear indication of how to amend the order details.

, from the support team was on hand via live chat. She was able to get to the root of the problem quickly, and set me back on track without hassle. Friendly and proactive help - thanks again!

very quick response friendly and helpful responses.

was a hero and was able to help me a lot! She dealt with the issue in a calm and collective manner.

Last 3 orders were wrong - first they had sent the wrong item completely, second they sent me the wrong size shoes and order was missing a top. Third time they sent me a skirt they don't even stock!!!! Fed up with poor picking & packing service, feel like taking my custom elsewhere after my recent experience.

The helping staff was very nice and helpful with me.

But it is weird that they can't send a pair of shoelaces and I have to return my shoes which I really like and want to use them. I spend more than a £100 plus £6 for delivery on this order I would think they can give my shoelaces for me.

Customer Care via app is fast and efficient in dealing with queries. Staff from Customer Care was very friendly and quick in sorting my query out.

Placed an order last night using a gift voucher, order went through on the app etc and I finally looked on the app this morning as thought it was strange I didn't receive a delivery notification and noticed the order still says 'we've got it' so contacted CS on chat.

I was told payment wasn't taken from a new £50 voucher and my order hadn't shipped and had no email (so checked junk) to notify me there was an issue with my order.

The items I ordered went out of stock too and the advisor wouldn't even offer any sort of discount or apology

is by far my favourite go to online shopping experience. Apart from the variety of brands they stock along with their own collections, their whole service is excellent from start to finish.

Their annual delivery charge is so well priced. Their deliveries, returns and refunds are seamless. The online chat for any queries I have are always responded to so promptly and resolved straight away. I have shopped with them for years and spend considerably with them on a monthly basis and I cannot fault them.

The person was very polite and helped me sort out the issues I had with my packages

Very quick to help with items that were missing from an order.

They really make sure that your order is with you on time and they so if you question them something they really answer polite and quick.

She was very helpful and tried her best to help me

Usually really good, however after receiving a faulty item (one item was missing that could have been replaced as they had singles of the item in stock) that was sold out they did not attempt to help, they just told me to return for a full refund (I have now sent it back so we will see how complicated this return will now be!).

Great selection of clothes, very good customer service

The customer service team was really helpful in handling my issue

for next day delivery for a parcel to arrive on the 21st December. Was told 3 times it would arrive on 3 separate dates, still no parcel. Spoke to about 4 different people via the chat (I

very friendly) but I said different things, turned out being a waste of time. Thanks you ruined Christmas.

Problem solved very efficiently

Wide range of brands from vue own brand to high end designer.

own brand is good quality and sizes realistic, not like some other major online retailers.

range is particular superior to its competitors.

is fast and returns easy.

When something went wrong with my refund (items I sent back were missed) , I tweeted care and the customer service team resolved within 2 working days quibble free by asking logic fair questions.

is my preferred online retailer.

The customer care is amazing. Everyone make sure you have the best customer care as possible by being very helpful and very kind.

sometimes is rely slow.

service is good, ways there to answer and help you.

quick and clear answer

thx

It's been very helpful and thanks for time by answering I my questions and help

I received a faulty item (459093832). This is surely not my fault!! Very good I received the refund for the item and postage. BUT when I asked for the return postage refund I was told that the refund cannot pass through my account. I am not attaching any card on my account. I used my payp account to buy and pay whatever was necessary and hence I pretend that the same payp account is reimbursed.

Very quick and helpful. Safina was very polite and helpful.

Ten times better than other companies when the same issue has occurred.

ny thanks

Thank you so much with the quick and assistance Rem.

Ordered 2nd of dec,dispatched on 16th and sat in a loc depot apparently over Christmas and still didnt arrive for Christmas after numerous emails and messenger chats I finly got a response to be told to wait until 28th and I'll get a refund to what I'm still waiting for I think they need to sort out thereselfs or the company they use to deliver as you have just lost quiet a few shoppers from my friends and family

Been waiting for 20 days now for one of my orders and after 10 e-mails I get a response with a tracking code so I can track my package as if I'm not capable of tracking a f***** package. helped me quicker than I think I've ever been helped via the chat! Very kind and polite.

Thank you!

As other people have stated, I have ordered 2 next day delivery parcels, and received one, the other has not arrived in 3 days. All customer service has to say is to wait in a rather patronising way. I have waited and still no sign of me order, would rather be told its missing than have to sit here listening to the same response to wait until the end of the day, conveniently at a time in which its impossible to do anything about the order as it will be too late.

Ordered 2 parcels on the 26th of december, one arrived next day as expected no problem.however I'm still waiting for my 2nd order.

No response from customer services, very unhappy and will cancel my asos premier subscription.

Good experience. was nice and exception

Even though I didn't get what I wanted your costumer service said it so politely and in a positive matter that I was still satisfied with the answer. Thanks for being the best shopping app in the world. Thanks for making my life easy

was patient and kind in helping with my return issue. Great customer service like this is why I continually shop at .

Still havent gotten my order but very nice helped.

Great support with sorting my refund from Adeebah..

was a great help and made the online experience a more enjoyable. Everyone should have employees like him! Thank you !

BAD Customer Service!!!

was very friendly and a huge help! Very delightful to communicate with!

I chatted with about an order that i've never received and this person took care of the situation like a pro! thank you so so much for your excellent costumer service .

Super happy with the service. was rely friendly and solved my problem rely fast.

I paid for premier delivery for the year and an item due to arrive 20th December will now apparently arrive any time before the 9th of January. This is completely unacceptable service frankly and I feel that the way it has been handled has so bit been good enough.

Live chat is a very effective tool for getting my refund issue sorted. was very good and got things sorted straight away.

Wonderful customer service by , great communication and quick problem solving :)

Very helpful and kind. Resolved my problem. Thanks

No communication as to where your order is.

Don't even bother messaging them on Facebook as they'll ask you a question and even if you respond straight away it takes them another 24hrs before they reply. So it takes about 3 days to let them know there's an issue and then god knows how many days to sort it.

I spoke to a customer care assistant cled Sapphire who helped be greatly with my needs and i was very impressed with the service.

Great customer service, when an order was lost they immediately offered to refund or replace the order

Great Service. I had returned 2 items in the same parcel but only received a refund for one. checked my account & det with my request curteously & quickly. He has processed my request.

The online chat customer service feature is great - they're available late at night and are super friendly.

was super helpful. Cheers

Friendly staff

The costumer services was excellent i had problems with Aramex delivery!!

The shipment I received was broken and two items missing from box!!!

Directly contact with live chat in asos and the refunds the item.

Thank you Mr. for profession work

And i hope asos change the shipping company (Aramex) because have worst service in Saudi arabia.

Just spoke with and she sorted everything quickly and helped wonderfully. Give the women a pay rise.

Excellent, was very helpful and concise with the information I needed to know

Adeebah my contact was very swift and quick in helping me. Absolute star. Solved my problem very happy with the service

Had an issue with a delivery, but was rely helpful in resolving.

Agent was amazing and he saved my day.

Had an online chat with Sapphire. All issues resolved in a friendly manner in great time.

I am most impressed by the service provided by customer care. My order didn't arrive though Hermes said it had been delivered. I contacted and they were able to send out a replacement immediately. Most impressed. Thank you .

Very helpful. Solved my problem very fast

Tried to help but didnt know to say where is the package.

Not make sense that you dont know to say where is my order that I ready paid for

And that I need to wait 3 months dor refund!

Great Customer Service no hassle to receive or return, easy to contact.

a great chat, extremely helpful and polite. answered everything I asked - even though I left it a while to chase nothing was a issue for this lady she deserves a reward!!!!

My order was 2 days late and I paid for premium next day delivery.

I have been told my delivery will arrive in 3 days time making the delivery 5 days late if it arrives.

They would not give me the delivery cost back.

terrible!

was rely nice when it came to helping me with a query I had on an item I bought and tked me through exchanges.

Tia was the best. Quick nice and friendly

took care of my concerns with my item I had returned. The chat went very well and I am glad that it was taken care of

I was back and forth with trying to resolve 2 issues. Firstly being charged for an item that I didn't receive, and secondly for an item I returned that was faulty. This wasn't acknowledged and so I hadn't received a refund for that either. Then, at last today has come through.. in her shiny suit of armour riding a horse and brandishing a sword and saved the day issuing refunds for both of the items! Hurrah!!! We got there in the end.. where was at the start of these conversations. The problem is that customer services pick up random emails so not I my emails were obviously read by the previous customer service agents until today. as a company generly are great! Never had issues with them like this before, and I'm ways ordering off them. Such an amazing amount of clothes and beauty products as well as home (but mainly clothes for me!) It's a one stop shop rely.. ways get something you want from there for any occasion!

A quick response, great responses, genuine help.

Thank you for solving my problem.

You are the best.

were very prompt in sorting out the troubles I had experienced with their parcel delivery service. There was a no quibble replacement made. Excellent service!

The site is good. The customer service is amazing. But changing to Hermes was the biggest mistake they ever did. I've never had so many complications or mistakes made in a delivery.

Had a problem with parcel being delivered to wrong address which was no fault of . Spoke to on live chat and the order got re-issued. Great customer service.

I love their new trendy soci media posts !

My parcels are regularly not delivered next day despite paying for next day delivery. The customer service team send a generic email saying sorry. you need to stop using Hermes, they do not deliver on time, they are usually take 2 days and miss the time slot they say it will be delivered in. Please switch back to DPD.

They lost my order before newyear eve.. they say i swear but i didnt.. i just want them to ship me again the products with fast shipping on they bill.. but one product was out of stock so they cant ship the rest??? The customer service lady was really not nice. have a really bad customer service...

She was helpful. She did not explain why the dress I received was different from what was advertised but she provided the information to return the dress and answered my questions thoroughly.

She was very helpful! There was a delay with the courier, which I understand is nothing that Customer Service can really do much about. Service was pleasant and very efficient.

they did not deliver my item after over a month and they offered a silly coupon of £4.80 on an order that would cost over £25 to replace

My package wasn't delivered by Hermes even though it said I had signed for it when I wasn't even in! But customer service were really helpful and are sending me a replacement. Really happy with the service.

Reliable, consistent and user friendly. I've ordered from repeatedly over the last 10 years, and the very few issues have been dealt with efficiently and satisfactorily.

Although an outcome was not reached, the assistant was very helpful and knowledgeable. My circumstances were exceptional and I was at least given helpful links to continue the resolution of my issue.

this is my first and last time shopping with asos. i ordered a dress on the 28th of november and it was said to arrive by the 20th of december. it was now the 30th and no information is being provided to me by customer service as to where my package is. they expect me to wait till the 21st of january to get a refund. i no longer have use for the dress. Also the fact that the tracking that is giving is only for "asos shipping reference" (terms used by asos customer service employee) is ridiculous. i have no intention of paying for return shipping. i have never been so frustrated by lack of answers by several customer service representatives. Love the items. Great quality and prices and even better customer service chatting with the representative. I'm new to the UK but so glad I found out about !

If I could give customer service no stars I would!!!! I was waiting for 2 hours for someone to reply to my problem and once they did they did absolutely bugger !!! Not okay!!!

Nice! I know what to do now~

Job well done

I had an issue with my delivery and they resolved it straight away for me. The customer service advisor was brilliant and promptly sorted my order for me

Incredibly frustrated with Hermes delivery... you need to stop using them!

My parcel wasn't at the place 'in the picture'

Thanks to the team for solving the issue.

Claude answered very fast and answered my question in a perfect manner. Thank you and I the best for 2020 :-)

Excellent, fast customer service during the busiest period of the year - very impressed and much appreciated! Lovely customer service too which is the added bonus. Very

understanding in regards to returns without labels, again much appreciated during this busy period. Thank you, .

I had an order that was never dispatched. However I got in touch with their online chat team and spoke to someone name , who was lovely and helpful - within 10minutes I was offered a refund or the order to be sent with a sped up delivery time and should be receiving this within 72 hours.

- place to buy from. worst ever courier service. Shopping on is very easy but needed your product to get to you, may be hard. Hermes told me they'll between 1-3. Didn't come until 19:41. I was at home at the time but wasn't given the parcel at l. didn't ring, neighbour didn't receive it. They handed it to someone they thought lived at the address and enjoyed their evening. Write specific delivery notes when buying!

was very helpful today and solved my query

Excellent. Issue resolved very quickly. Thank you.

I ordered a pair of shoes from this damn website for the first time. It was the first time i did not check the reviews of the people they used it and literally i gave them a gift of 55 euros for a pair of shoes which apparently is never going to be delivered and no refund is going to be made. This website is a FRAUD. PAY ATTENTION- FRAUD WEBSITE- NEDERLANDS is rely efficient & helpful.

I was in quite a confused situation and did help me to find a right and very quick way. Totally solved my problems.

though the delivered item was faulty, the customer care provided was excellent. well done for the service provided.

I had an item I presumed had been stolen from my order as the item was missing and the package had been sent back up. I was very upset and stressed about this and trying to sort it. I contacted customer service via Facebook messenger with details and photos explaining what had happened. The customer service advisors were very understanding and the issue was sorted out as soon as possible sending me out a replacement. Very appreciative.

I have used religiously for about 8 years but have had the misfortune of crossing their customer service team one too many times in the last few months. I have encountered various issues with the orders I've placed over the past year, from damaged hair wax leaking over other items, to jeans appearing completely different to how they look online and next day delivery orders not being honoured.

On each occasion, they seem incapable of viewing the circumstance from the customer's perspective. The most recent example - that of the hair wax - is the one which tipped me over the edge. Despite two other items being damaged, they have refused to refund them as it was "only the wax which was faulty". All customer queries go through the ridiculous "online chat system, meaning you cannot have a proper conversation with anybody. There is no telephone number or written address available, and if you ask to escalate a complaint or speak to a supervisor you will be told "I complaints are reviewed and dealt with alternatively". It is designed to protect the company rather than help the customer, and to deflect and ignore complaints as much as they possibly can.

The products and prices are good but if you ever have a problem with an order (which for me have become increasingly frequent) then you'll never want to shop there again.

They apologised for delayed delivery which wasn't their fault and were very helpful. I couldn't fault them.

I contacted asos today regarding a parcel hermes have lost. was helpful and polite. Good customer service I round.

naeem was the person i spoke to about my order. He was very helpful.

My only issue is that asos sometimes delivers through hermes. Hermes delivered to another address lowing them to sign as 'mumma', name taken down as 'J', and with no slip or any indication that the order was delivered to another address. On an order worth over £200 this is just not acceptable.

But has resent the order, so i have no issue with them.

Almost instant response. Could not have done anything better. Thank you both and Freddie The products on the website are good, but the courier company) is too rubbish. I hope your company can change a courier company to cooperate, otherwise it will affect your business. Customer service, responds on time.

is quite fast (to Nigeria) compared to Aliexpress. Orders within a month, and I recieved within that same month window period.

was efficient and able to answer I queries quickly!

This is the first time I've had a problem with an order though it taken a couple of days to sort I happy with the outcome. This might change if I do not receive what I have ordered.

Love love products/ fast shipping , great customer service, easy returns choices of payment so yes is my favourite

I ordered my package twice and did not receive it. I got in contact with customer service after sever days, when they finly responded, the customer service guy just left the chat before I even was done. I find this so unacceptable... the worst customer care I have experienced.

And I still have not received my dress and won't help me. I used to love asos, but if this is how they handle Christmas time and their customers, I have to say, I am very disappointed Was so disappointed, because my order should have been delivered on the 23rd as promised. I never got it. Just enquired today the 30th. Was told it didn't leave thier warehouse. Only one with nothing to open for 😊

I used to rely love customer service but over the last 1 and a hf the service has gone down. They just apologise without giving any solutions or compensation and give timesces. I paid for premier delivery which is £14.99 a year for unlimited next day. I've had occasions when the items don't come next day, I once waited 14 days for an order and then they sent it back to the warehouse in the end (I didn't ask them to do that). I currently have an order that was due on the 27th in December and they're telling me it may or may not come on the 3rd and if it doesn't to contact them. When things like this happen repeatedly customers should have delivery charge refunded straight away. By the time my order comes I won't even need it for my event. I don't mind waiting 5-7 working days if Its standard delivery but if I pay for a service and it's not fulfilled I should get my money back but customer service think differently. I'm not one to leave bad reviews but I dread contacting customer service these days because I know exactly what I'm going to get "sorry, wait however long and if it's not arrived contact us again..." I'm a regular customer and it's disappointing to see a company you love not treat you as a vued customer.

Amazing service and lots of desire to help

What is the point of paying for next day delivery if s don't turn up and go missing. Terrible customer service.

customer care and service is ALWAYS first class 🙏

was very helpful and proactive in her approach

Very friendly and helpful with everything

Paying for a next day delivery order and being told two days later that there is a chance it would arrive today? Brilliant.

The customer advisor I spoke to was not apologetic one bit.

I explained to them that I had ordered it Saturday in time for Tuesday as I needed to use it then. Did he apologise and listen to my complaints?... NO.

He kept trying to redirect me to the Hermes website to contact them, not that the fact that I told them i've been trying to contact Hermes prior to contacting them mattered at l.

Useless and disregarding to loy customers. I still don't get why Hermes are a legitimate company who claim they are one of the leading delivery services, ridiculous.

Friendly and helpful. I had to wait quite a while, hence the reason I didn't give 5 stars. But it was just after Christmas hence understandable. I would've given 4.5 stars if possible.

Very helpful customer service department. Can't fault them.

My issue was sorted within 30 minutes on the live chat option. My parcel wasn't received by Hermes with a few problems with the process given. A refund was issued after the relevant checks. Couldn't have asked for more.

Had a mix up with my orders and contacted customer care through chat. I had a chat with who was very helpful in clarifying my orders. Overl, I am very happy with the service.

Good Customer Service and resolved the issue quickly! Thanks

was very efficient and helpful with my issue and has put my mind at ease.

Thanks :)

Missing an item in post, but customer service was extremely quick at sorting the issue!

was very prompt and helpful with her assistance today. Thanks very much!

Never received my package. Now when I tked to the customer service for the second time they said they can't send me my package. This is a joke! Never ordering from this site again!

Do CARE? Very disappointed, I have used before and they were fine. The goods were great and delivery as expected. However, this time has been a nightmare and from my experience, I don't think care one bit.

To be fair, I think the issue was with Hermes the delivery firm. I ordered on 14/12 and order was expected 19/12.

I appreciate it's near to Christmas and everyone will be busy, however, having to use chat & twitter for updates wasn't ide and I'm told that if it doesn't come by today 30/12 then at least I can get a refund or a replacement .

I guess it teaches me a vuable lesson, don't buy Christmas presents via and don't expect them to care if anything goes wrong

I guess I can go and buy a late Christmas present from a bricks and mortar store now and hopefully at a discount in the ses...hey ho, every cloud # #HERMES

**** UPDATE****

Goods didn't arrive and refund was not issued from . Fortunately, I paid via credit card and they have refunded my payment as part of the claim service protection they offer. They left me without my Christmas present. And did not give me any other option to get my purchase in time.

The response was prompt, the examination was in-depth and the pleasant and respectful discourse helped me greatly.

Lovely service! We could not do what I wanted but the way she looked into it and helped me was great!

Great service from asos. Had an issue with a refund which was sorted efficiently using the online chat option.

Great customer service from a girl name Ella .

Andreera was really helpful and answered all my questions as best as she could.

The person I talked to was nice and dealt with my issue well.

The lady was very helpful with my request.

Although it sometimes takes a while to get a response, I always got the help I needed! Thank you!!

She was helping me about an after sales issue. She is really helpful! Has such good employees.

I recently ordered an item from and was upsold next day delivery for £9.95. Stated that there could be delays on standard delivery and hence the next day delivery service looked like the best option.

Hermes who are chosen delivery company failed to deliver, and now I have zero idea as to whether the item will be delivered or not.

deliberately upsold this delivery service. If a company can not cope with high demand for delivery or customer service then they shouldn't offer a service and should definitely not be willing to take a customer's hard earned money for something they can not guarantee.

I have requested to cancel my order and hope that asos give full refund.

She did a good job explaining to me the issue and helping me. She was very nice and kind during the whole exchange!

She was super friendly, quick and helpful.

Pathetic response basically no solution we are busy.....:26th Dec within NZ will be delivered on 9th Jan. What a turn around time...

So far so good I got replies straight away whenever I had a question, and they also cover import shipping fees to Australia which is great, and if they don't reply asap remember they have to reply to thousands of people. Patience is key. Will post another review once I get my order but so far 5 stars thanks asos looking forward to more business with you.

My son's gift card had been lost and Customer Rep., , was very polite and eager to help. Thank you!!

Customer service is incredible. Helpful and kind. You're lucky that you have him in your company.

Explained I the issues I had been experiencing and have sent them on to be fixed! was lovely!

If I could leave zero stars I would. I have experienced the worse end to end customer service from and their delivery partner Hermes ever. It is now 18 days since my order was placed for my daughters Christmas presents and I I am receiving are continuous expected delivery dates from Hermes and . have even told me separately that my parcel has been delivered and are now telling me to wait another 10 days. I have asked and asked for contact information to escate and have been continuously ignored. Absolutely disgraceful service and have had my money for 16 days. The last email even asked me to leave a review with an embarrassed face emoji icon.

We ordered some boxer shorts for our son and were told that, if we we ordered by 19 Dec, they would arrive before Christmas. Well, here we are on 29 December and, guess what, no boxers. What a useless pile of garbage are (is A Shower of *hit!). Ten days, and counting, to deliver some undies. Never again! Never!! Ever!!!

Do not order from whilst they use Hermes! for next day delivery for NYE to be told I should expect to wait a week for delivery before asos will act - despite asos advertising delivery in time for NYE! Their attempt at customer service is p*** poor. Time will tell whether I will actuly even receive my parcel.

Awful service! Honestly I am very surprised that a company like doesnt have a complaints department or procedure!

I was given an online gift voucher and i bought a few items.. I good! Unfortunately a few items were not for me and I returned them within the timeframe. However my gift voucher was not returned with the refund!! As I can't find the booking reference and they will not refund the card!!! They won't search my name, account number or post code!!! Just keep asking for a reference number and have said they can't help until I find one.... If I had one why would i NOT give it to them!!!

I would expect this problem for a sml company but !! Be very aware about buying friends or family gift/ e ticket vouchers!

was very helpful and has requested a replacement item be sent to me. I love but I hope that they choose a different courier service in future as this is not the first time Hermes has lost my item. Increasingly becoming in favour of shopping in person rather than online. Very friendly and helpful service via the Live . Quickly resolved my problem.

I'm very disappointed!

I ordered a pair of boots on december 13 and it's december 29 today and they haven't arrived yet while estimated delivery was on december 27.

Rely,shame on you!

I truly regreted trusting !

It takes days for the order to arrive in lty like is is the end of the world!

very fast and quick solution to my problem

was super quick to reply and rely helpful, she gave me l the info I needed. Would definitely use this service again.

Very quick and easy through their webchat and happy to help, they sorted my query out within less than 5 minutes.

I had a very poor recent experience the week before Christmas resulting in me needing to try replace whole order. Poor customer care and communication.

Placed order

Received email to state order dispatched
Order never arrived
Advised of error but would re-send
Sent someone else's order
Further advised origin order would now be sent
Part of order now out of stock
Email complaint
Never acknowledged
I didn't receive my order and it's like pulling teeth to get this resolved
Great customer service experience
Excellent job to the advisor that helped me today
Products in 90% rely decent and easy to use app
But if some goes wrong with an order customer service rely poor and no option to tk to someone on the phone is a re problem .. comparing to next , eBay where this option is available
Very good!!!!

was rely helpful and helped me with my enquiry quickly
so i send a package with 4 items, i get credit for 2 items only and Poppie is saying to show her proof of postage. i did not take a pick of your label since i have premier. so i paid for the 2 items, returned them and you def got them because you credited me for the \$131 dress and the \$57 shirt but ZERO for the other 2 items. Before she rudly ended our chat, her last words were please send me the proof of postage and i will look into it for you EVEN tho i ready told her i did not nor never take pics of the return label. Very horrible customer service. ke me wonder how many times i sent things back and never got refunded for them by !????

I am extremely happy with the quity of the shoes I purchased. Also the customer service representatives went beyond my expectations to help me find exactly what I was looking for! was helpful and sorted my problem quickly. The problem wasn't fully rectified, I didn't get the exchange I wanted, and my question about the problem with the order wasn't answered, but a refund was authorised so I was happy with that.
Package was never received and no refund was given when guaranteed delivery was a week ago. Still no sign of package. FedEx issued a claim and told me it was lost and did not issue me a refund.

I rely love their products. was quick, product was great
No update on delayed delivery and pointless responses from customer care when stating how late my order was and that it completely missed it on or before delivery date by an addition 7 days. Not impressed.

I love the clothes on the website but delivery and updates were a joke.
was sooo helpful with me with assistances for a return of something I ordered for my bf for Christmas that was too sml.
helped me and answered l my question very quickly
:)

An item has been lost in transit over but have responded very quickly and kept me advised whilst they were looking into it. oying that it is lost but excellent service in the situation.
I went on live chat regarding a delayed refund and the lady was very helpful and managed to sort out the issue in minutes. Quick and easy!

Not happy at all, clearly are interrogating customer with stupid question.

Ordered a coat was not at home, parcel was signed for by me with a scribble, then got a slip from Hermes (worst ever courier company in existence) stating the item was left inside the bin, clearly I didn't advise or Hermes to do this.

Got an email from today asking me to confirm I've not received anything, when clearly they got the proof, the s*** has hit the fan

Sadly 3x orders got messed up but den was super helpful!

Very helpful live chat associate. de sure I got the resolution that I needed!

Customer care at is prompt to respond to issues & very quick to find a resolution.

The agent was Very prompt and provided friendly service. She will look into my order and contact me within 72 hours. I was not credited I the items that I returned. Hopefully this issue will be resolved quickly within the 72 hours. This was my first experience ordering from and have been very pleased thus far.

Very helpful and quick responses! Thank you service pretty fast. Should update the app more often on the products that are out of stock so that when we pay for the item it doesn't take so much time to tell you that you will be refunded for the item that was out of stock and for the customer to wait for 2 months! That's pathetic.

I hope that someone take this review into consideration.

I bought three items for black Friday, never arrived. I contacted customer service over and over again but they only respond to a message after which you have to do it I over again, or they don't answer directly. They asked me to wait ten days longer than the order date and after this no refund and not replacement. Yesterday I ordered from the app of a friend a dress that they don't have in stock but it was still on the site, obviously the dress has not arrived and not even the refund. I put a star because it is not possible to put less. Shame on you. I love shopping, the experience is ways so easy! was great at helping me with my returns question, fast and efficient!

Customer service was rely helpful in understanding and resolving the problem of not receiving my requested exchange, despite the over incident's annoyance. I believe using another courier could avoid such problems. I've had problems with Hermes hf the times I've used it

I think need to change their delivery courier

Great clothes and very helpful customer service. Only drawback is they use Hermes for deliveries, which service is terrible at least in my area.

Very good service. Helped me with my problem straight away within 5 minutes. Trustable asos with the most beautiful clothing and footwear. :)

I purchased gift vouchers online for a future dated birthday gift via email but unfortunately gave an email address no longer in use, 5 mins on the service chat and I was advised this had been passed to a service team to redirect them to an alternative email address. 2 hours later the vouchers were served to the recipient.

I've been a customer for years and their service was great. Things have gone down hill and fast. I ordered items on Black Friday and then returned some of the items, and am still waiting for a refund. After contacting customer services (which is a nightmare in its self) I'm non the wiser what's going on.

One of the items is faulty and I'm dreading the process of returning it, so much so that I may just repair it myself to save the hassle!

Shame that a company which was once so good seems to be going down the pan.
Terrible. I ordered coat and they send me totly damaged item. I bought it at a discount on black friday and when I wanted to change the coat, it is not possible, but I can return the coat back and order again. No discounts, of course. So they send the destroyed item and I can order it again at a more expensive price. Great.
Customer service terrible - I de with it for more than two weeks without a result.
Terrible customer service. Terrible delivery service. Terrible at deing with complaints.
nagers nevwr in the office when asked for.
Literly I've cled Mon to Fri and there was no manager I could tk to.

0/5 star

Online chat is useful, though I was waiting for over 12 minutes before I was connected. I wanted to exchange an item, but there is no info online as to how to do this, which is a little frustrating - so you have to get in touch.

The staff helping me out is very fast and efficient in acknowledging my problem. All sorted out in less than 5 mins..

Love using chat. Often have trouble with orders/ delivery/ vouchers and codes on the website so it's helpful to have people who know what they are tking about and actuly help you fix your problems. Tked to today, she was very helpful. I had Issues with vouchers I had received as gifts for Christmas but I fixed now thanks to chat. chat is very good because I like tking to re people, it's more instant that emails which I love.

I made the order. Didn't received it. The team said that they made the refund. HALF A YEAR AFTER -NO REFUND!!!! Tried to figure out what the problem, but they again and again wrote me the same - we made the refund, it should come to you in 10 days. Hf a year it didn't come. Send them the screenshot of my bank account. Nothing...

Very polite and nice and so replies on time

One of my best places to shop and great customer service ways make me hsppy

Bought a jacket during Black Friday. The delivery is over a week late and they told me to wait for another month. Just terrible customer service. Avoid it.

My problem was resolved, maybe should be in a less time, but it is ok, the most important is that you gave me a solution

Not rely helpful. I had a problem with my delivery and the agent told me to sort things out by myself with the delivery which is not my job.

Very helpful and kind! Thank you

If you had asked me a few months ago, I would have given a 5/5 but recently I had a lot of issues with customer service and returns. My family and I were going on vacation and I ordered swimsuits for my brother and father and then sunglasses and accessories for myself. I got express shipping which said it would be delivered in two business days (I was ordering on a Wednesday morning and it estimated Friday as the delivery – we were leaving for our trip on Saturday).

I placed the order but when I got the confirmation, it had Monday as the delivery date. I spent over 30 minutes chatting with customer service and they said there was nothing I could do as that was the fastest shipping speed. They would not let me cancel the order since you only get 15 minutes to cancel yet they had me chatting in the customer service

chatroom for 30+ minutes and only told me this at the end of our conversation. They then told me I could just return the whole package, which I agreed to. I then went back online and re-ordered EVERYTHING and got one-day shipping (the most expensive option). Come Friday, I get BOTH the one-day and the express orders, so I ordered double for no reason and the customer service lied when they said Monday was the soonest they could ship these items. It was very disappointing.

Now that I being said, the quality of products is usually amazing (their size chart is a bit off though, so make sure to carefully read the sizing for each item). Their return policy is so very nice and the fact it is free is great too. I regularly use and I rely like their clothing, size range, and accessories, but they need better customer service and more effective communication. Did not give me price adjustment and just said it cannot be done, This is ridiculous, I just purchased 9 items and they went on sale. I am never purchasing from ever again, very disappointed!

was awesome! He created a return label that I was struggling with for a week and had called customer care earlier about.

Was charged for shipping when I spent more than the required amount for free shipping, received the wrong size for an item just wanted to exchange it for the same thing but the size I actually ordered and was given a hard time about something that was the company's error took me a liter hour for a partial resolution and now I'm waiting for an email that I may never get not shopping on this website again, customer service is non-existent

On Standard :

1. Placed an order on Nov 10th. Estimated Dec 2nd, received on Dec 24th
2. Placed another order for a red dress to wear for a Christmas event on Nov 25th. Estimated delivery date, Dec 15th. I'm yet to receive this order and Christmas is over.

I usually don't have issues when I go with Express. Not impressed with my recent delivery experience.

Order arrived sooner than expected. Correct information. Great shopping experience.

Ordered a 3 piece suit from in the Christmas season. Several days later I received an email to say the trousers and waistcoat are now out of stock however they have other items on their website. Not much good when they won't match the suit jacket I bought... Will have to waste my time sending the jacket back once it eventually arrives.

Do yourself a favour and buy elsewhere.

out of the three people I talked to in the past, has been incredible and finally able to get me a refund! gave me so many information and helped me very much

Fast delivery. 14hrs from ordering to being delivered. Customer service from on querying a return was second to none.

Out of the 4 delivery options that were given to me at the checkout for I chose next day delivery which cost €12 as I was led to believe by reviews and friends that their service was reliable. I needed a new dress for a wedding which is why I paid extra for their service. My parcel was due to be delivered on the 27th of December and it is now the 28th of December and there is no sign of my parcel. Their customer care has now told me that my parcel could either be delivered on the 30th of December or the 2nd January. This is so disappointing as my wedding is on the 30th of December, so any parcel delivered would be useless to me. I'm so disappointed that a service which was so highly recommended has let me down and want to warn others about their late delivery, even if you paid extra.

help out with my missing order. He has sorted this for me by arranging a replacement order.



was very helpful and attentive

Was assisted by - he was of great help and rectified the problem swiftly.

Thanks !

Very good service, fast and comfortable

Absolutely no explanation for why my parcel didn't turn up 3 times in a row. Ordered over a month ago for next day delivery that never arrived. Requested replacements that still never arrived. In the end I had to request a refund but before doing so I tried to communicate using Facebook chat as promoted on the website but didn't even get the courtesy of a response. The customer service team on the chat facility aren't particularly sympathetic either. Rely poor.

I bought my husband a hollister jumper for xmas, from a site that I use very frequently. Unfortunately the jumper had 2 holes in the middle of it, above the pockets and were very noticeable. I got in touch with and advised them of this, and their response was to send the package back to them for a refund. This mistake was no fault of mine and is now a big inconvenience for me to have to package and return the item to get my money back.

Terrible customer service.

You guys sent me the wrong size during the Black Friday sale, which I patiently sent back and re-ordered, then you wouldn't even honor the discount for the second pair even though it was a fault.

Customer Service was terrible, hardly any reply. I am a customer care agent myself and we ensure we respond promptly to our customers. Only good thing about this experience was the delivery was actually quick, even though it was the wrong size you sent, it still came quick.

I love it's simple and convenient. I spoke to an advisor she resolved my query straight away very happy. Thank you

. Ordered on Dec 15 and "despatched" on 16th with estimated delivery shortly after. Package still in transit. Will never use again and trying to connect with them or UPS is a maze of hell I placed an order on the 7th December for some presents for Christmas. I received an email on the 17th to inform me that my order had been dispatched and I could track it using the provided. It got up until Christmas Eve and I still had not received my delivery. After trying 1 day I finally got through to someone on the live chat who said there had been issues with the courier and he would reorder my items and I would receive an email with an update within 48 hours. Panicked that the presents were now not coming, I had to go out Christmas Eve and buy replacement presents.

I then received an email on Boxing Day stating that not 1 of my order could not be fulfilled. I phoned to find out what was going on, only to be told my parcel had never been dispatched as it 'is a very busy time of year'. I couldn't believe what I was being told and requested a manager called me back the following day to explain what on earth was going on, seeing as they had taken my money on the 7th and never even dispatched my package!!!! Surprise surprise no call back from .

Then on Saturday 28th I received a call from a supervisor claiming that the parcel had in-fact left the warehouse but somehow it had disappeared! Unbelievable.

I will never be using again.

Advisor was very helpful and got the info I needed

Have ways found to be quick and efficient with high quality products. Only thing that let it down this time was the massively delayed next day delivery over the Christmas period. I feel though this has more to do with Hermes than itself. However, the live chat feature they have is a great way of sorting issues quickly and the reps are ways happy to help.

5 star amazing service by the customer care team. After the Christmas "Crazies" on Christmas Eve, I jumped on to purchase a gift card and I completely botched the recipients email address. To my horror Christmas lunchtime I discovered my mistake when my nephew announced he had not received his gift card email.

I jumped on immediately to the customer care area - not expecting much at I being Christmas Day - followed by the Boxing Day mayhem (which with such an amazing service I wanted my nephew to be able to participate in).

Within 24 hours and the biggest craziest time of the year, the problem that "I created" was fixed by customer service and my nephew was happily shopping the Boxing Day sales.

The communication by the customer care team was outstanding each step of the resolution. The friendliness, professionalism and prompt replies was such a pleasant experience and surprise.

Thank you for being outstanding and going over and beyond to fix this for me so quickly. We were back shopping in no time and will not hesitate to continue to come back and so let everyone know loud and clear what an amazing company to do with you I are.

Thank you for helping make our Christmas Merry.

T xx

I rely happy with customer care I had chat with rubbaca and she was very helpful

Absolutely love asos customer service! Have seen some conflicting reports on the socis but I have had an issue in response time or quality of response, I find the team really friendly, helpful & prompt to respond, well done team :))

I am not sure that has happened to the company, but their customer service sucks. I placed the order on Nov 27, it's Dec 29 and still hasn't arrived. Asked for the refund, was told to wait another ... month lol till Jan 27. I needed it for Christmas. Don't need it anymore.

Moreover, one of the items went on sale, I asked for price adjustment, since I didn't even get it yet. Was told to send it back (what to send? Don't have it) and buy a new one that's on sale. So, the customer service rep is wasting the company's money for return shipping instead of just doing an adjustment.

Received incorrect size to what I'd ordered and were unable to exchange until I'd waited for the other to be returned. The item went out of stock. Disappointing.

was amazing as a customer service representative. She really helped me

Hello

I find it hard to understand the fact your system let me order and then after week and half choose to send mails that says I got refund...

Soo..I see this as act of running from your commitments.

I am not your teacher or parents ...

If this the way your customers work ...

Your in deep trouble....

I work in clothes company in Israel...

I never saw support that is like this

Sending refund..., Instead of resending the same package...

This is annoying i work ot with you and you faild me in the second time.
If it wont be solve i have no choice but to quit use your site and guide I my friend that joined to do the same...
And publish the mails and tks we had that others will know how committed your site to coustmers.
Un acceptable treatment...
This is not the way you act to people you could have done many things to fix it but you choose to stand on your Backfeet and tell the same mantra: "package damaged... You can reorder".
Do as u wish you are the system here .
But sometime the system can change instead of working like robots

My your packages wont get ever damaged agine.
I am out , do as you wish :)
Poor customer service. I had paid for Premier delivery (next day delivery for the year) and my parcel arrived after 2 days. No apology, no explanation even when I had contacted them. They could not provide a refund for the delivery or any form of compensation and just stated that delays can happen. Absolutely ridiculous. DO NOT PAY FOR PREMIER DAY DELIVERY AS ITS A WASTE OF MONEY.
Awful rely awful

I ordered 2 weeks before and was told the items would be delivered around the 17th December!! It is the 28th now and still nothing received! The app states that my items were delivered on the 16th. I've spoken to in the live chat who day that this is an error and the items are not delivered. I asked for a refund and was told I have to wait till the 1st jan before this could be processed why??? Also I asked to make a complaint and the person I was speaking to just flatly told me they didn't have a complaints process and he will just acknowledge what I say!! This is ridiculous i used to rely like and never had a problem but this is the worst customer service I have ever seen!!
Shocking ordered goods which where meant for Christmas. They still haven't arrived and no one can tell me why. Trying to get a refund but actuly getting someone to respond to email direct messages or phone cls is pointless. Not one person will take any responsibility or ownership. Will never use again
I had THE worst experience with this last order.
My order never showed up and I couldn't get a hold of anyone to help make it right FOE A MONTH.
\$144 is a lot of money to spent on winter essentis to not even have them. I chose on Black Friday over other stores and I wish I would have chosen another place to give my business so I could have the items in a timely manner.
People took DAYS to respond to my emails (which is THE only way to communicate with them apparently).
After a month of trying to get my items they finly gave me my money back. Thank goodness because that was the ONLY close to good thing to come out of this. So basicly, my money was basicly held hostage for a month and I got nothing to show for it. They didn't even offer me a discount code or anything.

I had a problem with hermes not being able to find my address, so I chatted to someone on the live chat and they were super helpful in confirming my address and promising to refund the next day delivery i paid for, had to go on the chat the next day to get this done and another lovely helpful person helped me do this, so amazing customer care!

Live chat was simple. with my enquiries.

The representative was very helpful and kind. She gave me the best service I could ask for and answered l of my questions.

Very long waiting times & responses are extremely slow, otherwise the agent is very effective in deing with enquiries

I enjoy shopping from . There's good prices and usuly I have no problems. However, recently I ordered an item and paid £5.95 for next day delivery. The item arrived today and when I opened it I reised that it was completely different to what I ordered. As I payed for next day delivery you can see my frustration with this issue.

I decided to speak to customer care to see what could be done about this and I spoke to an assistant cled NIMAT. I explained the situation and was told that I needed to return the item and a refund would be given to me. I then asked how long this would take and was told 7 days and I would receive the refund after it has been spent back. Then I told them how much it was including shipping. However, I was then informed that I would not receive a refund for the delivery my order "was delivered on the estimated date". Which it was, but my order wasn't delivered... an item that was nothing to what I wanted was delivered. So anyone would expect a full refund as the issue was caused by the supplier. I explained this to NIMAT and was just told the same thing.

I wanted this item for New Years and now because made a mistake I won't have it now for that time. I'm well aware this may sound petty but it's not the fact that I won't receive my money or the fact that I have to go out of my way to return the item, it's because has a duty of care to l its customers and I feel like today that wasn't met.

I hope that no one else has to go through this and I just wanted to share my experience so people can understand. Finly, probably the thing that annoyed me the most was that NIMAT who was supposed to be there to help with my issue ended up ending the chat when I tried asking him another question.

👍 Very profession responses. 🗨️ 10 minutes to get in touch.

Frustrating experience recently after many positive orders placed with .

ordered on 9th December. Still waiting for delivery and it's now 28th December.

Been in contact with live chat a few times. Just keep getting told to wait longer (now 31st) due to processes out of their control. No replacement offered until then apparently.

Rem was very helpful with my enquiry and resolved everything. Took a little while to respond initily but it was a very busy time of year.

Good and efficient customer service through emails. Polite and easy anwers.

A very positive experience

I had the worst experience with ordering from asos because of the long time period of waiting with enthusiasm for the shipment but when it arrived I found out it was missing items. The customer care were rely nice and helped with understanding the situation and solved the problem that wasn't necessary to even happen in the first place. Thank you.

Customer service is excellent!

But the delivery sucks.

I have to use Express delivery next time!

I ordered two items 27 days ago, but my order is still nowhere to be found. and their carrier do not agree on the whereabouts of the order. They started investigating today after I contacted them both.

Contacted through Facebook chat to ask when next day delivery cut off was. They answered immediately with 11pm so I placed my order at 9:30pm as it was needed for the next day.

After visiting twitter, I saw on their twitter feed that the cut off was 9pm. Contacted them to cancel the order or confirm that I would have the order the next day, to receive no reply on twitter or Facebook, even though they were replying to messages sent after mine. Naged to contact them via their online chat for them to say nothing can be done and that I had to wait for the order to be delivered before refunded even though it was their fault. Tried to email my complaint for it to bounce due to 'inbox full'. Bad customer service.

I ordered a dress and shoes and they sent me the wrong dress, it stayed it was midi on the packaging but it was clearly a maxi dress, I contacted asos and now the origin item that I ordered for a speci occasion is out of stock, not a good experience for using this company the first time, I wont be using them again that's for sure, replaced my stolen shirt even though there was a problem with the delivery company most likely.

Customer care team where quick to respond to delivery issues even over the Christmas holidays. Helpful, friendly service. I will however stick to ordering when I'm in the UK. Most of my orders whilst I've been living abroad have had at least one issue, no issues with this whilst I'm in UK though

I ordered a present for my sister at the end of November, the present was supposedly delivered by Hermes they sent a text message to say the order had been delivered at 6.45 and signed for at the address. When I received the text both my husband and I were at home with our 2 children and not one of us heard the door. Soon as I received the text we checked in all the usual places and the order had not been received. This was on the 11th December. I sent a message to confirm this information and after having to confirm my address and that I had checked and confirmed the parcel was not in any of the locations they asked for. I then had a second email asking to confirm these things again. I have finally had an email on the 27th December confirming that I will be able to receive a refund, hopefully this will be completed. I appreciate it is a busy period over Christmas, but I do not have the money especially at this time of year to buy 2 presents for my sister so she has now had no present from me on her 30th birthday. I haven't had an issue with previously but I have been disappointed by the service this time.

It is ready 2 month after I made the payment for a package from .

When I finally got the stuff 2 weeks ago things are missing

I am trying to get in touch with and I hear is we investigate it

What about me? What about the things I ordered?

What about my money!

The asos delivery system is very flawed in terms of estimated times and tracking. I couldn't track my order after it had left the UK and when I requested a refund I wasn't helped at all. In short, I don't see myself ever buying from the online store again

was very helpful with my answers but I wasn't satisfied with the delivery since I am a long term customer with .

Worst customer service I have ever det with

If I could give 0 stars I would! This has been the worst customer support I have ever det with. I am trying to find out how to get my tracking information for a return so I know when I would get my refund. What I det with was the customer rep trying to argue what 10 business days were and that I needed to find proof of postage. First off, regardless of the time period, they could not tell me how I would need to get proof of postage when using the return label that was provided to me in the shipped item. When they could not provide more detail instructions, I confronted with a passive-aggressive, rude customer rep who would be told me that no one could help me. I kept asking for clarification and asking what could be done if I used the return label that was provided by .

I det with shipping items on a daily basis and what they told did not make sense for US customs. Clearly, they did not understand the difference between the two cultures.

If is going to have customer service reps like this, they have lost my business and future businesses. This is ridiculous; I am just trying to get a refund on a sml previous purchase, which shouldn't be this difficult.

replaced myboots waiting for confirmation email

Excellent service, customer first is great

Quick efficient replies that answered my queries directly. Great guy was!

5 stars

is great! very patient and polite. Rely tries his best to help :)

Had an issue with a returned item and was able to provide a quick resolution for me.

Always received excellent customer service on the rare occasion when an order has had an item missing or something has gone. I recently received some excellent service from Sapphire who sorted an issue out immediately and was so lovely in doing so!

Served by a very rude individu on live chat who was blatantly unwilling to help. They will take your money but refuse to help with a missing refund. Awful customer experience is seriously a legit site! I have made many purchases and never had issues! I so made returns and I love their free returns, I would receive my refund in 2-3 days! They have a online chat system on their website which is rely helpful and their site is very easy to navigate. I'm an Customer for life!

The online chatting service is available 24/7 which is great so you don't have to stress till the next day or the next working day to have your issue resolved. They are quick to reply and very helpful. I am one Satisfied customer :)

Fantastic customer service!! Very profession.

chat was very good at answering my enquiries in less than 24hrs

Charlotte did not express any concern or care for my predicament and lied about whether or not had a telephone number while I was on the phone with

I have been charged at the checkout, PayP has sent me the confirmation email, but the items I order are still in the bag showing as not ordered yet..

Customer care agent was zero help.

Will shop elsewhere. Thanks for your checkout basicly robbing me, and then providing no help, oh expect for telling me to just order it again,... Yeah pay twice, great service

Love the customer service you get from they are the only place I shop now as easier than the high street plus quicker to get what you need!

Fantastic Customer Service regarding a parcel which was delivered incorrectly. was brilliant- thank you

After 10 years using asos and never had single problem in a few days i had l type of problems like discount offers not taken. wrong shipping items and horrible coustemer replay service.

TOP class service. The premier delivery service is exception. Great website and huge range. You sell great products, your site is very convenient to use and I love to buy from you in gener, but your customer service is your weak point. Even if answered quickly is never rely helpful and solve nothing

Never delivered. No one has answered in two weeks. Don't know if I'll get a refund or resent. Spent \$250

on the Live customer service was very helpful!

ed and resolved my query in less than 20 minutes. Very satisfied.

I have never had a bad experience with customer services. They are ways happy to help, they get back to you quickly and no problem is too big - they ways sort it. is the only place I shop for clothes - and for good reason!

ssive shout out to who helped sorted out a massive error on DPD's part. My Christmas delivery was delayed then sent to the wrong place, and was so helpful and managed to sort out a solution for me. Even taking the time to cl me in person. It's a shame dpd messed up, but it won't stop me from ordering with

it was helpful and I will wait until proposed date to obtain my order. And if everything will be completed successfully I will come back to say thanks to .

Fast delivery and great customer service

Nightmare with Hermes deliveringmy asos order. The webchat couldn't have been more helpful to resolve the missing orders.

Natika was brilliant. Efficient and informative, only thing is I couldn't copy links from the chat.gnatta- she gave me a solution so I is fine. Thanks.

was absolutely amazing. I was frustrated by an issue I had with my order and in a matter of moments with no questions asked I was provided with a solution! Simple and easy, I now feel more at ease! So thank you :)

First time and last time ordering with this company 😡 Ordered a jacket (£49.50p) returned it still waiting for my refund. Phone customer services who are completely useless. Cant tk to a manager as there busy was told someone would cl me back after waiting 4 hours I cled back and was told I was given the wrong information as you cannot get a cl back. contacted my bank so now waiting for a dispute claim.i have proof of purchase and receipt of returns its apoorling a big company like .ive ways ordered with and this company is 🤢 I would never order with again even if the clothes went down to £1 Disgracful company.ive rated 1 star as it wouldnt of let me write a review as I would of put 0 stars

ed quickly and answered the question I needed answering.

I've ordered a cardigan at Black Friday at an awesome price and it arrived one day earlier than expected. (I live in Greece)

I recommend it, and I will definitely shop again from asos in the future.

Customer service rep Vicky was extremely helpful on clearing up questions I had about a refund/return. Very good overl experience.

Beccy from customer care was very helpful.

I am disappointed that my delivery did not turn up for .

Thanks a lot to support for the help! was rely helpful!

was rely helpful and solved my enquiry straight away

Great! Happy with service

rely quick and friendly response.

Jumped straight onto my account and looked at the issue for me

was absolutely fantastic and help me with my enquiry.

So disappointed. Ordered a dress for a wedding, paid for next day delivery. On the day of

delivery (Friday) , dpd emailed to say my order was delayed and wouldn't be delivered til

Monday. I contacted live chat to cancel the order as Monday would be too late and they

told me I can't cancel my order! I then asked to make a complaint and was told that

complaints are handled internly so I would not receive a response to my complaint. I

contacted them again on twitter and email, never received a response. I have had to open a

PayP dispute to hopefully get my money back, Diabolic way to treat customers.....never again

!

Quick help-Not waiting for too long. Problem should be solved but no result yet

Tq you ,for your kind assistance..rely appreciate..excellent service..

I do love your ways my go to for clothes and gifts. Love I get my next day delivery.

The only thing I would say is I have had a few bad experiences with Hermes who you use for couriers.

Thank you

from the customer service chat was very helpful and friendly. Keep using people like her to ensure you have happy and returning customers:)

The live chat personnel was able to get back to me quick enough regarding my previous request as well as to give me an assurance on the processing of my refund.

Great selection of clothes, very helpful and efficient support staff on the odd occasion that a return goes missing during busy periods, ways have a great experience with !

to in customer service. Fast and efficient with regars to my query.

I ordered my parcel and paid for next day delivery so it would be here on eve in time for Christmas. I left delivery instructions for the parcel to be left in the porch. The dpd driver Harnek didn't bother to read the instructions left for the driver and decided to take a picture of my drive. I assume he didn't even get out his van as there was no sorry we missed you card just a text sayin your delivery won't come until after Christmas. I tried cling multiple numbers which were I automated voices and no help I phoned direct and got put on hold then hung up on. I was told I can't collect it from their depo as the delivery address on my account had my partners name on with the same address. So after trying everything I could to receive this parcel I gave up as not one person seemed like they wanted to help. I had no choice but to wait for my parcel to be delivered today then get a text today (Friday 27th) saying your parcel will be delivered on Saturday 28th! I did not request this and this is now becoming extremely frustrating. I phoned to see why this has changed and they put me on hold then hung up on me. I phoned dpd and they told me they can't help my parcel won't come today and that has changed the delivery to tomorrow. I can not be bothered to be put on hold for ages then get hung up on or speak to people that have no intentions to help this is the worst customer care team I've ever spoken to and it's such a shame as I did like ordering from but after this I won't be and will send my items back.

has ways been a very reliable service for me. I know that sizes are mostly accurate and photos on the website are true.

The customer service side is so great, I recently had an issue which was admittedly my own fault but it was det with very quickly especily considering that it is the busy festive season so thank you from the customer service team!

Awful delivery partner - Hermes.

Still waiting a week later for a parcel, that were Christmas presents. Was told to get in touch at 23.59pm on the 24th December. When I went to do so the chat was offline. I'd sent a message through facebook earlier that day and I'm still waiting a reply. It's now the 27th. The advice now is to wait 48 hours for a replacement order to be processed so god knows when that will be delivered! Instead of keeping customers happy they make excuses for the delivery company. You'd think they would send the replacement order with another company and get it sent next day to make up for it, or even some sort of good will gesture. But no! Absolutely useless.

You guys are ridiculous I am never using you again I hope you know that ! You lost my dress then can't even replace it !!!! And I ordered it 2 months ago !! And can't even offer compensation!! I don't even care about the compensation as much as I do the dress. I love that dress and can't believe you guys took so long to replace it that it sold out. I told you yes replace it and you continued to keep messaging me asking if I want a replacement then it was sold out. Ridiculous!!! Poor poor customer service I can't believe it.

Great costumers service

This is my first time to shop on your website. I ordered on 29th, Nov. 2019. Today is 27th, Dec. 2019. I still didn't receive my package. It is rely crazy.

Excellent experiences! s as described, fast shipping, free returns, fast refunds, student discounts...etc.

was very helpful assisting and solving my problem.

My problem couldn't be fixed but this store is good.

Ordered xmas presents on 18th December after checking that the delivery times were sufficient for xmas. Received an email from hermes on 21st to say parcel received and on it way that day. Then had an update to say parcel delayed at 23.45 that evening. Have contacted to ask them to investigate as now 6 days on theres no further update. dont seem to be concerned that my package is lost with the courier and tell me I have to give it untill the 9th of Jan before they can raise it as a lost parcel as they have to wait for it to come back after 3 failed delivery attempts!!!! It has not even been attempted once its lost within the courier..... Thats 21 days from order!!!!!! Its clear Hermes have lost the package so why it takes 21 days to be able to claim is beyond me. customer care is a big fat 0. I'll order elsewhere

was very helpful and passed on my issue to a Customer care person.

I needed to exchange the size of an item. With initi order I received 25% promo discount. To exchange the size, I need to return an old order and pay 8 Eur for return and re-order the right size, however 25% discount was not re-applied. Which is totly unfair for the customer. I placed a large order for my sons Christmas and birthday presents (his birthday is the 26th December) on the 20th December. I paid for next day delivery to ensure we received the order before Christmas. To date I have not received my order, have no confirmation of when it might arrive, have been offered no explanation from (only an ineffectu 'sorry') and no compensation for the fact both his Christmas and birthday were ruined.

take customer service and customer care to a new level of low!

I got half of my package delivered, so I contacted customer service and they helped me immediately.

I thoroughly enjoyed the live chat and my asos assistant was very helpful. He managed to sort out my problem. Thank you.

A lot of choices on the website, easy to navigate.....fast shipping and excellent communications with returns or refunds

Nisha who helped me was an absolute legend she resolved everything for me. I contacted in the past with no help at all but Nisha resolved everything same day so thanks.

was very helpful and made things straightforward for me. Thank you

You're service is appalling - I spend a lot of money with you and you just treat me like a number, failing to see the human on the other side. Sadly you're just another standardised message customer care team with no imagination or legitimate care for your customers. I had four orders lost over the Christmas period and at the 27th December I am no closer to them being refunded or located. I have been through hours of customer care with no return. PLEASE AVOID THIS COMPANY as I can assure you the stress is not worth it. As a customer of six years I will be switching to Topshop as they are much more reliable, reasonable and caring.

Customer service staff -

Was very patient and polite throughout the conversation and did her best to help me track my order and pass down feedback internally.

Got my order replaced as well

Top quality brands

is my go to online fashion store.

It keeps updated with the latest trends.

My style is more of simple but yet classy.

This is the 6th year and counting 😊

. He was phenomenal and helped me every step of the way. As well as he advised me on my concerns and what to expect. He is the epitome of "Customer Service!"

Christina Tabatabaei

I am amazed at the excellent customer service. I was looked after by a lovely lady today called , she sorted my problem out pronto! Thank you .

My customer service representative, , was very helpful and informative. Thanks, .

Very disappointing and bad experience. Ordered some shirts during black Friday sales, 6 December. As of 27th of December and multiple messages to asos about my package, I am now told it was returned on the 21st. won't re ship the package and have to process it before providing a refund, 14 days. Sales are no longer going so can't get the same deal. All I get from is their policy over and over again. Used to get good service from , not anymore.

I really appreciated the quick delivery. I unfortunately had to return my order, I wanted the clothes, but they didn't fit right. The Live ...Paul...was a great help with answering a question I had with that.

The work was quick and the reply speed was fine.

and really kind

Quick response, very friendly and educated.

I ordered a sweatshirt for eve. The delivery came in time but the top was not what it showed in pic. Thanks for getting it in time but need to look at what you sell arrived before expected but without one item because it ran out of stock. Customer care was very good explaining that an e-mail was sent and a refund was ready made.

Fast shipping , not expensive and amazing items!

My customer service experience with LAURA was beyond! Thank you guys for understanding and greatest products on the market

These people do not know what they are doing. An order never arrived. "Instant" messages are not replied to instantly.

"I'm sorry to hear the order hasn't reached you. I'm pleased to let you know that I've requested for your replacement to be processed, subject to stock availability. Keep an eye out for an email with I your replacement details – you should receive this within 48 hours. If there are any issues getting your replacement sorted, we'll be in touch."

Next day another person replies-" I'm just getting back in touch about your order - sorry you've not received this. It looks like your order has been lost on the way to you. You've been refunded to the Visa card you used to place your order."

All the items are still in stock so why have they refunded rather than replaced? Because they have no idea about customer service.

Helpful service, solved the problem quickly with no hassle. very good service.

Had to tk to 7 different people on support to make it orginaze , they're acting like they're doing you a favor if they give u a refund or a replacment for an order that didnt arrive

Great online customer service!

My item arrived faulty and they told me...

Very profession

Would give 0 if i could

Ordered a Jumper

Excellent customer care from ...

Customer service chat agents are ways...

Amiel was so helpful
service

Great help from :)

Disgusting customer service

Always quick and efficient

Very quick at deing with my problem...

Friendly and efficient

Thank you

Missing order

One of the retailers with the best...

Quick and usefull answers

Unvued Customer

Wonderful and profession customer...

A+ customer service

Got a faulty product and was...

was great she resolved my issue...

Highly recommended.

Perfectly polite but I did not receive what I paid for

was extremely helpful
missing delivery
Worst Customer Service in the world !
I ordered something 2 weeks ago
Top work
worst experience EVER
horrible support from Rannie
Christmas promo ripoff
Worst service ever
Terrible customer service
for next day delivery, no parcel and no refund
I did not receive a refund for a...
I received the wrong item twice and it...
Excellent customer service
If I could put less than one star
Sham from the start!
Agents were helpful and kind made...
It took 18 mins to receive a response...
Perfect
I need to change my order details
Order arrived on time
Unfortunately
Awful customer service
This company stole from me and they...
bought an advent cendar 2020 and one...
Disappointed, but not surprised. Inconsiderate.
Excellent customer service
So helpful and fast
Pathetic Excuse for Customer Service
Helpful and communicative service on...
Job done
deserves a promotion
was very helpful and needs a...
was very helpful in trying to...
He was great
Considering it's a bank holiday I...
Very good and tk good
Useless customer service
Customer care team are terrific
Krishae was great
Terrible resolution process
Extremely plesent and efficient!
I bought from for the first time...
Thanks!
The most useless customer service I have ever received
I used the online chatting service...
asos help

Customer service

5 if 9 items missing from my order and...

Premier delivery! Premier failure!

was very helpful and...

Quick and helpful replies from the live...

Never buy from them again

DISAPPOINTED - WHERE'S MY ORDER???

The women who helped me was super nice...

Order issues

I got my problem sorted quick and easy.

How customer service should be..well done asos especily etha 😊
great help :)

Poor customer service and misleading practices

5 star service as ways

Great service

Carolina was extremely helpful!

Was fortunate enough to get the last...

was super helpful rely happy...

SO DISAPPOINTED 😞

Thank you to who helped answer my...

Return from Abroad

Good job to the support team

Brilliant

Used the live chat service today for...

I loved Dominic. Give him a raise!

So bad

Very prompt response to enquiries

Fast feedback and helpful.

The worst experience ever i made an...

was very helpful ans helped...

Absolutely terrible service

Very pleasant

Very helpful and polite agent

Customer Service was nice but unresponsive.

Brilliant speedy customer service

Bad service dont recommend at l

very helpful and polite

Efficient and helpful

Helping with my mistake

It took at least 10 emails to sort out...

I had to wait for a while

Very easy

....

I needed to return a hoodie for my son...

Quick and helpful

not delivered

returns for orders 566301495 & 565517007

My order was more than one week late
IIIIIIII gooooooooood i love herrrrr
Frustrating
Great customer service!!
Great fast service very helpful and...
Honestly change the policies honestly...
was very kind and helpful ♥
is the worst
Nice and helpful
Perfect solution for my problem
Good customer care service !
Amazing
Quick and clear
Quick reply by a customer care rep who...
Fse information on website and no solutions
was amazing give him a...
Thanks for the quick contact
Order refunded as I returned it... the same day it was dispatched... makes sense
Never got my order
Very friendly and helpful!
Worst experience with shipment
very helpful
He was very nice
"

was extremely helpful
Nicest costumers service
I was worried about my return label as...
Everything perfect
Great consistent customer service
Fse promises
addressed my concerns about having...
The advisor was rely helpful
You are unprofession and the...
was brilliant what a superstar for...
Service client au top
Missed Christmas - Expected on 23rd
Sizing And Exchange Inquiry
Unprofession
Thank you

very helpful
The agents were very quick to respond...
Very helpful and spontaneous answer
i had a great customer service...
I recently placed an order and...
Always brilliant customer service and...
A pitiful excuse for customer service

Amazing service
need better countermeasure
service
Good experience
Disgusting service from start to...
rely friendly and helpful
When trying to return my product...
I was not able to get a price...
Hermes did not fulfil my next day delivery
Helpful online chat!
Amazing support especily HNCARLO
de an order in beginning of December...
KennethWilliam was so sweet
Jester helped me in a fast timely...
was helpful
needs to have a better return...
Part of my order was missing
good service
He helped out
Great response from !
Order was not received
Nico provided absolutely no "customer...
Unfortunately I cannot rate this 0...
Great customer service
No No und?
Poor customer service
Misleading promo code
A sml hiccup but great service!
i was the first time im using your chat...
Very bad selution to my problems.
I know that it is not marisol fault
Never again
Great customer service
Great customer service!
I have placed on order with you guys for a Christmas was extremely helpful to me
Very disappointed that will not...
My item was missing from my parcel,and...
Helpful and friendly
No service whatsoever... don't care
Fast service and good quity
was very patient and...
Very helpful when package did not turn...
The person who i chatted with was so...
Awful customer service
I ordered a coat a while back and at...
Good customer services representative...
failed delivery

was very helpful with my faulty...
Took my money didn't deliver and I'm...
Best customer service I ever...
The chat lasted for 1hr and 10 mins and...
I am very surprised and pleased from...
not received and no assistance provided
Very helpful With sorting out my...
I ordered a pair of shoes on the 19th...
Fast shipping even in those days
Disgusting customer service
Great
Great service experience
Not clear at checkout
It's ways pleasant to deal with You
Great experience
was fast
Perfect
Very pleased
Only use the live chat avoid social media
scum
They helped me fast and made it easy to...
This girl from your team helped...
Queried an order I've not received
Hello,
Thanks for service
Quick service
Loyal customer, maybe not anymore
is wonderful
Quickly and perfect
Alvie has resolved my issue
..
Helpful
Returned items never received
Great customer service
Ordered item 14th December still have...
24 hour service is not real
Disappointed as paid for next day...
Great customer service
WISH I COULD GIVE ZERO STARS
I had an issue with one of my items not...
problem resolved quick and easy
customer service
Awful
Good experience, frustrating false advertisement
The customer service is the worst!
Had a great experience was very...
The service is excellent

Absolutely appling
Lain...
tk to mary she was so sweet and...
Pretty Good Customer Service
Very hpful and polite service.
service but if you endure, the job gets done.
AWFUL SERVICE
is amazing women thx for help
Very good thank you
Hopeless service
Disaster! Never use again!
I emailed you Tuesday with my concern...
was very helpful
Saved Christmas 2020!!
Wilson was great
I'm very furious at this situation
5 Stars
The returns process is a pain
Very impressed with I have relied...
Rely great customer service
way better!
customer service, they lied about lost package.
Outstanding customer service
Awful
I was charged a 15% VAT (other than the...
Order not received
Wouldn't even entertain the live chat
Sent me the wrong item which I needed...
Ongoing dispute with order not recieved...
Fast and efficient!
I was sent the incorrect item
I'm fuming
CANCELLED MY ORDER HOURS BEFORE...
they lost my package and don't even...
customer service is extremely...
Very Poor Customer service
lost my package
I had trouble accessing my account
Perfect experience and fast response!!
Fse promise
The best customer service
Everything went perfect
Denied refund.
Great customer service
My item got lost and refused to refund
Rely useful
Retrun review

second time i ordered something only to...
Great!
was awesome,
My customer service representative
Terrible customer service from ...
I spoke to on customer...
Customer service
s ordered for Christmas weeks ago...
After placing an order for a Christmas...
after lost order
did great in helping me understand...
Great company never had any issues with...
My order hasn't been delivered in time...
My order was lost
Excellent customer service
Did not help at all
Their help was great
RUBBISH
This is by far the absolute worst...
Absolute trash
3 week wait for an order!
Really frustrating experience with...
Will never use again
ruined
Very helpful
Terrible policy
They got straight to the point and...
Premier offers next day...
Order never arrived
1 month late delivery then the item went out of stock
The man or lady I was talking with
Long response times
I love
Fse advertisement
is great!
Discount not added
Poor customer service
Good customer care
My answer fast
So Professional - Rayneda
They were really helpful and straight to...
Our order went missing and we received...
Great Stuff... Until
Great customer service
Terrible
Shocking and nonexistent next day delivery service

I'm disappointed the way I've been...
Unable to issue a simple email voucher...
The lady I was chatting with was more...
saved Christmas!
Terrible delivery and helpdesk...
was amazing
Agent was brilliant, better than prev.
Time consuming support
Quick reply pleasant to chat with.
and efficient customer service
It was great
I would give zero stars if i could
Very speedy and happy with customer...
Orders cancelled for no reason
Jorge was very professional
customer service
Helpful
Had spoken to 4 different people which...
and 🙏
Terrible customer service hermes missed...
Great shopping experience!
Kind and fast understanding person...
was good and released my items...
cancel the order more than 1 hour.
Great help
Customer service was absolute lying...
Late shipping and false customs claims
A truly disappointing experience
Poor customer service and no fulfilment of a service
Bad service
Complete garbage customer service
I wish I could give 0 stars
I ordered a full tracksuit for £60 and...
Christmas
Dire customer service
will refund YOU EVER
Much thanks to Charlotte
I have checked with everybody nobody...
Brilliant customer service
Be careful when ordering from them!!!!
I placed an order that I haven't...
Worst customer service ever
Read and beware
Hi I am deeply unhappy with
Very disappointed with the service
Absolutely awful received my return on 2nd December
No refund have contacted them so many times to be told can't find it ! No refund

Shocking !!!

Very helpful. Sorted out my query immediately.

I got a quick response and had my problem solved just as quickly. I was satisfied.

Was not helpful at all. Requested a refund on items I was not pleased with. and took longer than the normal allotted time. When I contacted them to ask if they could just credit my account instead of the card used to make purchase, I was instructed I would have to wait another 10 business days. Really sad about this because I love ASOS and shop with them often, but they just lost a loyal customer. Bad customer service and not helpful at all. It is needed in this world and this company has none.

Terrible experience. Avoid! The worst customer service ever. No parcel arrived after ages waiting before AS, no refund, no communication, hours trying to sort online and staff contradicting each other. One day they promise a refund, then they claim being delivered, then nothing, then back to they will speak with courier, then nothing. Avoid. Just buy things in a shop! I have no goods, no Xmas presents, no refund, no explanation. This has been going on for weeks!!!

My order was cancelled but was not told about this only until I contacted them. If I hadn't have contacted them I would've been charged the full price still. Arranged for my order to be resent and I finally received my order but had missing items. Had to go through their online chat service 4 times on different occasions to get confirmation. Still waiting on my missing items.

Thanks for that kind of care and understanding. appreciated.

was a delight! However the situation on not getting a response from the specialist team was upsetting I've been asking for help since 12/24

I contacted customer service to enquire about a price change on my items from when I ordered to when I received them. I suggested that instead of the re-packaging and courier costs, not to mention the impact on the environment, could not just refund the difference back to me.

Unbelievably, they requested that I re-order the exact same items, and return the existing ones. 🙄👤

Carrier notified they had delivered package, but was nothing at my door. House and garden are fully lit up at night. Contacted Yodel who gave me driver's number. Only answering machine. Contacted your help centre which was perfect. Understood the problem and are trying to fix.

was name and was extremely helpful

Very clear, quick efficient chat that resolved my problem straight away.

was very helpful and resolved my issues quickly 10/10!!

was brilliant in helping me find out if my parcel had been dispatched! Excellent service and I will definitely be shopping with again! Just hope the parcel does arrive in time for my holiday!!

Very prompt help - I was inactive in the chat due to work and my questions were still answered before the chat automatically ended. Thank you!!!

Needed help with a lost parcel. sorted with easily.

Helpful chat with customer team member, following a late delivery that hasn't arrived.

Don't usually have issues but they were very helpful and quick to raise a query with Hermes and hopefully will be resolved soon. The customer service process is a bit of an annoying loop until you can speak to someone after a robot but it was quick if you have an actual issue

that's showing on your orders. It would be good to have an easier process to speak to a member of the team but was really helpful. Thanks!

was the most unhelpful person I could have ever met. It took them 40 minutes to raise a return (that I could have done myself).

Elaine was great and very patient, she really knows how to treat a customer. Great work!

Everything was sorted promptly and correctly

Thank you for your help

Very helpful, extremely quick. I was very happy with my service today, thank you

Not the least bit helpful, similar to most of my experience connecting with issues via the chat. Spent 30 mins trying to solve a simple problem and left the chat before resolving the issue but after asking if she could help me further before waiting for my answer and confirmation that the issue was solved. A clear lack of understanding on how to troubleshoot the issue at hand.

was never received after stating it was delivered by Hermes (useless courier) so, promptly raised an investigation for me and said my puppy was cute so can't not leave a review 😂

My experience is good, I'll send back the shoes, the agent said I'll receive the shipping payment, because you sent the wrong shoes, so that's ok, thank you

Your customer care team have been fantastic in dealing with my lost parcel,

Well done great customer service that is really appreciated
bad service

I did not get the money back and every time I contact customer service they do not solve the problem and they say that within days it will return

Thanks, very helpful chat assistant.

Very helpful and helped with every question I had

Complaint logged after a lost delivery, failed repeat order and no communication from asos.

Tried ordering but then told asos blocked my account, thought I would change my password but that did not help. I am a premier customer and I told the advisor online when I finally got through, who said there was nothing they could do and they would escalate, as I needed an outfit ASAP it was agreed I could set up another account and pay next day delivery and then asos would waive the delivery, however this was this morning at 10am and I have contacted them via chat- can't get through and messaged them on insta and I'm still waiting for a response. Firstly, how can you just block an account and not resolve the issue and how come you don't respond to messages? What is the point of paying for premier package and I cannot get the benefits- ABSOLUTE KE!!!!!! I guess I will stick with shopping with PLT as they respond to queries via Whats, with no issues.

Great rep. Understood my issue and helped immediately

Wrong item delivered, the process from wrong item to correct item is unsatisfactory. I will find an alternative supplier for what I should have received. A very disappointment customer. Wonderful help from helping me with my missing item and quickly helping me by arranging a replacement.

Very quick and efficient customer service.

Usually a great and reliable service from but since the continued use of Hermes as a courier the majority of my packages are either delivered late (despite me paying for premier delivery) or missing together. This is starting to put me off from using at I as I've now had several items I ordered for a specific event that have not arrived on time despite me ordering weeks prior and then having to spend time attempting to track down the package.

I had a great attention, very fast and could give a request to my query had a problem with printing a returns label at my chosen collection point but the help team got it sorted in a matter of minutes.

resolved my problem efficiently, I got the refund email once after I finished the chat with him!

There parcel courier are liars and thieves. They said they delivered and left it on my doorstep nobody was home that whole day. Emailed asos 3 times first 2 replies they repeat "check obvious places" there is only so many times over a month you can check w places for a parcel and now it comes to refunding they are not replying back. Disgusting customer service and thieving yodel. Strongly recommend NOT to shop with asos or was very helpful and everything went fast!

SHOCKING

To have agents chat to you and only tell you please wait whilst it's with our speciist team, and after 5 days there is still not a response or result of the case. Unbelievable to think a company can be happy with this as service. Not an apology in sight.

Hermes lost my parcel and the customer service I received to resolve this issue has been amazing they are very friendly and helpful. I was able to get on contact with someone in less than 5minutes and they did everything you expect from a good service

I spoke to REI whoever they are and i was very unhappy with their terrible customer service. I then asked for the complaints address so i could write a form complaint and they refused to give it to me. Never have I experienced such terrible customer service. The people on the other end rely have no clue what they are doing or how to resolve issues. I am deeply upset. I would avoid and go with someone else with better customer service.

I contacted customer care with a difficult issue to resolve as, through fault of my own, I had attached the wrong label to my parcel. I contacted the customer care on two accounts, both of which were very helpful. was the care assistant to resolve my query and did so very efficiently. Very pleased with this sevice.

5 people joined my chat. I still haven't received the refund I requested over two weeks ago for an order which was supposed to be received a month ago but never arrived

Quick and satisfactory resolution. Thanks

The customer service team has been great via chat. I'm taking off 1 star because I pay for premier delivery and my order has still not shipped 2 days after I placed my order.

Quick & efficient response to my query

The customer care team was fast and very friendly, providing multiple solutions for my issue. Awful service taking so long and having to repeat myself on the chat. I expect a full refund of my annu subscription for next day delivery.

was rely helpful and efficient. Great customer service :)

I had an issue with a returns QR code. quickly looked into this and created a new returns label for me

Short and helpful.

Didn't receive a product of my order and got a refund.

Thank you.

Ever since started using Hermes for deliveries in my area my orders are either lost or horrendously late. Not renewed my premier delivery as made no difference as second class post with Roy il was far quicker.

Was unhappy but customer service was helpful and tried his best to give me the best advice and information he could.

Great customer service very polite and helpful

As ways my advisor was very helpful with my queries and everything was sorted. Great customer service!

I typically have no issues ordering items from , but this past experience has been the worst. I ordered shoes the first week of December to wear for the holidays and the origin package arrived to fedex empty (or was stolen). I have been trying to get a replacement ever since with no luck. I have reached out at least 5 times (lost count) if not more and have yet to receive a new delivery confirmation or refund. Not to include the only way to contact customer service is through chat (which is so frustrating).

I've ways loved shopping with , they're a reliable company, they keep up to date with the trends and the team are friendly and very efficient. They ways effectively resolve an issue, should one arise.

I haven't received my asos order. Contacted for an update where they advised they would contact the delivery company and email me once they have an update

I love , but Skynet delivery is a nightmare. I ordered things for Black Friday, after a while I received a letter that delivery would be delayed by 2 days. The package was not delivered even after 2 days. I wrote to support a couple of times and each time they told me a new delivery date. I still haven't received the parcel. Judging by the reviews on Google, I'm not the only one who got into a similar situation (people have been waiting for two months and still haven't received their goods). should change their shipping partner if their customers are important to them.

from customer care was kind and helpful, thanks!

helped me refund 3x delayed orders quickly and efficiently.

Customer service was rubbish and didn't resolve the issue at l. Giving a discount code for a future purchase, useable on certain styles only wasn't an answer to the problem at l. It was so only a discount I used advertised by your own app so a rely rubbish response. The agent so didn't fully understand me so that wasn't helpful either.

I rely liked asos, but my recent experience has been horrendous. My account was blocked on 23 december due to 'suspicious activity'. No explanation of what and when. I have been shopping with then for a while and this is not a credit account, nor have u made returns . I have been on chat , first told just change password and email them when done. Did that , only then receive an email of 'no reply email". Changed password and still says it is blocked.. Been on chat 3 times and sent emails since then and nobody is getting back to me. says it is with their speciist team ?? However nobody from the speciist team has contacted me. Over a week now and nowhere. Lost out on the ses , for something that isn't my fault with zero customer communication

The first person I spoke to on chat didn't answer me for over 5 minutes then told me to stay in chat and he would transfer me and then ignored me for 45 minutes!

The second person I spoke to was wonderful!

Non existent customer service and company policy not inline with consumer contracts regulations. When cled out on this they continue to deny your rightful refund of outward delivery charges by claiming that your delivery contract isn't with them.

A disgraceful and I'm sure cynic approach designed to mislead the younger and less experienced customers.

My advice - go to money saving expert and find out your consumer rights - then persist. I am disappointed & dissatisfied with as I have made an order that should've arrived yesterday but I haven't received anything.

is the worst delivery service boycott them & im genuinely scarred from how they have messed up my order it was worth £200 they have robbed me blind. the guy from the costumer care helped me a lot with my problem about my refund. Second time I've had to use the online chat. I'm sure it could be made a lot simpler & quicker to use. It's very laborious. Took most 30 minutes to work out the wrong item had been sent & get a return sorted & correct item re delivered.

Velvet was helpful and solved my issue quickly

the delivery date of my order was 20.12. however, neither 20, nor December 24, nor 30 I didn't get it. in support spread hands, no feedback other than clichés phases, no reimbursement either. thank you for the spoiled holidays

OK so I have been an customer for most a year now. In that time I have placed quite a few orders and I have sent 80% of the items back. Why? Because it seems the brand are cheap items from China and the sizing is incorrect for English people. My experience have been tops have been too sml and not in line with the size they say they are, but the shoes have been the worst. Blisters on the back of the heels. It was only when I switched away from brand it stopped. Today was icing on the cake. I am a paid up member for Premiere Next Day delivery, I paid them a tenner for this. They promise next day. OK so I place an order for some clothes to come tomorrow for a party today. Yesterday, Hermes said out for delivery... They never arrived. So not only are Hermes a terrible delivery company but are too. I spoke to them on their live chat as they will not give out a phone number or an email (another red flag on a poor company) and I said will you either refund or extend my premiere delivery for the next year based on the fact you wasted my whole day waiting in yesterday and I paid for next day service. You wanna know what they said? ... No... lol I said fine, I'll vote with my feet, adios!

I should have gone to town, should have gone to River Island / Next and bought the items I needed. You never get what you pay for with and the delivery is a joke, but to refuse to refund me my tenner or extend it for another year, they would rather say, tough and just keep that ten quid. Terrible.

De with them at your own peril!!!

EDIT: Would you believe, Hermes delivered parcel today, but to the wrong address !!!
#fuming

Absolutely terrible experience. I'm so furious. My order was lost. I wrote twice to customer support and I was asked to wait a little bit longer that everything is okay and my order is on it's way as planned. In this order were New year presents for my sister and my best friend. I wrote to customer support again today, and I was told that my order is missing. So everything before it was just a lie from customer support that order is moving, because according to tracking information there was no movement since December 16. So now I left without New year presents. And everything I was "kindly" suggest from Customer-support is to wait like forever until items from my order will be back in stock for replacement and "generous" discount of 20% for full price item for my next order. I asked to replace it with

similar items that are in stock. But they refused. And then closed the chat so I couldn't even reply. YOU CANNOT ACK WITH PEOPLE LIKE THIS!!

I don't need this discount. Cause I would never order from again with such terrible service. And I'll make sure to leave as much as I can bad reviews in Internet about and my terrible experience!!

Very polite agent. Didn't quite solve my issue, but fingers crossed it'll be resolved soon. My main criticism is that I hate the virtu agent that you need to get through first, before chatting to an agent. They never solve anything and are just annoying!

It used to be quite good website. Until you received a crap product and keep sent them back they blocked you and not give you a refund at all. How bad experience. I will not recommend this website to anyone.

was excellent and sorted my refund quickly - I'd give her 5 stars.

However, are taking far too long to issue refunds. I appreciate it's a busy time of the year but I had to contact them twice to get this sorted.

They received my items back on the 19th December according to Royal tracking and are nowhere near as fast as they used to be in informing customers of their returns status and issuing refunds.

was very helpful and very reassuring - Also very sweet about wishing me well with 19. The information was clear and concise.

Ashlee was very helpful with my enquiry of a lost parcel with Hermes.

Super helpful agent, answered all my questions and was very kind with their responses. Let me know when they needed some time to look into my situation which I appreciate so I wasn't left hanging. Overall just a lovely helpful assistant.

Hadn't received my refund in weeks. Managed to get through to a person on the online chat thing. Was on there for probably 15 mins. It was so quick and got my refund email straight after the chat. Very helpful.

Best customer service as always. Very helpful and approachable staff. God bless you all
Excellent, as always.

is arriving TOO late and not even to my address or close to it!

was incredibly helpful and understood exactly what I opened the chat for, assisting my intentions 'To a T', couldn't have asked for a better customer support staff to assist me.

Absolutely love shopping here but I find it absolutely ridiculous that they don't state the price when applying the discount. So when issuing a return or a refund they take a discounted price off the price you already paid, I complained about this and the lady who works there kindly enough shown me what I was going to pay but when I applied the discount, she shown me what I actually paid (now this is not stated in your orders or your receipt, only in the office so this is why I couldn't see!) So, if I'm the one paying for it, I would like to see what I'm actually paying for and where my discount actually lies within the order itself - meaning I would like to know which item received the refund and which item didn't but I can't see this, unless I complain and this is something I don't want to be doing. There is nothing on your website explaining the process so thank you to the kind lady who did!

Please update your website by allowing customers to see what they are actually going to pay, if a discount is applied and when sending a confirmation email, so state it on there too (show the buyer the actual price, so when a refund is being issued or a return they don't think they're receiving less than what they originally bought it for and the people in the office won't get the backlash of it either.)

Quite frustrating thinking your getting less back than what you actually paid.

rely helped me in 20min, whereas it's been 6 months that I was waiting for this code ! Thank you very muchhh 🙏

was very helpful and quick with solving an issue for me

The assistant was very patient and very helpful and sorted my issue without any problems!

Thank you!

Contacted and chatted with a very helpful and polite lady about my missing order, she answered all questions I had and has made me feel reassured that this order is going to be chased up quickly and resolved as quickly as possible for me, especially with it being over the holiday period. Great customer service

been using the fast delivery option for 3 days and my orders were being cancelled without my knowledge, the whole point of paying €20 is to get your order as an urgent matter

I had a parcel stolen from my doorstep on Christmas eve - as were horrific enough to just leave it there without attempting to give to a neighbour with no proof of evidence of delivery. Over a week with no refund or resolution so far.

Great customer service

Always helpful

Great services, solved my problem easy and quick. Thank you! @ As always the best !

Awful. I was told my account was blocked over two weeks ago now. Each time I reach out for help they tell me I'll get an email within 24 hours and I never hear anything. I just requested to raise a formal complaint and the chat handler refused to listen to me and ended the chat.

Outrageous.

I was having trouble getting my refund back for some parcels that I returned and when it got past the expected date I contacted the virtual assistant. From here someone helped me and within 4 minutes it was sorted and my refunds were issued! Such a lovely person to chat with as well

my parcel has been lost and I'm very angry.

Third time trying to fix my problem and they do say third times a charm. Took 5 minutes and the problem had been passed onto someone higher and my questions answered

Awful customer service. DPD left parcel on my doorstep, which is easy access to public and on a road with a cut through. was taken, no help from , stating order was delivered so tough!!!

I was promised a replacement product but still hadn't received it after 2 weeks. When I followed up on the chat function my query and chat was ended twice without explanation.

Needed help with a missing item from an order and their customer service team were brilliant, Sean who I spoke to was so polite and helpful. It was much appreciated

Quick connection and resolved my issue with no problem

I ordered a coat which had never arrived but was marked as delivered I've ended up spending over £300 pound because of the delivery company they use which is yodel. This is not the first time my goods have gone missing when using yodel and I really am not happy about it. The customer care team at have been great but I am pissed that my goods are missing and I've had to order it again.

was a good assistant who tried to solve my issue

I asked to match an item with a lower price on other websites but my request wasn't accepted

Thanks for chatting. I'm very disappointed. It seems that I will receive my New Year gift in February. The most late order ever....

Every FedEx delivery this year has been awful! I have to personally check every single time to check on status; otherwise, I would not get any delivery until I checked. This is really waiting results and my time.

FedEx ground is really the worst delivery service. If I cannot afford FedEx Express service, please consider any other carriers FedEx ground!

Where is my package which was supposed to be delivered on Dec 9? It's a nightmare! I ordered our daughter a pair of jeans that she really, really wanted for Christmas even though I was weary of ordering online in the event they didn't fit and had to be returned. Sure enough, they were too small. I tried to create a return on the website, but couldn't get it to work on any of (3) different internet browsers. CLINT SAVED THE DAY by promptly responding to my chat message, registering the jeans for a return and emailing me a return label and instructions. Because of this level of customer service, I assure you I will be ordering from here in the future!

I spoke to RINNO and he was FAB! Very helpful and sorted out my order issues right away! Very polite and a pleasure to talk to! Thank you 😊

There's no worse customer service in the world. And you'll never get your clothes. Months will go by.

from CS is very helpful and friendly. provides top notch customer service.

was very helpful and answered all of my questions well.

blocked my account without concern. I made two orders and the two of them were missing items. I asked for a refund cause I can't wait again. They blocked my account, they didn't send me my money back and so I can't do orders anymore cause I am fully blocked from their system.

This is unprofessional..

I must always contact you guys for a refund. This is absurd. I should not have to do this with every return you should automatically issue a refund. Stop stealing people's money.

I placed an order on September 15th and was given an expected delivery date of September 24th. I was leaving for two months for work in early October and when I left the package had still not arrived. I figured at that point I would get it when I returned from my trip because there was no way the delivery would not come for two months. However, I returned home in early December and the package had still not arrived. I then went to the website to receive assistance, I was told an investigation would begin with FedEx. I did not hear back from them for two weeks after that so I reached out again. I was told that the investigation found that FedEx was not able to find my parcel. This information seemed readily available to the customer support representative but no one told me, the customer. I was then told that I could receive a replacement order, however, due to changes in stock level, they may not have everything I ordered and I would be refunded for those products. I do not see why I would order from again, the order is over three months late, may not have everything I ordered and no additional compensation was even offered, the prices may be good but I feel better off paying extra to actually get the clothing that I pay for.

from was brilliant with her customer service. really did what she needed to do to help me. best experience I've had by far.

Rei was rude and abrupt. I didn't know where my order was and after speaking to numerous advisors Rei wasn't helpful considering my order was placed 2 weeks ago for

Christmas delivery. I run my own business and would not speak to a customer like this. They then left the chat.

My package has not been processed yet but he was kind of enough to explain what is going on!

Very helpful, swift reply

Reliable as a company for products, not had issues on that end and I've been shopping for sever years pretty safely however it's only just arose to me the issues with their customer service. It's I online which makes default responses and cop out answers easy and I made a tiny error on picking the wrong delivery address due to having a default option and can't change this. A weird policy about not amending orders after 15 mins of ordering? My parcel hasn't shipped out yet so now would be the perfect time to resolve it but refuses so now I'm stuck hassling the couriers after they've been instructed otherwise. kes zero logic sense and I'm genuinely frustrated at how minor an issue it is.

I purchased 2 orders and was failed to be delivered,, and i chated with REGYN and helped me a lot offering me a refund or replacement,, big service big online shopping and why sometimes orders failed to be delivered they are here ways helping us.

in the customer service is wonderful! Solved my enquiry so quickly- thank you !

Vincentjohn, has been extremely helpful and trusting with my missing parcel. Couldn't recommend highly enough

I have been chatting with ri

I'm very happy with customer service she gave me. I had trobble filling the return note and she guide me on how I can fill out the returns note step by step. she was very kind and patient so gave me l the information I needed.

Pleased to have immediate attention to look into order and refund issues. Give confidence to continue on line purchase with

Great help! ! Very understanding!

paid £6 for next day delivery, still no sign of the parcel. no way of communicating with customer service and no update from Hermes. absolutely shocking and waste of money. sort it out!!!!!!!

left outside of the house. Received a note saying the parcel was left outside. Asked for assistance, had to ask the neighbours before this could be settled as it is part of their checks. Inconvenience on my part as the buyer and the neighbours whom I would be bothering.

I have experienced an extremely poor customer service tonight. I've spent 4 days trying to get something resolved. 2/3 of the agents were awful and even ended the chat on me after 40 mins. It's put me off buying from again.

I placed an order and I rely needed these slides in time for going away, I waited weeks as it was time, they finly came in 3 sizes too sml instead of 9 I got 6.

I contacted customer chat and created a replacement for me which will be sent within 3 -5 days 😊

Fobbed off..ordered 25th November, item shipped 9th Dec, parcel at Hermes hub from 11th December and not moved! Online chat advised to wait 48 hours for investigation with Hermes and replacement would be sent if parcel lost.I said I would re-order no problem and return the delayed/lost parcel for a refund if Hermes finly delivered it. Was assured it would be sorted, the advisor said there was no need for me to re-order so I didn't re-order.No communication from . Online chat again, asking me to wait until midnight, i.e. 60 hours after investigation lodged. Still nothing. 80 hours passed, now 23rd December, advisor asked that I wait...again? I said no, I was told 48 hours and it's now 80+ hours, send me a replacement

and you take up the issue with Hermes! Was told if items in stock, replacement would be sent, if not, they would refund. Checked status of stock online - in stock. Within 2 hours of chatting to online person, I got an email to say a refund was on it's way. Thanks for letting me down, 2 presents short on Christmas Day, one for partner, one for son in law. ybe you should be sacking Hermes off and getting a more reliable company to deliver your goods.

Thank you, good answer

I ordered a dress for New Years eve. I ordered it on the 13th of December with next day delivery. It somehow got lost and I contacted you 4 times. Its now the 29th and still no sign of the dress. I am extremely disappointed as it means I am now dressless for New Years.

I wanted to return 4 items from 2 different orders. The online advisor was super helpful and arranged everuthing very quickly for me. Excellent customer service!

Awful customer service. I tried to return an item online but couldn't get a Hermes label so I tried to contact asos to get them to send me one. I tried for weeks of emailing and messaging with no response. I finly got in touch via a live chat and was then sent the wrong label. I got back in touch on a live chat and finly managed to send my parcel off. I then received an email saying that I could not be refunded my money only a credit voucher. I spoke to someone on the live chat about this who was very i helpful. I send her photos of emails I was sent to prove I had sent my item back but she still said she could not help me. I will never shop with asos again and I will not be recommending this website to my friends or family. A truly shocking customer service experience.

Bought clothes from cyber monday(November).

They never arrived.

I tried to contact their customer service but their live chat never works and they do not have a number or email.

After complaining through resolver and saying I want my items as they are Christmas presents, they refunded my order without even asking just days before Christmas.

I complain further and they offer me a tiny discount code but the prices are so much more than previously done that I would be paying more than my previous order.

They have been unhelpful and unprofession throughout the entire experience.

I recommend to avoid

quite surprised how quick and easy it was to get hold of someone to sort out my queries. helped and sorted everything I had asked about.

I had not received a parcel and the delivery company was not updating me. customer care were easy to contact and were able to find out what had happened and processed a refund immediately when requested. Excellent service, even during the busy holiday period.

I had a problem with my return label

Some of my parcels weren't delivered but the customer support offered by was amazing. They helped reach a Solution in which both of the parties were mutuly content.

very disappointing . I ordered 2 different styles of jeans in both size 14 and 16 . I was sent 2 pairs of sizes 14 and 16 both in the same style of jeans . One pair of jeans came later in a separate parcel which meant having to do 2 separate returns . I am still awaiting a refund for the pair of jeans which came late : (

Efficient, resolved matter very quickly.Excellent manner polite & courteous, a 5 star rating

You should consider what delivery companies you do business with. Hermes being the company in question.. they don't bother delivering your parcel until i have to complain through asos. Only then do I mysteriously receive it within two days after having it in their hermes depot for over two weeks.

After waiting 35 business days for my order and being stuffed around by APGE Commerce and GB. NZ distribution centre is holding on to my order. I have been in contact with NZ Post and they have nothing to do with the delivery of this order so I don't understand why APGE Commerce/ provide tracking numbers via the NZ Post website. There is no accountability from hence why there is no contact number to speak directly with a customer service rep only the customer care which is an illusion of actually caring for the customer. This is the worst treatment I have experienced from any retailer online which is a pity because used to be a great place to shop 5 years ago. Outdated service that is trying to keep up with other fast fashion outlets that provide better customer interaction and service. If I could give 0 stars I would. Shame on you your business will not go far for very much longer.

Advisor was rely helpful and knowledgeable.

goes beyond expectations. Been a customer for ages and they are quick to resolve any issues when they arise. Brilliant.

very disappointed with I have in the past been a very good customer but I will no longer be I bought 2 lots of gift vouchers to be sent on Christmas day my nephews have still not received them I have spent hours on their so cled help line I have got absolutely nowhere they keep telling me that I will receive a email but that has happened either very disappointing I will not be using again

Ordering trainers was a breeze. for express delivery for a certain day. Turns out it was Hermes delivering.

Hermes at this point of typing this review have NOT delivered on the day I've paid an extra £8 for. I had to stay up until 10pm for a delivery that Hermes will never ever deliver as promised.

Contacted the next day once the time slot had relapsed. They have tried to help me, have raised the issue with Hermes. I don't blame them at I as they've sent my items out but it's not good enough.

So now I have to wait again today to see if they deliver today. Complete joke when £50 has been taken from my bank ready.

First time customer; now a last time customer until they get rid of Hermes. Hermes are making them look bad when the staff do everything they can to help.

Update:- has raised the issue and was helpful. However, I have to wait 24-48 hours before they can do anything else for me.....

Two of three items arrived damaged. Spoke to customer services and I they could offer was to return the item however both these items are now out of stock. So therefore just wanted compensation to cover repairs.

Told by the advisor that their hands were tied which is fair enough so asked to speak to a manager. The agent explained there was nothing they could do either so I couldn't escate it.

I asked for a complaints email address and was told the same team would pick the email up so wouldn't be able to help. I asked for this procedure to be flagged internally but I couldn't have an update on whether or not any change would be implemented.

I completely understand procedures and policies are in place but feel this should be ttered when there are no more items left in stock.

I placed an order for a jacket and unfortunately I received a completely different order today. The package has both my name and delivery information listed on it but it is not what I ordered! This is extremely disappointing and inconvenient. The only option I am left with, is to return the incorrect item as the jacket I ordered is now out of stock. Once again, I am extremely disappointed as a returning customer!

Was very helpful throughout the whole process of the live chat, helped me out as much as he could and responded within a reasonable time

Thank you

Great help lovely customer service to I couldn't get s refund but got 15%discount code Sever orders made using the yearly premium delivery. One took 25 days to reach me. Yes I agree some of the issues were down to Hermes and their inability to deliver. My contract is with , who do not reply to tweets. The chat is poor, you get promised we will get back to you.Surprise they don't. have made it hard for you to email Them. Again because they are one of the large companies they think very little of the customer. is ok if things go smoothly, it's when it goes belly up and they do nothing

Non accommodating, no empathy. I felt like i was tking to a robot. My issue was not resolved at I

quick and helpful agent .

Im happy with service.

Very understanding and patient and helped me to the best of my ability even though I was very frustrated. Thank you !

Helpful, quick resolution

have great customer service. They're friendly, efficient and rely do want to help. I ways buy with confidence because of it. Thanks ; we love great products and great service!

I spoke to a lovely lady today cled ,about my returned order and my refund I had not been able to get the help I needed in my account, was very helpful in processing my refund,and any queries I had she was very pleasant and customer focused,very happy with the service I recieved today,

My package wasn't received at my house and I've been trying to locate someone to help me with this. Customer service was very polite and agreed to help me and to give me a response in 48 hours. Hope to receive good news in a couple of days

Very good helper

Customer service assistant very helpful and resolved my issue very quickly.

My problem was solved quickly and efficiently

Raiza was very supportive and helped me feel less worried about an order.

rie was very polite and helpful with the whole process.

Got it, fast, very kind. I am pleased with the help and am very grateful!

Does not even deserve 1 star, poor customer service to say the least! Have been trying to obtain my refund for over 1 month. Have been promised it's been raised by atleast 4 differ customer service team members! DO NOT ORDER FROM

The customer service reps have been kind. I have spoken to and on separate occasions and they have been rely pleasant and understanding. However customer service overl has been

truly lacking. I have been chasing my refund for close to two months. They don't reach out with any updates or information, I have to constantly reach out to them. It's been stressful and honestly this has turned me off from shopping with . As of now I won't be a returning customer.

I had she was great and so patient and just wonderful!!!!

Im unimpressed with the amount of months its taking to get a refund for an item I ordered in October. We're coming to the end of the year and still nothing. After multiple promises of a recund and being told there's a technic issue which is preventing me for obtaining a refund, this is disgraceful Customer service on their behf.

min can be helpful if she is more clear upon the details she requires to help her customer.

Customer Service was abysm. Long, and painful experience trying to get answers to my questions. Poorly worded responses regarding me query informing me I would get a refund- then changed their mind and retracted the origin statement regarding the refund

Order did not turn up bit they sorted it out straight away

The only way to contact customer service is through their web chat, but the web chat doesn't work! I have been trying to contact for weeks now and there is no other way to contact them.

I have so tried to message them with Facebook and Instagram but nothing.

Lots of people seem to have the same problem.

I am still expecting a refund worth more than 200 pound and i so ordered a parcel at the beginning of December has not even been sent yet (i understand there might be delays with Christmas and everything, but it is now been a month and i am so paying the next day delivery. All i want now is to speak to customer service and delete the order to have a refund).

I will never buy from again.

Order 690794196

I made a mistake and put the wrong address I contacted 3 times but they kept me going around around in circles. Once you have ordered they don't care about you anymore. All I needed was change of address. After organising to get my parcel only to reise one of the hats was wrong which means I had to return it. This order caused me more pain than joy. Be aware when ordering out the right details otherwise they don't care. Beware.

Sean was prompt, kind and helpful. Thank you!

Got a wrong item and CS cannot reordered the item for me at the same price (bought on discount) So disappointed and too much effort for customers to fix what they did wrong!!!

Great customer service, my query was resolved quickly and the advisor was friendly

I was under the impression that was a UK brand. Later on after placing my order, I found out that there were warehouses in both the UK and the States (there was nothing informing me of the States). After tracking my order I reized it was coming from the closest warehouse to my location (which is the States) meaning I would be charged with customs. I was unaware of this and I couldn't find anything clear on the site, I searched up questions about this on google but none were straightforward. It doesn't matter to be how long my package will be but it would be helpful if I was told it was going to be coming from the States. I don't understand why there's no option to get my clothes shipped from the UK, as there will be no customs.

rie (I believe the same was), was very helpful, direct and quick to answer my query. Great experience !

was very helpful & solved my problem for me.

I ordered the Ivy Park Sweatpants in XS and for some reason I was sent a 3XL, I then had to re-order them and they sent another 3XL when my order clearly states XS. I then returned I items because had no re resolve other than me to keep ordering the same item and they keep sending the wrong size.

I was concerned about my package being delayed and was able to assist me right away. Great customer service.

My parcel was ordered on 30th Nov (black friday, so I'm aware of delays). But after hf my order came, I was left with one present still missing. I thought I was being clever by ordering early but apparently not as its still hasn't arrived. It still shows that it is in Lichfield on my tracker though now claim it has been delivered, on a day in which I was in I day. I can clarify it hasn't and yes check neighbours etc.

I so know as its time there are probably a lot of enquiries but I've been emailing/messaging about my enquiry since 2 weeks after it was ordered and it's still not been resolved. are normly very good with this sort of thing, I've never had a problem before. But unfortunately this year I was an present missing on Christmas day.

I ordered clothing and paid next day delivery. Ok it was for 21/12/21, It did not arrive then but I had an email saying it would be the 22nd Fine fair enough. My goods did not arrive on the 22nd. arently they were delivered at 17.01 to my address. I was getting ready to go out, and they said I recieved them. Nobody else was in I did not open the door to DPD! They say I took the delivery. I asked for proof of delivery to which they have not replied. Disgusted by their actions. Customer care is zero!

quick response time, query was looked into quickly too

I spoke to an advisor and she was very helpful, managed to solve the issue, and was very friendly. I thought the instant chat method is a great idea to solve problems and offer solutions. Thank you so much. Happy New Year to you and I the team! X

Resolved my issue very quickly and completed via live chat and email.

The who helped me was excellent and solved my issue within a matter of minutes! used to be a fantastic company.

However my recent experience is terrible.

I've had to spend hours chasing returns and today I've chased up an order which was confirmed yesterday as next day delivery (I have paid for premier delivery)

And it's today I've been told it is not coming until the 4th Jan.

The asos customer care rep was unhelpful- and ended the chat whilst I was still asking a question.

Will not use anymore and will advise others not to

service is appling - travelled to different collect+ drop off points to be told by unbothered staff they were "too full" to take any more parcels and that they didn't know when they would have capacity - complete waste of time.

How can such a large and successful company have such a stupid returns system / process?

Surely you can have a system that updates the different stores' remaining capacity for parcels? or use locations that have a large capacity for returns instead of tiny corner shops. Ridiculous.

I hope to get a refund based on buying early this year and could be outside the returns period mentioned I bought very end of October and returns is the 8th November Customer service provided me with a QR code to return said item so here's hoping !! My most recent order, due for delivery well ahead Christmas was just cancelled as it's out of stock (4 days after Christmas). Another order that I made to get clothes for holiday missed it's target delivery date, and arrived whilst I was on holiday. And you can't generate a refund request until the order has been delivered to you, even if the order hasn't left the warehouse (i.e. it's still in their possession).

will be disrupted out of the market together before long if it continues down this path. Literally the best customer service. I've used asos for as long as I can remember and I've never had any issues. The quality of products are really amazing and deliveries have always arrived on time. I've never had any issue reaching a customer service member of staff and recently, I had an unfortunate personal circumstance that meant I had to be out of the country and was therefore late to return my items. Not only have the staff been extremely helpful and sympathetic, they have gone out of their way to ensure my refund was issued, despite the fact that it was against their customer policy.

I've emailed with Vincent, Abhishek and a few other people and I just want to say a huge thank you for understanding, without making me relive the trauma of explaining my situation. I know it's not that deep - it's just product issues and return but sometimes it makes a huge difference to the customer on the other end, as it has me. Thanks again. , nice and fast ❤️

was very helpful and thorough. She provided me with the information I requested and was very patient. Very efficient and kind in making sure my refund was processed. Gave me ease and confidence that I will be receiving my money back.

I received incorrect items from an online order, issue has been resolved and refund processed promptly, politely and efficiently

Mr. Angelo, helped me & took good care of me for my recent purchase for not coming on time, it's been a min since the day I purchased it.

I spoke to a representative over chat about a defective product that I received and they were very helpful. The issue was resolved promptly and appropriately.

Quick help. Understood what I needed

Fast response and solved the problem efficiently.

I had an issue with my return refund which was sent back as a voucher instead of money back. Within seconds, customer care verified my issue and sorted out the matter. Very courteous and quick service. Much appreciated!

Contacted 3 times regarding gift card not working still haven't been contacted

thanks! she helped me with my problem! thanks for your patience and responsiveness

Would give 2/5 but definitely made the process bearable and friendly

Very wonderful assistance, polite and effective.

My first online purchase with as they were a bit cheaper. Ordered a pair of ASICS running shoes, size UK8. Shoe box says size 8, trainers inside are size 9. Should have stayed with regular online store, was a few quid dearer but they can get basic orders right. Am returning goods, so will see how easy that process is, but to be honest, it shouldn't be necessary.

A bit slow in processing the refund but they are easy to contact so I really appreciate the service!

Helpful and efficient service - issue resolved easily

jr helped with my issue very professionally and friendly. The issue was resolved in a matter of minutes. Thank you!

Good customer service, thank you

Missing an order. This was refunded straight away no issues

I received a great help from the assistant. Very quick response, thank you for the help!

Bought item with double discount. Was very happy until I received email stating that it was out of stock and payment refunded. However saw that it was still in stock next day but discount expired.

Reached out on customer care- chat.

Received reply straight away. Was very understanding and on the same page. Informed me that the size I want is definitely out of stock. Gave me a speci code to use for next time.

Still sad to miss out on the item, but very happy with the effort made by the customer care service.

Great customer service, answered I my questions and I was very satisfied with the results

Customer service was efficient and easy to de with

Great Customer Service

This is not a review of ' products but of their parcels carrier. My daughter ordered over £200 worth of goods from which did not arrive, even though the carrier () said that they had been delivered.

Further, if you look at the 1 star reviews of over the Christmas period you can see many similar situations where a parcel has not been delivered but the tracking system says it has. This list so documents many cases of parcels simply left at the front door of a property in full view, late deliveries, damaged goods etc. I think that should seriously reconsider their parcel carriers.

Spoke to Becki from customer care. She sorted my problems promptly and was over I a massive help. ★★☆☆☆

I ordered a gift voucher on the 2nd of December but due to me misspelling the recipient's email it was not delivered. So after contacting customer service chat they said they will amend the email address and send the voucher but it didn't arrive so I've contacted them again and was told they have passed it onto there speciist department and I would get an email. But up to now no email has arrived or gift voucher. If it wasn't for the fact it's a £100 voucher I would just accept my losses and definitely not order from asos again

I used the chat service about returning an item and the advisor was very helpful

Thank you for sorting my refunds out especily the one that Hermes delivered to the wrong place which clearly wasn't my house .

Had a few issues recently, but I have to say customer service is ways exception, very helpful, prompt and ways a positive outcome. thank you.

Perhaps you can hold a training session with Hermes customer service staff, and show them how to do it :)

I'm giving 5 stars because customer service is great. Very helpful and friendly.

The only down is that they haven't solve my issue yet because if the high volume of request...

Very good sorted my replacement item and return straightaway

No problems

Customer service was very helpful, sorted out my problems quickly and without hesitations I bought three orders on Nov 10, these were returned and recieved on Dec 3, I have chased my refund twice and still have not received my money. Poor customer service
Friendly, communicative and speedy reply. Thanks !
jr was rely helpful and patient! handled my request and processed it efficiently.

Even though the order was from a little while ago, after sending some photos of a faulty item I was able to get a refund. Positive experience!

Very quick and responsive.

with my query politely and genuinely.

Excellent service. Thank you

Super helpful and rely assisted with the overl issue. Won't hesitate reaching out via chat again in the future

was very helpful and resolved my issues quickly.

Brilliant service!

Great Products and Customer Service Solve Problems satisfaction is a priority

was super nice and helpful with my request. Superrrrrrrb customer service 10/10

My refund had not been processed for over one month but it was over the festive period so I was aware there would be delays. As soon as I got in touch, they apologised and processed it right away.

Rowena was very polite and helpful during our chat. She took ownership of the order issue and is investigating the problem now and has set out a timesce for a response. This is good customer service.

I rarely have issues, but when I do Customer Care are ways quick to respond and do so in a friendly manner. Always able to help where they can! The Live service is so helpful/useful and saves you having to spend sever days solving a simple query. Just had a missing item from my order and it was instantly resolved. Thanks again!

Sorted my issue quickly and reassures me the actu item I ordered with be with me soon

Although my issues was not resolved, I was provided with information on the next steps and what to do if I do not receive a response. The web chat was quick, clear and concise.

Been waiting for a refund for over 3 weeks after asos sent me the wrong item. Iv done 3 webchats about this and ways told someone will email me or their speciist team will look into it. Then i hear nothing and have to do another webchat

Quick replies, though I wasn't able to find out about my order straight away they were still helpful.

Ordered Christmas presents on 26th November with the 'no rush' delivery option, expected delivery 9th - 16th December. As of today (29 December) still no delivery. No assurance from that the parcel will ever arrive. Absolutely awful experience and completely unacceptable.

I'd leave a good review if you stopped using Hermes!

Always such a fab company to buy from & great customer service

has responded very quickly and issue has been resolved.

Great service from customer service. was great.

Order was received and have got in touch with DPD who have said the order was delivered. Not true at ll

Ordered a number of items from before Christmas. The order was split into 2 deliveries. 1 arrived the other did not. Unable to get through to their customer services via 'chat' facility

so registered the matter via an email on 15.12.21. Still no response received to update me accordingly. I would strongly recommend be very careful when ordering from .
I have previously written a 5 star review about the service I received when I was early on in the process and naive.

I have used the chat facility a tot of 9 times and the operator are ways polite, however, what they promise never materiises.

I ordered Christmas presents on 25/11/2021, the order didn't come in the timeframe outline so I began to use the chat facility. Replacement orders were processed 5 times and I was informed each time that I would receive an email to confirm. This email never arrived each time. I was promised I would receive the items before Christmas each time I used the chat facility. They did not arrive.

Today I requested a refund, the operator offered me a discount code that was far far less that the origin Black Friday discount and could only be used on full price stock within 20 days. I am incredibly frustrated with the process as each time I have used the chat facility it has taken up a great de of time and I have finished in a far worse off position than I began. do not seem to rate customer service highly in their business plan.

Great support received from ShannenFaye. She was able to sort out my issue quickly and efficiently. Very happy!

Wanted to add some info on my shipping address (right after placing the order) but you guys weren't able to help me. I find it silly that I have to contact my loc post office instead

The customer service agent AJTIFFANY was rely friendly, polite and issued my replacement with NDD as I needed the item by NYE. Thanks again for you amazing help!

was very helpful and super fast with the solving of my issue! ny thanks for your great service!

I try to get your customers service help with that a promo code is not working on checkout step while in both of the products page is still showing the light blue box with the extra 25% (promo: NEWYOU) and in addition you still post it on your website and application that the promo is available (though it was 9:30am and "Katherina" from your customers service told me that it closed at 9:00am(so why you still share it and misleading your customers)

Very disappointed from you !!!

was very helpful and assisted me with my issue very quickly! Thank you!

admin was very helpful and quick to respond. I love him like a brother.

The customer service officer have put great effort to solve the issues I encountered. Great work!

I had an issue with unexpected customs fee (on my part), tried to cancel order entirely or partily, didn't work out but customer support tried to understand the situation and offered a promo code for my next order which showed that they are trying to satisfy the customer which was nice

So helpful, friendly and efficient

Shiela was very helpful with my issue - replied in a quick and profession manner. I very much appreciate her assistance.

Polite, prompt and very helpful.

Asked to review an item that never arrived, so i did and the review was rejected because blamed the courier for losing item, when they had yet to receive the item. Submitted another review which will probably be rejected as it is negative.

was excellent. She solved I my questions, and ways very polite. Thank you.
quick answer, I fill that Shiela want to solve my problem and ways said "no worries", thank you

Krissy was ver patient and helpful. She answered my question in a timely manner and advise me contact if I did not received my refund. Good Job

I recently purchased a few maternity items. I received the items before the expected delivery time, I the items are good quity and fit well. Although I was missing a button from the pair of shorts, but when I jumped online to chat about repairing them, the service girl I spoke with was great and helped me very quickly. My over I experience has been great!

I wrote to the asos team for information about a return. I was helped to understand what happened, and the problem was solved.

Amazing, helped resolve my issue

Thanks, ce for the quick response.

Thanks mary for help to track my parcel and send it back thanks.

not sorted my resolution but given the faith to me that it will sorted

After purchasing a Christmas gift on the 13/12/2021, I have to say that hands down this has been my worst experience with . I am not used this level of poor service from , so it is a shame.

And to be very frank, The only reason I've given 1 more star is due to getting a refund in an timely manner but the whole fiasco of trying to work with when there's a problem was to be polite... painful.

The short of it is. My parcel got stolen by your chosen courier driver for YODEL who are trash. This caused major implications as it was a Christmas gift and it wasn't until I went to my loc Depot on the 21/12/2021 to find out what was going on that I was informed that my parcel had been "missing" stolen.

with time now pressing on, and waiting on the phone to for anywhere between 30-45minutes multiple times, it went from we can't help you, to okay we can submit a replacement, but no apologies on behf of how trash yodel were! The next day I cled up again to double check that a replacement had been processed due to the very fine time sce and anxiety of getting it I sorted ahead of Christmas Day. I spoke to a lady who reassured me that my replacement had been processed and to await my tracking information. I had to hope and pray for my replacement parcel in the hands of yodel again!

So to my surprise the next morning I get hit with a "Sorry the item you wanted is OOS" so please tell me...when I asked the lady to confirm that the replacement had been done and she confirmed this, why wasn't this the case?

There are many reasons of why I probably won't shop at now after my last visit.
I've popped them below. I'd rather spend money elsewhere and not have the aggro.

1) You Use as a courier!!

The fact that yodel are having such bad performance issues and you continue to not hold them accountable and use them makes me question your integrity as a company.

2) Web-chat agent don't have full access to support your issues! When I asked for a replacement due to my issues with yodel, I asked web-chat to help. I requested my new item to be sent to a safe collection point as I don't trust the delivery drivers. The web assistant told me that this was done but when I called again to check 4 hours later, I was told that this was not the case and that your web assistant didn't have access to do this?

3) Incorrect information shared

5) Overl Poor service

4)lack lustre help from staff

Sent emails and had no response. I had to buy new Christmas presents. I paid extra for express delivery and it's been over a month.

I finally got a reply that asked me to wait longer.

No compensation and no order arrived!

A promotion banner was displayed under items not included in the offer. So misleading...

Good customer service by , who got me my money back as quickly as possible, but still annoyed that they originally forgot to refund one of my items that I sent back

My order was not on my account to return my goods. assisted me and made it possible to return my items. Very quick and efficient

Thank you. Fast service. An easy answer. Happy with the service. Cheers

helped me. Very thorough, kind, and efficient person. They were very helpful and I appreciated how patient and kind they were with me. They should get a raise!

The worst service I have ever received.

I placed an order on 10th December. I received the wrong order. I contacted about this soon after receiving this incorrect order using their online chat. After an hour of talking to an agent, providing them with all the details under the sun of the issue, even photos of the label and all of the incorrect items I had received, the agent gave me ONE MINUTE to reply to their message (they had kept me waiting over 15 minutes already) as they were mid-way through processing the refund and then disconnected the chat. The next evening, I tried again. This time we managed to get through the whole conversation - again I sent lots of photos of the label, the incorrect items etc (quite a lot of hassle considering this was not my fault and someone had stuck the wrong label on the package!). The agent first wanted to process the return for the incorrect items so I waited patiently for this, and printed out the return label I received on my own printer at home. The agent then said they would sort the replacement items for me and that I would receive an email confirming this. I raised my concerns with the agent after a few minutes that I hadn't received anything but I was assured it would be on its way soon and that I should have my items shortly. They so processed a refund for a small item that they no longer had in stock, which was fine.

Days went by and I still had received no email, but I had sent their incorrect items back the following day after the online chat. I emailed Customer Services and, on the same day, received an email from chasing the return and advising that any future returns might be impacted if I don't return their incorrect items immediately.

I received an email on Christmas Eve to say that something had gone wrong - do I want a replacement or a refund. I wanted a replacement but I have zero trust anymore and I will

shop with again. They still have my money, 20 days later. They were only concerned about getting their items back and had no interest in actually sorting my issue. You can't speak to anyone on the phone and while I'm sure the agents are lovely people, they are more interested in online sales than actually sorting out someone's problems. It is 29th December and I still have nothing - no items and no refund. I have emailed them back asking for a refund and a goodwill gesture as I have spent over 4 hours trying to get this sorted with no success so far.

Save yourself the hassle and shop elsewhere, you're not missing out on anything! The chat function was easy to use. I had great customer service skills in the chat. Very responsive, efficient, and even courteous. I needed help creating a return label and was able to send me one super fast. Very polite and helpful - thank you!! I would like to say thank you very much for the great customer service, which was really nice, polite and helpful. Very positive and caring. Thank you.

was quick to help and super friendly. Ordered for next day delivery 5 days ago and items never came. Was told to wait 48hrs and if nothing showed up I'd get a refund. 48hrs came and went so I went back into chat and asked for a refund and the woman said I needed to wait another 48hrs. I said no this isn't what I got told; but she wouldn't take my word, I sent her a screen shot of the woman earlier saying I could have a refund and then she at last did it for me. For a Premier customer I very rarely have parcels come next day as promised; that's even if they show up at all. Really poor customer service and a waste of time.

I ordered off using next day delivery, however the order did not arrive next day. After a week the parcel had still not arrived, I contacted who told me it was with Hermes and would be with me within 48 hours. Over a week after this it still didn't arrive, when contacting again told me the item was not in stock and that it would be refunded despite refusing to refund me the week before. Misleading information on the initial communication advising it had been sent when the item was not even in stock? Lost I trust in and its terrible customer service. I am still waiting on the refund for the item, let alone compensation for having to chase them and wait for something that was never coming!

Timoteo was kind, effective and extremely helpful. Thank you ways.

King helped me fix an error in my order and was really helpful!

to me has always offered me a great service so it's honestly a shame to be raising this issue.

I placed an order (consisting solely of Christmas gifts) on the 25th of November giving me, one would think, more than enough time to be ready and receive said items by Christmas Day. Now, after having 4 separate conversations with advisors, I'm writing this on the 28th of December - more than a month down the line - and still have yet to receive my order. Only now has this amount of time (waiting for an order that was estimated to arrive on the 8th of December) warranted a replacement parcel to be submitted for processing.

This whole situation has been extremely stressful for me - having not received my order in-time it's resulted in me having to do a whole new Christmas shop, making this month extremely expensive. Being told to constantly wait to hear back within a 48 hour period, only to not hear anything over weeks of waiting at all does not help in making the situation any less

distressing for me, and with no attempt of any compensation for the amount of stress this has caused me (a loyal and consistent customer) it has made me lose some faith in together. was excellent. Very quick to answer my questions and was very nice.

Very helpful and understanding. Fast response and support.

Abelle was great- quick and polite service

I bought my daughter an e-gift card for Christmas but misspelled her email address so she never got it. My first encounter with support was frustrating, I was told to update my account details to my daughter's name and he would resend...I thought the voucher, but he sent just the email. Helped me today, and was efficient (and funny, which I really needed I was so frustrated). Within a few minutes he had escalated the issue to your technical dept, and assured me that my daughter will get her voucher within 24-48 hrs. Thanks, ! He's truly an asset to your team!

I went to the post and they said me, you can't send this from the post. I went to DHL shops, they said, it can't be sent there because they are not allowed to do that anymore. I had to go to another part of town with the kid, to the main DHL branch, they said this return note is for the post. People with the same problem come to them. I spent so much time on one return. Thank you. Never again!

I was in need to print a new return label and the person from where directly answered me and he helped me in 2 minutes.

First time using and having to resort to this. Customer service was ok, generic.

Really helpful and efficient couldn't ask for better service

I wish I didn't have to contact your service again on the same matter, but nevertheless, it was quick, helpful and very polite. Hope with the resolving outcome this time.

Lost in post. Had my money for nearly a month with no item received to show for it. No further stock of coat so they refunded order and now I can't get at the same price (£100+ off).

Customer service extremely slow and an absolute waste of my time over the past month...

I have always had good customer service with and the person who attended me today was very attentive to my request and was very fast, they should give them a promotion .. they are the best

Regyn were so professional and understand the situation I love ASOS their customer service 🏆 excellent

Wrong item sent for a Christmas gift ordered size 5, box was size 5 so was the label on the trainers however trainers themselves were size 6...

Told to return for refund and re-order another of the same item and they'll price match it when I've made an order....

The original trainers were £31.96 now they're £80 so I've had to pay £80 I'll send the others back to get a refund I went on live chat to tell them I've processed a new order of the same item so I'd like my £48.04 back as promised price match due to it being their fault.

Now I'm being told I'll get the refund for price match once they're delivered? Seems dodgy this I am not liking it one bit

Thank you for getting back to me but the package was supposed to have been delivered through my letter box as was said and it wasn't , so I'm presuming it either wasn't delivered or it was stolen.

Great assistance

I have ordered a parcel from just before Christmas , as a Christmas gift. I have received the wrong item and have been battling with customer service to have the correct item sent to me. They keep ending the live chats from and have no log of the conversation. I'm repeating myself over and over again.

The lack of Customer service is unprofession and not something I'd expect from a company as big as

Excellent service. Queries and requests for refunds sorted out with quibbles. Thank you! I contacted customer services about a missing item and was fantastic - she resolved the issue in 5 minutes and was very lovely!

Helped me so much! Thank you so much !! :))

I find customer service by asos very helpful. Keep up the good work was amazing, very helpful and sorted the issue out straight away.

Kem was very good. Very quick and easy to deal with

They sent me the wrong item, and when I tried to talk to someone about the details, express myself as a customer, and see what other alternatives there are, I noticed there is no way of talking to a customer service agent - no real live chat, only robot, no phone number, not even an email address. For this reason I will refrain from shopping here again and stick to companies who I can actually TALK TO.

Would appreciate if someone from the team contacts me following this comment was informative, quick and sorted out the issue.

Excellent service, very helpful and assertive

I hadn't been refunded incorrectly but the care team was there to help. I was helped very quickly and it was hassle free. Thanks a bunch

I am so grateful for the help given me on solving the issue of my misplaced package. He was so patient and attentive to my complaints. This is the first time I will ever write a review for a product. Thank you very much , you just made my day 🙏🙏🙏🙏

Genesis was extremely helpful with my query. Top customer service

with Aislee in customer service, Very nice and dealt with my return straight away

I believe I have finally resolved the issue with my order but it was extremely painful. The chat took a total of 46 minutes. I don't know why. It was a simple request: I did not receive the Christmas gift I ordered back on Nov. 15, 2021(expected delivery Nov 22). I asked the chat rep (bot?) to refund my American Express for the amount of the item. Would have much preferred to speak with a real person in real time. Painful. Just painful

Princess was great and quick with my concern.

is a very nice member in customer service team. She covered everything for me with sweet service attitude.Thanks a lot for her help!

My order was supposed to be delivered on 11/23. It's now 12/28 and it's still not been delivered. There has been minimal communication by and this is very frustrating.

Didn't solve my problem.

Let me summarize the situation here:

You have created the problem but do not agree to take responsibility

Order didn't arrive but was sorted with redelivery on the items still available and refund on the rest

Purchased a pair of boots from asos. Arrived the day after expected with hf a boot. I moved to Amsterdam 2 days before Christmas and of course didn't bring the 1 boot with me. are declining to give me a refund as I cannot return the 1 boot as I'm not in the country.

Absolutely disgraceful, avoid at l costs. Go straight to supplier. Awful customer service was an amazing help. Very supportive.

provided top notch customer service, she was patient, articulate clear and very very helpful. She knows her job very well and I was happy. I got in touch with someone before her who didnt help at l so I was getting a bit frustrated , but i decided to try again and got cherie. I am happy with her services, i think she deserves a promotion or recognition

Great customer services, thank you for your help !!!

I checked the info of shipping on tracking page

It shows " Taiwan , China""

It is beyond unrespectful

Taiwan is a country not China's belonging

I know it's your partners website but it's so part of your shopping experience cycle

Where I'm not comfortable with (I Taiwanese customers will not too)

I'll be more than happy to see this problem fixed.

on live chat helped me out by ordering me a replacement when my order went awol. He was prompt and helpful.

I've never seen a complexity, difficulty and delay in delivering orders like your site

Very helpful and solved my return problem

Prompt, efficient and helpful responses. Query was solved within minutes- thanks shannenfaye!

I have used asos for 15 years and never had a problem. It saddens me to have to leave a 1 star review on what should be a 5 star company but since asos are using evri the service has gone downhill. 3 parcels missing and Christmas presents not received and charged £6 to cl an automated evri phone line who was no help. I will now look elsewhere to shop for my make up online as I cannot risk my items to keep going missing. change your delivery provider. are a shambles.

Ordered from and paid extra for next day delivery as the items were urgent and the courier who delivered to our address said they made an attempt to deliver but we were not in so would try the next day. This was totly incorrect as we were in l day and I live on a military base and there are records kept of who comes on and off camp and they didn't even come on camp! Utterly unprofession as the next day we were in a different country and needed those parcels! This is not the first time the courier has done this and it is absolutely appling behaviour and lazy from them!

Not sure why one of the biggest retailers in the UK is trying to save a few quid by using as a courier. Notably voted worst courier service year in year out, even when they were Hermes.

Not received my parcel yet that was ordered weeks ago for NYE. The live chat is a joke, sent about 10 copies of the same message every time it responded. changed the 'delayed' notification to 'we've got it' and then within 12 hours it was back to 'delayed'!!!

Absolute joke, please change to a reputable courier service!!!!

Shocking customer service when your delivery mysteriously disappears, unwilling to help or provide any useful information, just keep telling you to contact back tomorrow. Products are good from but heaven forbid you have a delivery issue, they don't want to know, or more importantly don't want to send out a replacement with a more reputable courier! If I could give a zero rating I would, absolutely fuming.

Always easy to connect customers and ways helps with any issues

After sever years of customs, my first return and they blocked my account without giving me a reason and I have to go to my payment processor to get back my money for items which I have returned for over 30 days.

Worst possible experience ever - messed up , push blame to carriers () and offer no help, compassion or compensation.

Ordered 19th Dec for next day....didn't arrive for 3 days, got x2 assurances from customer care that it would be delivered beforechases again Eve and was told it wasn't going to arrive - leaving a tot of about 3hrs before to get replacement presents.

Still no further updates, just told to wait 10days....customer care just blame , don't offer any complaint policy/process and a ptry 10% discount on next order (which ironically they load up as daily offers to everybody).

.....still waiting, giving another online assurance it will be with me by 2nd Jan but I look forward to another nonsensic customer care conversation online in 2nd asking what/where/why my order from 19th Dec is.

Embarrassing service!

Had a hoodie which developed a hole after wearing it a few times. Contacted customer care and they've sent me a replacement and there was no long wait to get through. Never had problems with any items before but I'm glad they were so quick to fix it when there was a problem.

Very quick to investigate issue and extremely helpful!

They are fast and helpful.

Prompt and polite excellent customer service 😊

Please stay away from , horrendous customer service, next day delivery rarely works, ages to get back refund and hf items are faulty or been worn before. This company is awful in every area. Just read the reviews

Amazing customer service I sorted online without an issue

I have ordered products from their website 3 times in a row and none of the orders have arrived until now. Not to mention that I didn't get the money back either. Their online customer service chat is absolutely a mockery because no one does anything to solve your problem.i had to ask many times to speak with a manager and they are as incompetent as the rest of the people. The UK office doesn't take any responsibility for the lost parcels or for their delivery partner evri. I have to contact them every day from my time to ask them to do their job and every time I speak with a different advisor I found out that no one did anything despite being rest assured that they are looking into the problem.

easy access to the customer service via the app and was quickly connected to a customer service assistant, who provided a very quick solution to my problem. especily appreciate that I didn't have to wait to be connected to a team member and that I did not have to repeat myself at any point, which i often have had to previously, when contacting other customer services via live chat. this time of took less than 10 minutes overl from looking for the live chat to being provided with an appropriate solution 🙌

My items have not arrived for 10 days. I was offered a refund 3 separate times, when I said yes I would like one I was told to wait as Evri said they might deliver. I asked for a refund on chat and the Asos representative closed the chat with me and told me I couldn't get one. This can't be right?!?!

Didn't want to write a negative review but generally online shopping with a big retailer is straight forward. Not at all impressed with Asos and will be reluctant to use again. Returned over £ worth of items confirmed on 16th Dec with expected refund date 26th Dec. It's 29th Dec no refund no update and no way of emailing or phoning customer service through my account just a virtual assistant!!! If a human being ever looks at these reviews please update my refund Return number 27BKF8B3FKQWDG

Number:
ASOP135842856

Over an hour of conversation. No solution.

Keeps lying saying he will "check" something he really can't.

takes forever to answer even the most simple questions.

Waited over a week for a code that didn't even work.

You don't even say how much discount the code gives in the mail.

I was LIED to by the previous advisor that told me I can get a discount bigger than 30% from your "specialist team". This advisor told me I can't.

And I of this time wasted only because YOUR MISTAKE, sending my package back to you because of some error. And then expecting me to buy the same item for a smaller discount then what I got when I bought it. Again, YOUR MISTAKE.

Awful experience from the delivery that didn't get to me, through your lame and unfair discount offer, to awful customer care team.

You just lost a regular customer.

ORDER PLACED received confirmations of delivery including EVRI Tracking and delivery times over the last 3 days. EVRI cancelled, gave this nothing reply, stating everything from the time of year to problems in my area.

Bot

Thanks for waiting. Unfortunately, due to very high volumes parcels are currently taking a little longer than usual to work their way through the network therefore we would kindly ask that you allow us further time for the parcel to reappear in the network and for the delivery tracking to update. I've checked this for you and can see that due to some post delays our carriers are having an issue with them deliveries. I would love to appeal to your kind heart to wait until the 2nd of January for your order to be delivered and for its tracking to update.

"missed you for a delivery of a parcel" Lies, yet again failed to deliver after receiving endless emails stating delivering today between 20.00-21.00. Received email at 19.29 I have been working from home I day no knocking on the door or ringing the bell.

This is so annoying and EVRI are really having a joke as the service is never reliable

Absolutely love but can't understand why they use EVRI as their main delivery service?

Three times have had to provide me with replacement products or refunds as the parcels had been opened and things taken out before delivery, the parcels are just left on the doorstep in full view of everyone! Surely it's costing more money in replacements etc while they're using this company!

I received an incomplete and incorrect refund. Because of the mistake of one of the Customer support agents.

It taking too long to get a refund and too stressful to tk to CS

Spoke with , she was very helpful but unfortunately I'm disappointed in the service. Placed a £350 order and was told it would be delivered within 2 days. After contacting, apparently I've to wait 6 days (with the premier subscription). I purchased this subscription quite some time ago and had hopes that I would receive orders quicker but it would have been more benefici to go to the brands directly for the items I wanted. Great selection to chose from but slow delivery times makes me move to other websites unfortunately.

I used to love , but I hate that they're using /Hermes.. my parcels go missing l the time or delayed, I won't shop until they change their carrier, I've had enough.

EVRI IS RUINING THE BRAND AND CUSTOMER EXPERIENCE.

I am a long standing customer, I have bought the premium delivery service for about 4-5 years in a row. It's ways been working well up until now.

Recently, has been using as their courier, and I have had issues with my most recent 3 deliveries across November and December. It's such a shame because I am doubting whether I should amuse anymore because either my deliveries are late, or don't turn up at !!

number 1: Never turned up for 3 weeks and was told repeatedly by to wait another 24 hours. It was difficult to get through to anyone on the chat at times and to be told at least 3 times to wait, felt like I was being fobbed off. Plus no updates from . Eventuly got a refund from but that was difficult to do.

2: I re-ordered the one that never arrived and though I have the next day delivery, was given an expected date 3 days in future. This parcel was late too. On the day it was being delivered, I was given a time slot which it was 2 hours late for. By this time I had left my house and had expected it to be a no show! So it was left in my bin.

3: ordered with next day delivery again and was given a date a few days in the future again (yesterday). I am now in the same position as the first parcel, have confirmed they have the parcel but not confirmed it's out for delivery. 24 hours after the predicted date.

Honestly, need to sort it out. Choose another delivery service please. I would rather pay extra for the year delivery if it meant you used a reliable courier.

I can't trust any more after this and won't be placing any more orders.

Everything is wrong, make an order on 24th November, still hasn't arrived

Told that it was lost- will be replaced- 3 items now out of stock, 3 items still to be sent- next day delivery promised and never happened, 29th December still waiting to be told there is another issue with the second send out order!

Once I got to chat with a human, the customer service representative was friendly, understanding and communicated with ease.

They were able to resolve my issue within minutes!

Thank you!

The agent France has been very helpful and understanding on my query. It has been a query that none of the other agents were able to resolve, if not causing more issues. But she was able to resolve this quickly.

I pay for premium delivery and continually have issues with the order either never arriving on time, at all or with missing items. Speak to the same old chat people who just overlook the issue and say they will pass my feedback on by nothing is ever done. Absolute shambles. very quick response. Helpful and nice. Solved my problem easily.

Customer service online was great. Replaced my items which were broken.

One love!

Sometimes you have to send the articles back, maybe the clothes were stored incorrectly, and they were covered with puffs, but who doesn't ... Basically, the experience is very positive.

I will definitely not stop using this service.

Rely quick and helpful. Thank you !

Bought 2 items end of October as Christmas gifts. They do not fit and I wanted to return for a larger size. However they refused as it has passed the returns date. Feel this is poor customer care as I order regularly and the items are still in origin tags and packaging. And I would be rebuying it in a larger size anyway. Point blank refused and no Christmas returns wriggle room. Will be avoiding ASOS from now on.

Ordered something for Christmas next day delivery and still not arrived, ASOS absolutely useless to get in touch with, sent 2 emails and no reply, shocking service, lost a good customer

I returned some items but received less money back due to a 10% discount being applied to some items. Despite them causing me a financial loss, the contact centre do not care.

This company is not willing to solve my issue with my refund. I got scammed, I have been told my order is on the way but in the end I got an empty package and got banned. For weeks I have been trying to talk with the customer care team but no results. Nobody contacted and I am here sitting with no order and money! Scammers

Response very quick and kind and helped you with all your questions

Problem with my returns, but was sorted promptly through the live chat customer service. Very helpful.

Absolutely shambles of a company. My parcel got robbed outside my door and now they want to block my account and tell me I am barred from using the website! Are you joking me? I wouldn't mind but the parcel was worth £300 not £3. Absolute jokers!

Ordered a few items on the 21st of December & received them the next day, really happy with this site & quick delivery will definitely be ordering again with them.

Received no support. sold me a wrong method of delivery. No ownership of the mistake whatsoever.

Still waiting on a refund of 220 pounds from ASOS even though I returned the item on the 14th December. After I sent this return they blocked my account. been told refund will be 24th, 28th, and now 2nd January but the "specialist team" are apparently looking into things. I am round and round in circles with this absolute disgrace of a company and will not be using them again after this. Withholding my money even though it says it's been returned to them is actually disgusting treatment. Honestly, avoid these cowboys. The agent called Dolly has now told me after speaking with agent yesterday that I would get refund and email about it in 24 hours is now saying I may not get it back on 2nd January

It's actually 0 stars.

Shocking experience, customer service does not exist,
chatting to machines that repeats the same same I over again so you don't get answer.
Placed my order on 7th December as a Christmas gift. Nothing arrived yet, nearly a month
later. . Now struggling to get refund.
It's a very privileged complaint, I know... However, complain I will...

Why am I paying for premier when it's clear you are unable to delivery next day at the
moment, at least to my property. Every single order in the last 3 months has taken 3/4 days.
I wouldn't mind so much if you had useful customer service OR if you hadn't recently moved
to using exclusively EVRI who are renowned for sub par function of service.

YTD (2022) share price is a great visu representation of it's delivery and customer service, a
gradu decent to worthlessness.

Sort it out.

My query was det with quickly.

I initily had a re issue with asos customer service as the representative I was speaking to was
not listening to me or being even remotely helpful and she then closed the chat. I started a
new chat and got through to who most immediately fixed my issue and was so kind an
understanding while doing so. I experienced 2 very different types of customer service
experiences from asos today and think that deserves re recognition because she is a
fantastic employee who clearly knows how to do her job and do it well. I'm extremely
grateful to her.

Didn't send my item , don't wanna refund or replace and blocked my account !!!!!!!!!!!!!!!

But

Only way to contact is via chat. function person just doesn't respond after 14 minutes and
if I want to make a complaint I have to do it via chat which goes to a new chat with...

Not helpful at l. was at fault and customer care member did not care or help at l

She sorted the case and came a solution for me quickly

The advisor was quick and rely helpful. They sorted out EVRI's mess in 15 mins.

When it works, it works well, but when they mess up an order their customer service is
worse than appling. I placed an order with them in mid November and checked online two
weeks later for the status update. There was NO record anywhere that I had placed the
order. I was paying for it through AfterPay, they had a complete record of my order. I
contacted customer service 3 times over 3 weeks and was told it had been referred to their
'speciist' team and to wait for an email. Not once did I hear from them again. After 3 or 4
weeks I registered a dispute through AfterPay. failed to respond to the dispute and AfterPay
then refunded me I monies paid. did not once acknowledge the order existed, despite
receiving payment. All my previous orders have worked out well. I'd suggest if you buy from
them never pay them direct, ways through a reliable third party. I'm deleting the and will
never buy from them again.

your chat representative was efficient and courteous

was quick and overl the experience was good.

I purchased items that were intended to be a gift for the holidays. First issue, order didn't
arrive on time and I completely understand as company can't control shipping carriers
delays. However, once I did receive order (X-más Eve), upon unboxing, I noticed one item
was damaged/broken (tea mug), AND another item was entirely incorrect item that I didn't

purchase. I immediately tried chatting with customer care but to no avail so I went ahead and followed the return process and printed label. After the holidays, I tried reaching back out to customer care to resolve and they asked if I had returned the items, at that time I hadn't because the shipping carrier was closed due to holiday, so I asked for refund so I could at least go ahead and replace the item (s) immediately. The rep then said once the carrier was in receipt of the return they could expedite a refund. I totally understood that. We then got disconnected as they even offered a 25% discount but again the chat was disconnected promptly. (never received coupon code btw). Fast forward to today, I reconnected with chat and requested again a refund as I had the chance to drop items off at shipping carrier. I was then met with conflicting information and repeated a return policy where I have to wait 14 days to Get a refund. This is unacceptable as I was told one thing, then told another. In addition, this is a quality control issue with their packaging/ shipping operations where I was sent the wrong item on top Of receiving a damaged/faulty item. I would trust business who have no concern to make it right especially with a customer who has spent thousands of dollars with a company. What has happened to reCustomer loyalty and service.....??

I returned a pair of pants on 11/23/2022 and as of today, 12/28/2022 I am still waiting for a refund. I've spoken with customer service three times in the last two weeks and I've gotten nowhere. They can't seem to provide me with actual proof that my refund has been processed. All I get are emails stating that I have to wait ten business days for the refund to show in my account. I finally got so fed up with the runaround I've been getting that I filed yet another dispute against with PayPal. They have been in possession of my returned goods for over 30 days. There is no excuse for making me wait so long for a refund. I will buy from them again.

Update: after over a month of being given the runaround by their inept customer service representatives, I finally got my refund. I had to file a claim with PayPal and they refunded me the money. The ONLY WAY to pay for things with is to use PayPal. If they screw you regarding a refund or if your order never arrives PayPal will help recover your money. I've had issues with other companies as well. As long as you document everything regarding your purchase PayPal will use that information to force the companies to refund your money. Even though I ultimately got my refund I will buy from again.

as a company has rely let me down by receiving my refund 8 months late but Suraj was great virtual assistant and rely efficient.

„ No phone number, spent an hour in a chat after refusing the automated robot and asked to speak to a live agent, Cecilia to resolve severe problems,, her asking the same questions, asking for pictures,, i sent the same ones several times and she kept asking for the same ones, then taking her sweet time between texts, then asking for the same pics i just sent.. Finally after 45 minutes i started wiggling and got vulgar..an hour into this she still kept saying “ bear with me” Holy FK’ seriously a shitshow. Clothes rarely fit, colors are often way off.. Spending so much time repackaging and driving to shipping locations.. Its awful dealing with this company.

was helpful, friendly and concise in helping me solve my problem.

I paid for 2 day shipping on Monday December 26th. I was supposed to have my order delivered today December 28th and the order is only going to be delivered December 30th. 2 days late. This is none excusable. Not how a company should be run.

I received a bigger size on a product due to misleading sizing info listed on the app. In addition to that, I had purchased the item with a discount code during a sale. The sale was no longer available and the chat agent was great in working with me to help me get a discount so that I could place another order for the correct size. One of the many reasons I love Carissa helped me with my return question. I was confused as to why the return tag on my pants would prevent me from trying them on if I wasn't able to return them afterwards. Great job.

Awesome customer service, she needs a raise!

Carissa is very helpful and was able to address the issue with my order

Carissa was very helpful and solved my issue quickly.

I placed an order for next day delivery a month ago which didn't arrive, I've been chasing it up to be told a replacement will be sent which still didn't arrive. I then told the customer service I'd like a refund which they said will be done by the 25th December and guess what? Still nothing from ASOS and customer service won't provide a contact number so I'm currently £300 down due to this company with no sight of an end would completely avoid I pay for next day delivery and again have failed to deliver and ruined my trip and new year outfits, which has caused anxiety. Stop giving the option for next day if you can't deliver. No good blaming the carrier who used to be Hermes, so you should have researched their track history. You used to use DPD, much better. Cannot trust and I will be going elsewhere as not reliable.

I placed an order on 14th of December for next day delivery. It's now the 28th of December and I have not received my delivery and have had no correspondence except for me reaching out to the chat team. I have spoke to 3 separate people none who have been any help. I asked for a replacement and was told it would be processed I then got an email to say refund on the way that the product was out of stock. The product is not out of stock as I can clearly order it now. I asked to speak to someone higher and was told it wasn't possible. I have spent over 1 hour trying to sort out this problem. Absolutely shocking customer service and poor behaviour from ASOS. It's no wonder have to keep having discounts, why would anyone want to order from such a bad company

I have made contact 5 times over a number of weeks & still no solution or the email I was promised has still not been sent. Constant promises but nothing rectified. Very disappointing services.

Like other recent reviews have stated. Everything with ASOS has gone significantly downhill. A lost large parcel of clothes I'd ordered for my husband's birthday and a month later and no delivery. I've spoken to them on 4 occasions over this month and they would not refund and continually dismissed my request to escalate this to a formal complaint. They instead kept giving robotic false empathic responses (evidently not genuine and part of their training - I work in mental health empathy only has the de-escalation result if it's authentic and genuine - and there's no action to rectify the situation) and kept telling me to wait. Eventually after a month agreed to give me a refund as the courier had confirmed it was lost and had the audacity to say they were 'willing to give me a refund because I was a loyal customer' erm no that's the bare minimum in line with my consumer rights. A ruined birthday and no compensation for hours and hours of time and energy spent trying to get it sorted. Shockingly bad ASOS reply. H&M lost a parcel of mine and they were amazing in comparison, I got a refund straight away (within days) no questions asked and they said if my parcel showed up just to keep it (it didn't) and they so gave me a 20% voucher for the inconvenience. Take note, I'll be shopping at H&M over you in the time now

Had a faulty pair of trousers. Was helped perfectly!

The person who helped me was really kind and helpful. I really appreciate it.

Customer service treat

They resolved my issue, only problem is, you have to wait on the screen for responses which usually takes a while. Mine was 25mins. It's hard to do anything else in the mean time.

had been super friendly and helpful!

He was patient and was amazing at his work by helping me with my returns.

Super grateful to him!

Quick and swift resolution regarding issues with refund. live chat has definitely improved a tonne!

Scam site. Beware! They will send you something cheap and only vaguely similar to what you ordered and then make it impossible for you to return it. No cust service phone #, chatbots won't connect you to a person AND their website says that you can return items by logging into your account, clicking on the order and selecting 'return'. This won't work because you won't find your order there. Surprise! VERY BAD and DISHONEST.

Stay away from this company absolute disgraceful customer service. Had a problem getting my refund back in the summer for a lost order. Told myself not to use them again. But 20% off for I made a huge mistake did a big order with them on 13th December I have premier deliver couldn't possibly go wrong again. Yes no parcel arrived EVRI confirmed it's lost but every day come back to us for a refund tomorrow. They lie and lie over and over again. So no gifts for my daughter now the 28th and no refund. Will never go near this company again they need investigating. They use the worse courier service in the UK which just adds to the problem. Why is nothing getting done by the owners I.e training in customer service would be a start.

was very efficient and rectified my issue after a little frustration simply chatting virtually.

Thanks asos

was super helpful and provided quick responses and details. appreciate

Super fast and efficient customer service. Very happy.

Customer service with is usually below par, but today I spoke with who dealt with my issue incredibly. I'm very happy, thank you.

What does the CS check during first 4 min? Why do they ask if I'm still here? is it the check to get rid of customers? so why do I have to do the job for them: provide the link of the return, the tracker, tell them which item I've returned. Why is it not automatic?

Overall the CS is polite but this is not the first time I have to check on the team to get the money of the refund...

Fantastic help from me on a faulty item

I did have a little refund difference, with my refunded order. But the asos chat service did help me out great. And it was done in like 15 min.

nice, and normally I never had a prob. I order frequently on this site.

Problem resolved very fast. Customer support agent understood without issue. Good experience.

great support in the end

but first had 2 different people that didn't help at all

had to get to a third person to solve the issue

Company needs to change its carrier, Fastway are useless, once again my parcel was not delivered and previous orders were dumped on the side of the road. When you try to contact fastway, they don't answer calls or emails.

Lots of patience. With my complicated issue rely well. Thanks a bunch

If 0 were possible here it is what is deserved. Ordered on 26th of November for a party on Dec 6th. After I contacted ASOS it was "followed up" but the parcel didn't arrive until Dec 12th. Returned on 15th as had no use for it any longer. Dec 28th "they have received it back but haven't processed it in the warehouse yet" I have to wait until Dec 31st when I have to contact them again myself to ask for a manual refund if it has been processed. WTH !!! That is 36 days from order to processing which can then take 10 days to show a refund. Are you having a laugh .. it's 2022!!! I sell clothing online and deliver next day around Ireland if I have a return it's back to me next day following return date and I refund immediately. Shocking customer care from a company, just shocking.. again!!! Account will be closed as soon as I receive my refund. Staff in customer service are nice but obviously very limited in how they are allowed to care for customers.. done!

I'd rather give no stars.

After not delivering my order, they then questioned me at length claiming it had been delivered. I have camera footage of my property, proving it was not there at the time they claimed yet they still proceed to "investigate" whilst refusing to send another or refund me. Customer service was terrible, awful chat function.

My issue was not resolved! Expected much more from your store!

Re: and EVRI - Bedfellows responsible for a Customer Strained Relationship?

continue to use - the bottom-of-the-table delivery service in the whole of the UK.

Furthermore, when items are missing on delivery or when deliveries seem to be stalled - without any update for weeks upon weeks - there is no UK customer service/managers to 'put things right'. Instead, we have to type it up for people outside of the UK. This will never win my confidence!!

If you have ever tried to use the Voice Recognition service for , you will know that it does not acknowledge the "letters" you voice for the tracking number. Is this deliberate? I think so. Poor, poor and poor!

has decided to be bedfellows with this POOR and WEAKEST of delivery services. Should , therefore, be considered as not CARING for its OWN CUSTOMERS?

PS: I only just got a REFUND today - 28 December 2022. In addition, I dare not re-Order these items as has yet to show an understanding for the importance of business relationships with customers by REASSURING said customers about whether delivery services with EVRI has improved(?). , therefore, seems willing to leave customers to go through this applying EVRI delivery service again and again and again. Shameful!!

Quick reply and solved the problem easy and satisfying!

Will continue to be a satisfied customer.

quick, polite and very helpful!

Very helpful

My package did not arrive, ASOS will check with DHL

Excellent customer service, great attention to detail, very informative, polite and friendly tone.

I had a delayed refund, the online chat service rep () actioned it immediately without any problems, can't ask for much more!

I was waiting for a refund. I contacted them 14 days after returning the parcel as had not received the refund. They processed it straight away. The customer service representative was very helpful.

spoke to their customer services and Preciousjade was very helpful and quick to respond to my queries!

Each agent tells a different process, very unhelpful, said they were processing my refund a week ago and still nothing now. Contacted live chat who refused to refund me.

Wouldn't let me make a complaint, wouldn't help in anyway and told me a completely different process to the past 2 agents.

Complained about product and don't respond

The costumer service is very good at answering questions and helping!

Always helpful especily when it comes to items not being received they are quick and efficient.

Today my items had not been refunded yet and the advisor sorted it out and made me feel assured.

I have been chasing an order for over a month that was next day delivery, and what has become clear after 18 customer service chats is that a script is followed that is not genuine. When you are told a failed order has been reprocessed, they are saying that before it actuly has. Two customer service representatives had to admit the previous person had lied.

For most 5 weeks I have been told by the rep they will personly take care of this and as a customer themselves they understand fully - they I say this exact wording. It is not true, and when I am told I will hear from someone I never do. If the order fails, the only way you find out is by chasing once again. This is now the sixth failure, the presents missed Christmas, but the worst part is the lies by customer service.

I feel sorry for them as I know they are following a template put out by , but it means I can never use this company again.

Not sorted at I and asked for complaints email address as my issue not being understood or sorted.It's driving me crazy what do I do?Who is the right person to email about resolving this?

Always used and I'm a loy customer , customer service is 100 percent . I appreciate the company and their employees

The person was very helpful and responsive

Greay customer support

Great customer support on this issue from 3 different team members

Do not buy anything!!!! The worse website ever!!! I have received a used dress with huge pen mark!!!! I texted to support to send me a new dress not used. And you know want?

They don't care about customers! They said: we can't do anything for you, just send it back."

Very fast very helpful.

Great and clear communication, issue seems to be resolved

Fast response, helpful and respectful

Very helpful and friendly! My issue was resolved quickly, and with no problems! Thank you! icaH was quick, helpful and super friendly!

have consistently through numerous operatives been unhelpful, unresponsive, lying and not reacting to the issue in question. The lack of support and inaccuracy totally puts the company into disrepute and as a consequence I will be forced to extend my rights under the Consumers Act. Issues have been going from 5th December and still not resolved. I have placed my order on 15th December. The order was meant to be delivered on 17th December. I am a premier customer which means that I paid £11.95 to subscribe to next day deliveries.

I have contacted the customer service 5 times. They keep promising an update within 2 days. And now after most 2 weeks, they are still asking me to wait an additional 10 days as they cannot locate the order. Order placed on 15th December, I am being asked to wait until 3rd January. I have requested a refund multiple times, they refused. I have asked to raise a complaint, they refused. The order was a Christmas present for my husband. They could have sent a replacement or refund so I can purchase something else. Obviously they have some communication issues with the courier but the customer is being penalised. Sonam was very helpful, asking if I needed anymore help even after sorting my issue. They responded very quickly and was straight to the point. I am very satisfied with the way in which the issue was dealt with.

Very fast response, respectful and helpful.

Thank you ica Customer care for helping sorting the problem.

The best customer service! They helped me a lot rely much!

They are so good

I'm from KSA so there is a gap in times but they respond so fast and professional and kind

I'd give 0 stars if I could!

I have a premier delivery pass (£10 for the year) which has been used once until this month. 2 parcels have taken over 10 days to arrive which is longer than not having a pass 1 parcel is still undelivered!

I have contacted asos 3 times, they refuse to raise a complaint or refund me and continue telling me to wait, it's not good enough! I used to love but now I would genuinely never shop with them again!

Disappointed with the service received over the past 2 weeks. A parcel been sat at a depot since last Tuesday and supposed to be delivered by Christmas Eve, which it wasn't.

Contacted that evening, to be told it will be delivered that day (despite contacting them at 7pm) to then be told wait until the 27th and contact again for support. Contacted today which the live chat is completely pointless with script answers and not actually listening to the problems. All I ask now is to cancel and refund the order but can't do that. Told it will be delivered today and wait for my tracking information. Now told to be delivered tomorrow and to contact them again for support.

Disgusted, can't give a phone or email to customer service won't put you through to anyone senior. One agent even disconnected the chat with me as obviously had enough (no reason to disconnect the chat as pleasant enough just frustrated by not understanding and copy and pasting answers). I understand not completely fault but duty of care to use a reliable courier which isn't happening. Also contact though not expecting much from them either.

Very good Customer Service and I've got really good help thank you very much

Very quick response please keep the good work

Genuinely terrible. Received faulty make up product which damaged other items. Was on with customer service for over 40 minutes and didn't get anywhere in the end. Was told they don't do good will gestures then sent an email to prove I had got one in the past. Literally

only wanted £8 credit to purchase replacement for item that was damaged, only willing to offer promo code which they do every week anyway. Was a tot frustrating mess of a conversation - wouldn't recommend ordering make up off asos as they don't package it safely for transit. And avoid contacting their customer service team at l costs, I was slowly losing the will to live!

top

Hurtig chat service

forstående

Thank you to

I was helped perfectly with a return. My delivery point made a mistake with a return, so I needed a new return code and form. I was assisted with this in under 15 minutes! Thank you so much!

I only ever had two bad experiences whilst using for over 10 years. Both times at the hands of EVRI. I don't accept that they're stretched at . It's didn't sneak up on them & catch them by surprise. They are just incompetent at the one service they are supposed to provide. They supplied a fake photo as 'proof' of delivery. They so provided the EXACT same photo to a friend to cover for his parcel so being missing.

That's clearly fraud because they're now accepting that it's lost in transit. So was it delivered to the patch of grass in the photo with two white pipes or was it never even on the van to be delivered? I can of course back this up with evidence if requested.

I'm reevaluating how much I rely need to use anymore. Certainly as long as they continue their relationship with EVRI. You only need to search EVRI on twitter to see just how many complaints there are about the exact same thing. I hope whichever watchdog oversees this industry are looking into the performance of EVRI over the last 6 months & especily in December.

, was friendly and very helpful and profession

My operator larimore was fab, very patient, looked up a great de of info for me and was very reassuring. I ways feel chat people cut you off when things get too hard but this star didn't they rely were attentive

My order was searched for, info was given and a resolution of it does not turn up

No facility to leave zero stars, this is what theyd have from me!! ZERO STARS is what this company deserve. My parcel has Not arrived, and it saddened me to know you use / my hermes, the most notoriously unreliable courier service, known to man. If I had known this was a new cover up name for the dreaded 'hermes' delivery i would never have ordered through yourselves. I will undoubtedly never see these parcels and would like you to know, I will not order from you again, so long as you use this disgraceful company. I know its a busy time of year, but why say you can offer a service to get people to order from you, when you know it is unachievable. Please keep the parcels, i dont wish to have anything to do with affiliates of my hermes or !! Re credit my acct and let me know the order is cancelled.

First time ordered from and the last time. Placed an order on 20th Dec for delivery for 22nd Dec for present. Got notification on 23rd so one day later that apparently delivered by courier. Never got the parcel and the driver who marked as delivered simply stole it as I even don't have his attempt on my cctv at this time. Contacted , asked to wait, not sure why as this parcel will never be found. So no money, no present. Not sure why uses the worst courier company like .

Absolute heaven of customer service 😊🎄🙏

Great help! de sure my order was checked off as returned

Very good service and support I the way through

Amazing products

I highly recommend this site

Very helpful. de my day

The ring I ordered was missing and customer service easily made a replacement.

Nice and fast customer service.

Fast reply, understanding and great

On the 22nd of December I ordered shoes for New Year's with next day delivery. I could sense they would be late because of Christmas, but not this late. The delivery dates keep changing in UPS yet the status says delivered. I contacted the online customer services. Unfortunately there is no cling available.

The customer services lack personity and quitative conversations because there is only online contact available. At first I had the feeling I was tking to a robot sending pre-generated messages. Also through message there is a bigger chance of miscommunication. As said in the messages: I'll be notified if anything changes on my refund and on my delivery I can only hope that there'll be anything done with this case and that I receive my refund on Premier and have my shoes delivered in time. At the end failed to comply with the purchase agreement of next day delivery/ Premier. My case: status sais delivered still today. Yet origin date of delivery on UPS 23-12-2022, nothing; that changed to 27-12-2022.

Summarized I had a bad experience through customer service, gives fse/ misleading information on orders and I wasted €20 extra on Premier/ next day delivery.

PS: if you want a refund on Premier, you can not subscribe for another year on Premier.

Very swift and kind support! The best online support I have received ever

to hear NL is going to look into getting rid of Riverty and use for NL customers due to many complaints of Riverty's bad service

I was sent an incorrect item and only reised on Christmas Eve when I was wrapping presents. I chatted with an agent who assisted me in a return slip and immediate refund. Great service.

A rely pleasant conversation and a great help! 10/10

Great experience with customer support (once you get through to them from the chat bot lol)

Solved I questions

Little wait and efficient resolution of the complaint.

Ordered a coat before Christmas for £115, it is now priced at £48 which is more than hf than what I paid. As it is within a certain time period I am in the process of trying to receive a refund as this is just wrong

couldn't have been more helpful and kind. Extremely fast, efficient and nice.

Having ordered two pairs of jeans for next day delivery from due for the 21/12/2022, despite taking the next day delivery payment, failed to deliver the jeans and has refused to refund my money.

On the 21/12/2022 they instructed that next day delivery could be up to 10pm and if it hadn't arrived by that time to contact them. At 3am on 22/12/2022 were contacted as the

jeans had not been delivered and a refund was sought. It transpired that 's courier took a picture of a parcel and this required investigation. Irrespective of the Consumer Rights Act s28 and s29 that explicitly explain that delivery must be to the buyer, believes themselves to be above the law and refused to refund me for a parcel that only the courier had seen. then asked for two days to investigate. They had this, but again refused to refund my money. Despite explaining that the items were no longer wanted - the person to whom these would have been a gift has left the country and we are on holiday - insists that they require more time to deliver. Irrespective of telling them that nobody would be in they insisted that they couldn't refund until after the 26/12/2022. 26/12/2022 came and went, no refund. has now written to say that they can deliver by the 03/01/2023 despite my saying that it is too late and nobody will be home. Again, they want me to contact them on the 04/12/2022 if delivery is not made whilst they retain my money which they refuse to refund despite their continuing breach of the terms of se.

DO NOT BUY ANYTHING FROM THIS RIPOFF COMPANY. THEY DONT DELIVER, REFUSE TO LISTEN TO THEIR CUSTOMERS AND WILL RETAIN YOUR MONEY WHEN THEY FAIL TO DELIVER YOUR ORDER.

zen was very helpful and efficient. My issue was det with very quickly.

This was the fourth time I had contacted customer care about the same issue so I had become very frustrated but it was resolved straightaway.

I had found some of the advisors unhelpful and actions they had claimed to have carried out were not actuly true but this time it was solved in a matter of minutes.

One previous advisor kept me online for over an hour and refused to provide me with details for me to complain about the service I had received.

The customer care was great and solve the problem for me.

Customer service is ways so good. Spoke to steven today who was efficient and very friendly Very poor , ruined Christmas

Quick respond on my refund issue, was solved within 5 min,I am very happy with the result!!!👍👍👍

This place is the new sports direct for customer service horrible. Order should have come next day it didn't they never do now. Spoke with live chat as it's now been 15 days just keep getting told to wait.

I had returned two parcels, neither of which had been updated by inpost for sometime and had therefore passed the return time frame. , the advisor, checked this quickly whilst being friendly and processed my refund manuly.

Great, quick and friendly help

PaulynJane was quick and friendly :) And made sure I got my refund right away.

was amazing helpful and very polite answering l my questions

My experience with consultants is ways great. They are l very nice and ways try to help. I appreciate it a lot especily in such a busy period like now right after Christmas.

Absolutely disgraceful! Do not order from this company! They process your order and then do not send the items out and leave you having to chase them for your money back. They say they will raise investigations but do not and they still owe me over £60. Absolutely disgusting company!

Received faulty item, returned it back! was delivered to the warehouse month ago and still did not get a refund. The customer service representatives are unhelpful and aunprofession He was an excellent employee and responsive to me and he solved my problem for me and I hope my package will come and thank you for your understanding 🙏🙏🙏🙏

I placed an order to win the Christmas season and apply the 20% promo , I realized after checking out the code had not been applied to my order. I reached out to customer service to make them aware of this issue and to offer a solution of correction. I was pleasantly surprised The customer service team offer a fair resolution and now my issue is now resolved. Thanks

Thorough. Fast. Polite. Very professional.

It was so patient and kind to help me resolve my issue

This representative actually helped me get my problem sorted even though I think the cancellation time should be longer

Grace was very helpful and assisted me.

I love that has a customer care expert available 24/7 to help you with any queries. The responses are quick and helpful from a real human unlike most companies, this improves the experience significantly

Very nice and helpful. Fast too.

Needed help with student discount code, helped me through it! great service

I've used for a number of yrs , I've paid for the next day delivery service too which hasn't actually delivered anything next day now to me in over 3 yrs. two orders placed in December took over 4 days to arrive. Clothes have so gotten cheaper in quality too over the last few yrs, while I like the offers they have on third party clothing their own ASOS design clothing is poorly made.

placed an order Dec 9 & so paid for next day delivery for gifts. Still no order received despite repeated update requests. Online agent now says need to wait another 3 days for investigation to be carried out. Extremely poor service. still no sign of order or refund. Worst experience ever from a company who has no structure to deal with problems. STAY WELL AWAY from

They were really nice, helpful. Working really fast and asked about my day. Worked fast with my refund, I recommend if there are any issues! 😊

The customer service is dang good!! I chatted with an employee to help me with my refund that was on hold. She or he, not sure, arranged everything so quickly and answered all my questions (had to change the payment method for the refund and didn't know how). She/he was patient and did everything right away.

Everything is horrible. Waiting for 8+ weeks to get my money back

Horrible customer service.... Received a Christmas gift and it was too small, now have to purchase it again at a higher price because that's their policy... not purchasing from again!!!!

Kind and respectful customer service team who go above and beyond. They got me an update and prioritized my delivery within 24hrs which arrived 48hrs later after seemingly the delivery company had lost my parcel beforehand.

Excellent experience speaking to Jonnyn who helped me with a return label.

Thank you

Spoke to Chezzie polite helpful and quick to rectify problem

Great as always, best customer services ever, I was concerned about losing my fav items with code, but they gave me another code just for me! Wow

Ordered an item in XL when received the bag said XL but only when opened was the item a Small. The small label had been covered with an XL sticker to hide the actual size. No one to contact, no one to help and no customer service.

First time I used asos and I'm happy with my order. Ordered a pair of shorts and a few products from the Ordinary. Shipping to Sweden took about a week.

Haven't had to contact customer service so I can't rate that. I would use asos again
Just spent over 2 hours on live chat trying to get a refund for a discount code, was told it was not applicable, agent lied and didn't even check, had to send screenshots,

Their systems are not built for manual refunds apparently and being a 0 emissions company they would rather you send your order back and reorder again, rather than just refund differences.

Their unlimited next day delivery is pointless now as all deliveries take 3-5 working days
rjonie was really helpful with locating my lost return. Thank you :)
I purchased a £100 gift card on 22/12/2022, was advised an email with activation link would be sent on 23/12/2022. No email received by 23rd so I contacted via live chat on 24/12 which proved to be a waste of time. Had taken the money for the gift card, not sent it and then blocked my account. They could not tell me how long the "investigation" into why my account had been blocked would take nor could they tell me if/when I would receive my gift card I paid for! Had to explain to a family member why they had no present Christmas Day. Whole point of e-gift vouchers as easier/smoothier/quicker process. Absolutely did not prove to be the case with AS! I so contacted via live chat today 26/12 again to be told - "it's being investigated, we can't help no more" no time frame, nothing. Ling experience from AS! Lucky I screenshot the order as had I not, I would have had no order confirmation number or anything, just disgusting! Didn't even get an email from AS to "warn" me of "suspicious activity" or my account being blocked.

Have been using AS for a long time. They used to do next day delivery with no cut off but now there is a cut off. Their premium delivery feature is why I keep using them. I can order and return free of charge. However I do think they need to improve their product lines with more brands. Their customer service is amazing too. Can't really fault them apart from the delivery but it's understandable.

Lovely advisor helped me process a return

There was an issue with a return as it wouldn't let me, but the chat was helpful and quick and resolved the issue right away

Very helpful and prompt. Thanks to AS for helping through my problem.

The person I was chatting with was kind of unprofessional they made me wait for a quite some time and then told me that the specialist team will contact me, so I didn't get any help and for me this is urgent!

Ordered several shirts and a couple gym shorts for Christmas. Everything arrived quickly and with enough time to wrap as gifts! There's so much to choose from on the app that I have a hard time deciding. Not only that, there's always a good selection running. You can't beat the multi-packs either. I've purchased several of the multi-colored branded 5 packs of shirts over the years and they've been great. I don't love flashy graphic tees, so these are my go-to shirts! Highly recommend the app for clothes or shoe shopping
Spent 1 hr on their site browsing

All items removed themselves from checkout due to 1hr limit whilst I was checking out

10 items were meant to move to the saved items automatically in this instance

They did not, i was fuming, they lost out on £200 so as it would of took ages to add the items again

Live chat slow... wasn't able to help, they didn't really care

delivery services through Evri are shocking. They have taken too long to come and the next day delivery is appalling.

For my most recent order they delayed the parcel undeliverable due to weather conditions 10th, proceeded to show that same notification for the next two weeks and then updated the delivery tracking to have been delivered on the 10th December. No evidence or message was provided regarding the delivery of the parcel such as photos or delivery to neighbor.

Caused me inconvenience and it's annoying. The compensation they gave was not satisfying to say the least for the inconvenience I was provided.

I chatted with about my order. It said it had been delivered but I did not receive it. She was so helpful and efficient in rectifying the problem. I am content with the solution she provided. Thank you for making the process easier and quicker than I was expecting.

I am delighted with my order, 2 t-shirts for my son and they loved them. I appreciate your problems with delivery. I will certainly shop with you again. Your customer care has been excellent..thanks again

Order reference...

796439648

I spoke with Merbhan. I recommend he be removed from his job as he didn't bother responding to me for over 20 MINUTES. Truly unacceptable.

was very quick to help and respond. Thank you!

I've tried to sever all employees, and I gotta say that Joy is one of the best I've had till now.

From now on, I only want help from her!

Ordered a package over a month ago, never got delivered but was sent back to it seems. No communication ever since, impossible to reach customer support, so no idea if they will send the package again at some point or will I get my money back? How do you contact customer care if the chat does not connect for a month now, trying so social media, is there a known email?

Very helpful, very quick, my problem solved in 5 minutes

Excellent help

They listened and reassured me of the next steps.

Still waiting for my wife and daughter's Christmas presents that I ordered on next day delivery on 19 December.

So far have offered to refund the next day delivery fee but this in no way makes up for the lack of Christmas presents. Customer service is useless. Thoroughly disappointed by my first (and likely last ever) experience of shopping with .

We generally avoid shopping with any retailer that uses Hermes/ for deliveries as we have had so many packages go missing over the past few years. A rebrand to does not solve anything.

I will be asking to resend the items after Christmas by another courier company and give a full refund.

Very helpful and quick and replying. Also made the problem understanding
Like everyone else, will never order with again because they use . Lost origin parcel, then wouldn't offer full replacement as we had one item in black Friday se and the price had since doubled, very shady...so got got hf replacement but this package so lost! It's made more difficult because the tracking is wrong and states it's with courier and will attempt to deliver....then no change for over 10 days, so trying to explain that to agents on a chat who have little command of English is a nightmare. don't want to refund no matter what you can prove about not receiving your parcel. If I see as the courier for any business I will now go elsewhere.

You have fantastic customer service on asos, honestly the best I've det with. Kimberly the advisor was so lovely and just what you want in a representative. Thank you for sorting my issue so simply and promptly

Very courteous, patient during peak xmas season and caters to I customer needs.

Tks

the assistans was great! helped me with everything i needed. and provided with information on the next steps

Customer service was very helpful and very assuring

Quick and easy experience. Love the prompt response and resolution.

was very helpful but my issue could not be resolved. s I was meant to receive on the 23rd never came. One was a gift.. the other was to wear Christmas day. So I'm very disappointed with

I was lucky as a customers to have 's people like you !

He help me a lot ,

He listened and treated professionally..

reciate

Good luck

Very happy with the customer care service, my problem got resolved very quickly.

Excellent customer service, easy to chat with someone, short wait time, issued a refund in a few minutes.

assisted me via chat with a missing package. I panicked when I reized I hadn't received it and they were able to resolve the situation and request a replacement. This has been the most efficient chat/online assistance I've ever had! Definitely a great experience. Thanks again!

The representative I spoke to was very helpful! They resolved my issue and it was a great experience.

The customer care service was able to facilitate a return and a refund for me for a product that I didn't rely like from the moment I received the order.

What has happened to ? Having been a customer for a long time and had great service to been on the receiving end the past few months of some simply shocking episodes. The most recent an order placed on 14/12 with next day delivery due through premier delivery. Well as you have probably guessed asos decided to send this via EVRI so even now as I write this review (24/12) the parcel has not arrived. Spoke to asos through their chat system and was told on 20/12 that a message would be sent to EVRI to chase up my parcel and if I hadn't heard anything by 22/12 to contact them back and either a refund or replacement would be issued. Nothing received so on the 23/12 I contacted asos again however this time was told I had to leave it until cob that day and to contact them on 24/12 if no update received and

again I would be either given a refund or replacement. I contacted the online chat again today and was told I now need to leave it until 01/01/2023 and if the parcel doesn't arrive I can then contact asos and they will arrange a refund. So basically I have to wait 18 days before I can be given a refund on the off chance that EVRI decide to deliver my parcel. Apparently you cannot log a complaint through asos despite the website saying to contact the chat facility to log a complaint and the colleagues on the chat might as well just not answer as it's utterly useless. I've ended up requesting a chargeback through my bank so I would expect asos to be receiving notification of this shortly. If anyone from asos is reading these reviews then I would advise that some major changes need to be made as from what I have been seeing you are losing customers through the sheer lack of customer service at a rate of knots.

Great information supplied and very quick and polite responses. The solution was perfectly suited.

I ordered some Christmas presents for my daughter in 11th December. As they did not arrive on time I requested a refund which took a number of messages to before it was agreed and finally received. The parcel eventually arrived on Christmas Eve. As an honest person I immediately contacted and said I was pleased it had arrived in time for Christmas and could I now please pay. The only option I was told was to return the items. I explained I didn't want to return the items I wanted to keep them and just pay for them. After a long conversation with 'customer care' including being told I could reorder with next day delivery and still get them for Christmas! To which I did ask them if they were in fact Santa Claus! Since it took more than 2 weeks to get the delivery I suggested this perhaps might not happen and I would like to give my daughter her presents on Christmas Day. I offered to pay several times and was threatened that if I did not return the items then my future refunds would be impacted. I would use again. Be warned!!

I felt calmed down and positive that my issue will be resolved I was quite upset but was perfect with handling my disappointment. Hopefully this matter will be resolved

Great customer service agent, was very responsive and helpful

The worst customer service I have ever received. Out of pocket before Christmas and account blocked. I ordered parcels which came in two separate deliveries the first one I had items arrive with a jacket which was missing. Then parcel 2 had the correct item but wrong colour. Because I highlighted the jacket being missing they terminated my account. I used the online chat to find out what was happening and to change the polo t shirt for the correct colour so it would be here for Christmas. I have been fobbed off and told not to use again. I'm £160 out of pocket due to no jacket arriving and a t shirt the wrong colour. I can no longer contact them about the matter.

Friendly and helpful, sorted out an incorrect return for me! Remade a label and emailed it to me!

Customer Support Staff was super considerate and understanding of my situation, while providing clear and detailed explanations and even offered a discount code as a kind gesture! Best experience so far with the Customer Staff compared to the first time.

I chatted with Angelica who was so helpful and friendly - 10/10 customer service!

Spoke with someone from customer service called . He was really patient and understanding. Resolved my issue quickly. Thanks

Alliah was extremely helpful during my enquiry about a partial refund I had received. She was prompt in her responses, extremely polite and solved my problem quickly. An overall positive experience.

Regarding Order:792670858

I was sent the Reebok trainers in the incorrect size. I spoke with a Customer Care representative who informed me that I would be sent the correct size once the shoes had been returned as I said a refund would not be adequate because the shoes had now significantly increased in price.

She promised this to be via chat reference 44066773 which took place on 8/12/22.
I sent the shoes back later that day via Royal Mail

When I queried this on the port today, for some reason the chat reference was the same but a different team member who told me there was nothing that could be done other than a 20% code.

As a loyal customer of well over a decade, this is unacceptable.
Not only was the wrong size sent to me which is not my fault, I was so lied to (I have the transcript) I am completely confused by the whole matter.

I just want the shoes I paid for
Dainajane was the customer service advisor who dealt with my query and she was outstanding and caring helping me as ASOS is a great company I've ordered from them for years it's the courier service who are absolutely dreadful and won't order from anyone who uses their courier service again but ASOS are outstanding
Will never use ASOS again. Placed an order was delivered to the wrong address contacted ASOS was told to wait 3 days for a replacement I couldn't wait that long as I needed it for Christmas so I ordered a replacement & asked for the missing parcel to be refunded I was told this would be done in 3 days the 3 days passed I received no refund so I contacted them again was told no case had been made regarding my missing parcel so I would need to wait another 3 days. I waited another 3 days and was told to wait another 5 days the customer service was awful they kept ending the chat wasted 2 hours trying to speak with a manager. Taking up with PayPal I so have screenshots of the chats & would like to send them to their HR

My 2nd order arrived jeans spelled damp & jumper was dirty.
They were quick and efficient in helping me
Great customer service, sorted issue quick
The agent I spoke with, , was so helpful, informative and efficient. Brilliant experience
Very happy with the service. Always available to help & sort out any issues.
haven't had any issues with Evri though I know they can be unreliable!

are easy & just love the variety of things on the website.
Dainajane Was very helpful and went to all efforts to solve the issue
I was helped very quickly and she was so very friendly
Alliah was very helpful and was able to resolve my issue very quickly
(don't have a surname) was really responsive and helped me out a lot more than I initially thought. I've heard bad things about ASOS customer care but my experience was nothing but positive.

This was my first purchase using this service, I ordered a Christmas present on the 13th to be delivered on the 16th, the courier reported a delay without any updates, on the 20th I reported this to asos due to me needing it for Christmas. I was told rest assured the package would arrive within 2 working days. I have now not received the package and I am now advised that it will arrive in 10 working days meaning I am without a Christmas present for a loved one and now need to go out shopping on Christmas Eve. I appreciate the majority of the fault lies with the courier however customer service team were unhelpful by telling me I would receive the parcel on the 22nd.

Very poor service.

Disgraceful company . Impossible too get a refund .

I had order presents 12 days before the item sat there for 8 days no change of tracking they told me the shipping label was damaged and to owait 48 hours .

I reordered the same item as was desperate was a present. That so has a delay with delivery . Customer service of asos just keep ping me off saying we will email in 24 hours with refund . But ni nothing 3 days I've been chasing them and everyday I ask for my refund they tell me I've gotta come back in 24 hours it's ridiculous. I'm £700 short no present and no refund worst experience of I time. ruined my daughters Christmas. for next day delivery, it's now a week late and we will miss Christmas. The customer service team are powerless to contact . What is the point of offering service that you can not deliver

I'm not actuly blaming asos as such but if they work with the most incompetent delivery company then what to think...

has not delivered a single of my Christmas parcels.. they are I lost .. isn't that strange? And every single time I went to the live chat with asos they told me wait till the 24th and we are sending you a next day delivery replacement. Have they done it today? No !!! As they say with they can't guarantee that it will be delivered tomorrow.

So I bla bla and rubbish.

I'm so angry and fuming.

Thank you I involved for no Christmas presents!

Easy ordering and communication should there be an issue with an order

Customer service rep. was very understanding and thorough. de the experience pleasant for a return that they went out of their way to accept.

They use so there's a good chance you won't get what you buy. Also paying for their next day service isn't worth it as they use so throw a dart blindfolded at a cendar. They keep saying check back after 2 days before refund and it cycles. I've been waiting 10 days for a next day item and they have told me today to check back in 2 days. Customer service at asos aren't helpful in the slightest.

was quick and efficient with investigating my concern and provided a solution if it wasn't able to be fixed

helped me figure out what happened to my refund

Rhenzza de the process easy and fast. Very helpful.

Although I'm disappointed that my parcel hasn't yet arrived with the courier, the customer service agent was very helpful in updating me and raising a query and offering a replacement or refund should the shipment be lost or further delayed.

great company, great customer service

to my issues and solved it for me. I am satisfied.

Very friendly, fast and efficient customer service.

was so helpful - lovely kind person with the patience of a saint!

I love asos. It has a great range of clothes for all body types and I can always find nice clothes on there. My only issue is that a lot of clothes are often sold out. But that doesn't always affect me. :)

Awful customer services. Like what other people have been saying, they keep making you wait. I've asked for a refund and kept getting asked to wait further 48 hours before they can process anything. I've paid for premier delivery too which they can't fulfil because they keep using it as a courier service! Kept having to chase up their customer services- might as well have talked to a bot as they just kept going round in circles. Avoid at all costs! Don't pay for premier delivery, you probably won't get your delivery on time anyway!

I ordered for the first time from this company and the prices are great and fine and what not, but a little promo for first time purchase would have been nice. My order was over \$100. Usually stores give you a little something for your first time shopping experience, but it's not about that I guess. My order was originally \$200, none of the items on sale, but when I got to the checkout and I noticed no promo and I HAD TO MAKE AN ACCOUNT with them just to place my order, I removed some items because I was a bit tilted by that. It's my first time ordering from here, I don't even know if what I got will fit me correctly since I'm 6'1 female, so it was a bit discouraging. They took the time to promote their "membership" for \$25 a year though.

Alfie was very polite and helpful and guided me through into retrieving my account very quick!

The customer care agent was exceptional - really helpful and wonderful to talk to!

Good feedback, was clear and helpful

so cute, he helped me a lot, unfortunately my problem didn't solve, but it was anyway noble

Nice chat, help was provided. Thanks!

Fast response, nice

Good attitude, and helpful

Literally everything went wrong, from the communication about my order that I never received because asos send it back without giving me any notice. To the incorrect refunded amount which I had to prove with screenshots because they didn't believe me. The whole service is just wrong when it comes to treating their customers.

I ordered a coat for my daughter's present and used it as the courier. said they'd delivered it through the letter box on 14th December, which is a blatant lie. I raised a complaint with it on 16th December and they said they'd investigate with it and let me know within 1 day. I didn't hear anything back from it so assumed it had been sent again but when I chased it they said it had said they'd delivered it but I could get a refund or they could send again. Why wasn't I notified immediately so I could contest it's lies? So I've basically wasted a week and it's now 23rd December and I won't get the coat in time for Christmas. You can't speak to anyone on the phone at it and the people on the chat function don't do what they say you will. I advise you to keep a record of any chat you have with them. Absolutely shambolic customer service.

I placed my order over 2 weeks ago & advised it via their farcical chat service on the 19th of December, that I still hadn't received my order, despite the fact that I was supposed to receive it the next day! As the recipient of the gift was due to leave on the afternoon of the 21st of December to go back home to America, I advised it (on the 19th of December), that if I

was not in receipt of my order by the morning of the 21st, I wanted the order cancelled & my money refunded.

However, despite responding to an e-mail from on the 21st of December, in which I was advised that the courier company () wanted me to wait an addition 10 days(!) for them to locate my order, I responded to with an unequivocal no & requested an immediate full refund. 2 days later no response from! It is only today (the 23rd), following corresponding via their chat service & making the threat of a formal complaint to the FCA if my money wasn't refunded immediately & not in 2023 (which was how long they were expecting me to wait!), did I subsequently 10 minutes later, receive confirmation that my money is being refunded back to me (thank God I paid using PayPal!). I strongly suggest that use another courier company, as EVRI's service is & ways has been diabolic & clearly no amount of rebranding (they were previously called Hermes) is going to change that!

Would give 0 stars if I could!!

Cocked up my order (which was a Christmas present) and sent it to me a day before Christmas Eve 😡😡!!

Missing parcel, was told need to wait 2 days for evri to investigate.... As you will see in the chat 2 days in my counting was today only to be told it would be the end off today, no further forward with advisor and as of yet nothing resolved or any updates

I ordered a coat on Thursday 15th December and paid for next day delivery, when the item failed to turn up by the Monday (3 days later) I tried to contact customer service, they don't make that process easy - presumably on purpose. On Monday I spoke to someone via webchat who said I needed to wait till tomorrow, if it still didn't arrive they'd process a refund. Tuesday I joined the awful webchat again, this time I was told to wait until midnight. Wednesday joined the webchat again and this time I was told they've raised it with and to give them 2 working days. Friday I joined webchat again and this time I was told I need to wait 10days, I've ready waited 7 by the point. I paid next day delivery which I was then told is not guaranteed - why have it as an option then! It was a £30 coat and £10 delivery, I this for the sake of £40! It's now the principle as I refuse to be scammed. Just refund the money, hire competent staff and take it up with evri. Whole experience has been horrendous. Really bad, item didn't even leave the warehouse and they wasn't going to tell me. Don't trust now and will never use again.

Had the pleasure of dealing with Janus today who was so helpful and processed a return for me within minutes.

Really appreciate the quick and friendly help. Absolute 5 stars 😊

The agent was great! Showed empathy and had a great tone of voice

Very terrible customer advisor name hmoor. The way he/she ended the the customer service chat was very rude. I asked a question and he simply chose to just round off the conversation and closed the chat. He/she did not even ask do I need help with anything else" as would normally be asked.

Easy, fast and stress free!

was very understanding and lovely. Sorted my issues in 2 mins.

Where's my delivery? inaccessible, sorry to my daughter, no Christmas present for you this year

I vow to never use again, horrendous Customer Service, really have been given the run around. I ordered on the 7th December for a 10th December delivery. Nothing arrived contacted via the chat line several times, emails and chat line as only way to chase an order. Told they were sure it would arrive before Christmas. 23rd December nothing arrived,

contacted the Line and told by Shashank that I would not get a refund until the 26th as I had to wait a full 10 days and the origin order was placed on the 7th. I explained that the order has not arrived prior to Christmas and it is a gift, I would like a refund today and he said there would be no refund until the 26th. Totally wrong, how can customer service be so poor. Do not recommend avoid if possible.

Janus was quick to respond and was a great help in answering my question. A super easy and pleasant chat with ' customer support.

Alliah was very polite, friendly and quick to respond
was prompt and attentive with my problem.

Customer service was quick, polite and effective. Solved my problem in no time.

I have ordered from i lot of times, ways a great experience! This time i ordered a sweat set, but only recieved the sweatshirt! But after five minutes in touch with customer service they sent a new set, such good service! Very happy!

was very helpful today. I received the wrong size in crocs which can happen. But I got refunded before I returned it which was very nice. Give this advisor a pay rise 👍

Great help from online who has reprocessed my order after lost it. Will HOPEFULLY arrive tmrw - Eve - so fingers crossed!

Great team

contact

Kind, Quick answer, No delay.

I have had zero problems with asos ever, but this one specific time i ordered jeans and crystals for my teenage daughter for christmas. I received the parcel and it was very clear that it had been ripped open by someone and very badly taped up!!

Then i realised i was missing the crystals from the parcel, im guessing some greedy person stole them?! It would make sense with the way the parcel was so damaged and sealed up.

I spoke to a lovely person on asos live chat and they were so helpful and kind on the matter.

They ordered the crystals again for me, no problem at all. This person is a credit to your team!

Because the person that was helping me dealt my issue very well

Issue was dealt with so quickly by 'PreciousJade', thank you !

was really helpful and kept me up to date all the way through.

I would have given zero stars if possible. Ordered for next day delivery and the item isn't here 10 days later. Told to wait 48 hours for delivery, then another 72 hours, and now another 24. using to issue a refund or replacement despite the tracking information not being updated for 10 days.

Shocking service been waiting a week for delivery to be getting told every day it will be here tomorrow

was so helpful - my parcel was literally with me before we ended the chat
the most helpful staff by far

Promised a refund 10+ times over the course of 6 weeks. No refund and no items ever arrived. Awful customer service with no escalation procedure for issues (no number to call or email address). theft - taking money for items never provided.

The representative was quick and attentive. I had a question about a return and they were able to help. I received a new return slip within minutes.

Rhenzza was very friendly and obviously great at their job. They were so helpful.

ABSOLUTELY SHOCKING!!!!!!!!!!

THEY MAKE THEIR CUSTOMERS CHASING THEIR ORDERS, THEY PLAY WITH CUSTOMERS..

AFTER THE ORDER NOT BEING DELIVERED THEY SAY WAIT 2 DAYS THEN ANOTHER 2 DAYS

AND HE PROMISED I WILL HAVE MY REFUND AFTER THE SECOND 2 DAYS!!! AND NOW THEY SAY WAIT ANOTHER 4 DAYS FOR REDUND TO BE PROCESSED!!! JUST SHOCKING!!!!!!

Lenrimae & Lyn helped me with a refund as I lost my parcel which I ordered 2 weeks ago. Thank you both! lovely customer service.

Great customer service. Issue with it getting delivered and my rep rely helped me even gave me some tips

was so lovely and extremely calm and in-depth with his explanations (considering this stressful time of year). He made everything very clear for me to understand and was happy to re-explain and answer any further questions I had. He so took a personal interest in my day (which you don't get very often!)

customer care is one of the best customer services I've ever had to deal with.

They're polite and get your issues sorted quickly and efficiently. Even when it's the pesky company's fault!

Speci thanks to for helping and being so lovely!

Had a couple of bad experiences with customer service agents before not knowing what is going on or how to check my orders. However today I came across the best agent (Wasim) seen so far. He was helpful and knew what he was doing.

Bottom line, keep trying until you get to a good agent.

Customer service is always helpful. BabyJeane was pleasant chatting with and assisted me with my concerns. She resolved everything within a short time.

I used to be a regular customer, ordering from 2-3 times a year. But recent experiences have been disappointing. In my last order, two items arrived in the wrong size. When I attempted to return them, I discovered that I now have to cover the return costs. While this was a bit of a letdown, I decided to trust, given my years of being a loyal customer. Placed another order only to receive those items in the WRONG size again! Now, I have to go through the process of another return, and pay for it? I don't think I will be placing any more orders in the near future.

Always excellent customer service but please stop using Roy!! I have a premier account with next day delivery but can't rely on this anymore. It takes 2-3 days with Roy after sending. They aren't reliable.

was very helpful and supported with the query of my return. She was reassured me if there were any problems I could contact back. She was patient and kind.

was brilliant, they sorted my issue straight away meaning minimal stress and not having to go around in circles for ages. Thank you!

My delivery was just left outside on my slated front in the rain. I received no confirmation that it has been delivered and I was away for the weekend. When I purchased the item, I did so on the basis that the page said that Christmas orders could be returned till 15 January. When I opened my wet package, the delivery note stated that it should be returned within 28 days, which meant I could not keep it until Christmas. I then had a very frustrating online chat session with customer services to try to clarify the contradictory advice given, but so far to no avail. It is a shame, as the garment is just what I was looking for for my son. Sadly, he now won't get it.

I had an issue with a return and sought help with the customer service team. I was put in touch with Preeti who was kindly able to rectify the issue for me quickly once I had explained my issue.

Pretty much what the headline says - I ordered an item 4 days ago and I have a premiere account which offers 'unlimited free Next-day for a whole year'. My item still hasn't arrived, and when I spoke with the chat team they said "I would like to inform you that we have changed the next day delivery to fastest delivery for temporary basis due to high volume of orders and it is temporary but It will be change to next day delivery soon in next couple of days."

So they can basically turn it off and on when they like, so literally you pay for a service and they change the terms of that service WITHOUT notifying you.

Con.

When I asked in the chat to escalate this complaint, the CSR Shubham made me wait 45 minutes and then told me to come back 'sometime' as no managers were available.
TERRIBLE customer service.

The easiest process, I was stressed about receiving my orders but they re-ordered them no problem. Was quick and actually helpful
was a great help today. I had 3 issues I raised. solved the issues and was a friendly team member. Its nice to have great interactions from .
Great asset to your services.

Thanks again

I'd give zero review if I could! Ordered over £500 worth of clothes. Most didn't arrive as delivery man said parcel was damaged and he returned it. Two weeks later and over 3 hours text tking to customer care' and nothing has been done! s have not been refunded or replaced and less than a month before I cannot get my money back. It's dreadful and I will order off them again!

Their customer care is super accommodating and friendly. I just got one named Adrian. He was patient and helpful in processing my refund and entertaining my questions.

Ankit was very helpful and communicates with cm. She was very sympathetic with the situation and find a solution to the problem.

was of amazing assistance and super quick to help me with my issue. Amazing service!

Worst experience i've ever had shopping online, DO NOT SUPPORT , IT DOES NOT CARE ABOUT VALUED CUSTOMERS. The Website is buggy, codes run out whenever they want them to, you get kicked out off the website often, the prices are sometimes even more expensive than the origin retail price which you could get on Amazon. At l costs, please avoid . Do not buy anything off them you will cost yourself unnecessary stress.

was absolutely great today !! He sorted my issues immediately. I big shout out for him for putting up with me 😊😊.

You seem like a keeper.

Sent me wrong size, sent short instead of long jeans, though the sticker on the bag said long, when I measured inside leg it was short. Now I am worried I won't get a refund intime to buy my son the correct size for Christmas, they so looked worn

TERRIBLE CUSTOMER SERVICE! Run don't wk from this website!!!! They would not adjust my very first purchase using the "newbie" promo code because of glitch! They lost many customers now over 10% off a purchase.

service Placed the order on monday 27 nov. It showed 3 working days for standard delivery so i went ahead. Later i the confirmation email had a different delivery date which i didnt check. No help from customer service

Don't think I've ever encountered such shoddy and careless customer service. Ordered £300s worth of items for next day delivery and still no sign of my delivery. stuck the blame on the carrier and had no updates for me, I had to continuously chase them and was repeatedly told my order would arrive the next day but here we are one week later and still nothing. I had to go out of my way to contact them constantly and ended up putting in another order. Lack of professionalism, urgency and empathy - happy to take your money though.

was very efficient, clear and quick with his communication and very helpful in resolving the issue of a missing item in my order.

If you miss the rerun date with a day because you're sick they will ask for a doctors note and say sorry can't help you. 1 day! Things happen to everyone and there is no flexibility in what they do or try to support you as a customer. Now I have a brand new shoes too big to be used because I tried to return these 1 day too late! Definitely not using ever again.

Blocked my account randomly with no explanation. I have been a loy customer for over 10 years, ordering parcels at least 2/3 times a month since 2014. No email to let me know why it has been blocked and I have so paid repeatedly for premier delivery over the years, which now I do not have access to use. Very appling customer service and disappointing! AVOID at I costs, customer care team unhelpful!!

It's not great initily trying to make contact but when I finly got to chat with someone, I was able to resolve my issue and the customer advisor was very polite and helpful.

Don't pay for premium. They send you mouldy clothes. Orders arrive on time and oh yeah they still use evri who are known for their rubbish standards and never deliver on time.

returns policy needs to be updated so people aren't set up! The policy states items can be returned within 28 days. It does not state this has to be full priced items and therefore easy to assume it is I. The next paragraph tks about returns from Hong Kong, then the paragraph after that tks about se items. I am unable to return over \$200 worth of items because I am outside the 14 day. I checked the returns policy and stopped reading at the first paragraph considering it didn't state full priced only and the next paragraph tked about a different country so I didn't scroll down. I'm so annoyed and upset with this. I request your policy be re-written to make it clear it is 28 days for full priced items and 14 for se in the se paragraph so other people don't lose their money like I did. This experience plus having to pay for returns means that this once loy customer is probably never going to shop with again.

My order came very quickly and was left in my confirmed safe place as requested

I have ways been pleasantly surprised by the team - they have ways helped resolve my issues - I usuly get through quite quickly. I know if something has gone wrong with my order I can rely on them to help me out!

Excellent service just don't let your screen time out or you will be disconnected!!

We our family are very old and loy customer of asos . Recently they are scamming and doing unfair business. They started high brands which we buy a lot and our last orders we sent some return as size is very big . They audacity of asos mailed us we did not return properly . It mean we used it . This is new way to sell customers forcefully and it's a proper scam and unfair trade . They cloth we never wore even tired not even a minute to see the fitting it's very big but how dare they say they are sending us back .

Customer service rep was polite and helpful, the initial problem was frustrating but they gave me the answers I needed and provided solutions.

I have had a few bad experiences with , recently I was given a faulty QR code that was ready to use so I was unable to return well within the returns period. I contacted them what turned out to be a few days after the returns period to ask for a new code, however they said because I had tried to use the code multiple times then it didn't work. Although it had never worked, and had I contacted them a few days earlier then they would have been able to help. Seems unfair considering I had tried multiple times to return, only to be told I couldn't because I reached out too late.

I have so had issues with missing parcels and quality of items in the past.

Fast and effective. I hadn't received a refund payment. Support solved the problem within minutes.

Closed my account for no reason, with no warning and have told me they will never read my emails regarding this again. 0 stars but sadly they get more than they deserve by default.

I have bought from for years, I love the selection and the sizing, the quick delivery, everything works for me. Recently I bought the biggest order I've ever made worth £350 in time for a weekend away I was going on. The order arrives and I'm missing 3 pairs of shoes, but I try everything else on and decide I like the necklace I ordered, but the other shoes and clothes I picked didn't suit me, and I intended to send them back as per my statutory rights. I report the missing shoes with customer care, who apologize and ask whether I want a refund or a replacement, to which I ask for a refund. My request is passed to their specialist team, who send me an email 10 hours later to say that my account has been blocked for suspicious activity?? So just because I made a big order and didn't receive some of it, I now cannot return items I tried on and never wore. Please unblock my account so I can return items I am entitled to return!!

I've had a problem with my next day delivery process and helped me! She was so polite and patient and helped so quickly! :)

I ordered an item on 19th November, still waiting for my item to be delivered. I've been back and forth with and Roy it like a yoyo but getting nowhere.

I tried again with Roy it and waited over 1 hour to get no response at all. I can't even get through to now to get a full refund. Despite them taking my money, this is customer service in 2023, as I you do is talk to a fucking computer!!!

I ordered during the Black Friday with Evri as the corporate of drivers who are thieves. I do have a next day delivery after one week and having to wait for Evri investigation asos still demands you wait an extra few days for them to investigate. I was the one to contact Evri to investigate. After Evri notified me that the parcel is definitely missing to let asos know asos then said we too need to investigate! Customer service don't exist!

Customer service was very helpful and quick to solve my problem. The only thing I would say is including pictures seemed quite difficult but apart from that, amazing.

Guys, never purchase from . I've encountered numerous issues with the chat feature on the app. This marks the final occasion I will be using . Despite engaging with several chat representatives over the past 7 days, no resolution has been achieved. Each time, I was told to wait for a resolution within 48 hours, but the issue persists. So practically never gave me my items, took my money and I cannot contact anyone for support or email or call. The app is not helping and the customer service through the app is constantly lying and I have screenshots to prove it. DONT PURCHASE FROM THEM

Vikas was incredibly quick and helpful - my issue was addressed instantly. Thank you
Terrible customer service on chat line - manned by people who have no idea what they are doing - informed by " that Prime delivery only applies for orders UNDER £15.00! 's lack of customer focus now is applying - no way to email or contact anybody by phone. Saving money by outsourcing and customers are affected - I will not be using in the future.
Very polite customer service rep - Hamanshi - resolved quity issue very promptly and smoothly. Thank you

Very poor experience when having to return shoes due to them fling apart only 2-3 months after buying. In the end I returned the shoes twice, did not receive a refund and did not get my shoes back either. Multiple chats with agents over a few months got me nowhere. Very disappointed.

is a tot gem! He gave me exactly what I asked for with no complaints and made my experience fast and easy. He is a complete profession and clearly a credit to the company! BUYER BEWARE! Read the return policy carefully. If your not sure about the size, then order 2 of different sizes. Customer service is lacking and no phone number. Just a chat online. Not very good customer support at l. I had ordered 2 expensive jackets by thier size chart and they were to big. So I have to return those then order the other ones in the correct size separately. They were then more money than what I paid for originly. be warned.
Great until you need to speak to someone. The customer service on the live chat is terrible and not worth the bother. They sent me the wrong size twice, after an hour on live chat trying to sort it out with vague, rude responses and poor English, I will now just return for a refund and buy the item elsewhere.

I ordered a jacket on se for 600kr. They cancelled the order without warning and increases the price of the jacket on site to 1000kr.

When I tried to contact support , I only got to tk to an AI assistant that were to no help.
Never buying anything there again.
AWFUL!!

Registered a £400 return and took it to the drop off point twice and the labels didnt work. Contacted customer services and now because the 28 days returns days have passed, they cant raise another reutrn, even though the return was registered on time and tried to return on time but THEIR label didnt work. Customer service was absolutely shocking and worst I have expereinced in a long time, with absoultey no attempt to try and resolve the situation other than copied and pasted messages and broken english. Wont ever use asos again and will warn others not to as well.

I am from lty. I bought a dress on se. I wanted to return it and I discovered I couldn't do it because they changed the return policy and instead of writing it on the returns page they write it at the bottom of the order confirmation email. And so I lost my money. Thank you ! Will not buy again....

I recieved an explanation of everything that was happening so I was never waiting without knowing what was going on. I was offered multiple solutions to my problem and a very kind treatment through l the process.

was very helpful and polite. he helped me right away and gave me the option to replace or refund my faulty item without needing to return it.

Seeing the next day delivery option, I decided to order a new outfit for an engagement party which was in 2 days time. I spent a good hour or so looking through the website and picked out an outfit for the party as well as some more clothes I liked. I ordered well within the cut

off time for next day delivery (over 4 hours remaining) and signed up for an account to track my order.

rox 4 hours later I get an email to say my order has now been cancelled (at at time in which it's too late to order from anywhere else) due to suspicious activity on my account. I have no idea why this has happened, I have never had issues ordering online prior. I then tried to log in to see if I had enough time to reorder; account locked due to suspicious activity. No email or phone number or any reasonable way to contact asos, just a web chat. This web chat was quite useless and basically said a team will get in touch after investigating. I am now clearly not going to receive my order within the time I need it, and the refund will take up to 10 working days to come back into my account so I actually can't afford to go elsewhere.

Honestly do not use , I usually use the app and website which is fantastic and ever so reliable, if looking for occasion wear.

Quick and helpful response on the live chat, once I got through to an agent. Thank you Solved my issue instantly, very helpful staff

The worst experience ever I placed an order 7 months ago and they canceled the order I didn't receive the order and they didn't return my money back .. I tried to contact the customer service but no way they can't help .. I need my money back !!!

AWFUL! I ordered some clothes for my holiday and signed up and paid extra for Premier as I needed them next day. Order placed on the 11th October and the package did not arrive until the 14th (when I had ready left to go away - not a great start) I tried to return the items when I got back (within the 28 days from when the package arrived but out of the 28 days from when the order was placed) I explained I of this to customer services and the person I spoke to said she agreed with me that this wasn't acceptable but the system would not allow her to process the refund. are allowed to deliver the package late with no penalties but if I try to do the same it's a different story of course. With regards to the premier delivery, I have been told I can have a 'refund' on that but I will not have premier access anymore so that's a waste of time. I spoke for over an hour and got absolutely nowhere. I refuse to believe that a company as big as has no way of processing a refund other than the standard process on the system.

Do not pay for next day delivery

Do not pay premium service.

Because

You will not get your parcels next day or even the day after or even the day after that either. As for premium service, there are no perks at all, neither would you get your parcels expedited.

And please note that you may occasionally get returned, used smelly goods because there are loads of scammers, many of them who are complaining here. (I have rarely returned anything until now despite 10-15 years of loyalty and 1000s worth of goods)

Today I write purely due to frustration of not receiving goods on time, this time because I needed them to visit friends and family with my xmas gifts starting this weekend and I have nothing and it has majorly upset me.

But to be fair, is good overall in that I normally don't have many problems. I so tolerate some returned and used goods. I however have a smelly shirt in my last purchase which was addressed adequately and swiftly for me, But they need to justify next day delivery and premier membership and honor delivery dates.

And chat service is exceptionally poor. Thank fully they can manage English. But they just tell you what you ready know. They will not help you with more details or expediting delivery etc. In fact they do nothing but read out your order details. It is sad that is paying for these chatterboxes who are misfit for purpose.

Shame I can't rate 0. Customer service team on chat think it's acceptable to end a chat and another thinks it's acceptable to just stop responding. They refused to put me through to a nager or PayP nager. PayP and my bank both say is at fault and needs to cancel the transaction within their PayP, but they don't want to acknowledge it.

Currently £80 down with an order that didn't complete. Disgraceful and I will be shouting this from the rooftops!!

Warning anybody purchasing from this Christmas.

I received incorrect goods. Contacted they have refused to send me the goods I ordered. I have had to return the incorrect goods they sent and will have to wait 10 working days for refund.

Terrible customer service

Customer service is ways an absolute 10/10 experience I was Cathrine to and she was superb sweet and helpful and helped me figure out my issues very quickly.

Ordered 2 pairs of NB trainers, sizes 6.5 and 7 as unsure which size would fit. Returned the 6.5 as too sml, perfect condition and well packaged for the return. Used their returns corrier , received email confirmation of receipt then nothing for 3 weeks. Chased them up to be told the returned item was in an unacceptable condition (absolutely untrue) and the item had been returned to me (so untrue). Their online chat was painfully slow 1 hour, 20mins, and a tot waste of time. For the last 30 mins transferred to a manager, equly slow and useless, only able to tell me they would email an update, I'm not holding my breath.

HOLY ****

i placed an order (because i forgot i wouldn't order there anymore) I received the items and want to return some of them. I go to the website to do the return.. follow the steps.. i enter in l the info.. it shows "ups is having technic issues try again later". I do so .. multiple times for multiple days. I finly reach out to customer service for a return label.. i am told the system is down come back later today. I do so... over the span of three weeks and 4 chats later. i keep getting told there is nothing they can do just to message them again before december 8th (that's when i am out of my return period) Now i'm tired of waiting because their return system has never worked for me and if it hasn't worked the last three weeks for them why should it the next time I message them. I ask for the USA return address ready ready to pay for the return. They are not providing me with the info only the UK return address are not offering refund for shipping or ANYTHING. And when I ask what is going to happen if the system still isn't working by dec 9th (day after return time frame) the question is ignored and i am told again to wait.

I am SOO done with this company and you should be too. experiences.

Absolutely shocking! Feels like you don't even speak to a re person! Had to report fraud due to the lack of communication.

was most helpful, great asset to your company

I have been placing orders from for years now and I have had no issues. However, earlier today I was left feeling cheated and disappointed. I was about to purchase a jacket which was included in their Cyber Monday promotion. The discount code had applied but due to to the fact that my order exceeded 500 sterling, I had to split my order in two. In the meantime, this particular jacket was removed from the promotion and the discount code would now not apply! I went back to the promo filtering and it had been removed. This jacket has been included in the promotion since earlier this morning! This is cheating to say the least. To add insult to injury after speaking to the customer care representative for nearly an hour he basically said there was nothing he could do about and ended the chat when I pointed out that this is clearly 's mistake and it should be rectified - pointless customer care service!

was responsive and very helpful with my query
is so helpful & kind! Amazing custom service.

chat support could barely use English, did not resolve the problem, said someone else would fix it without giving a time frame, reference or anything else

customer service is designed to make you give up trying to get assistance. When you do actually get to speak to a real person they have procedures which make it hard for the customer. Just don't bother with them.

If I could give zero stars I would! Ordered a NF jacket for my daughter never arrived, trying to get someone to help is an absolute nightmare! Contacting them daily now and still no further forward. Have asked for a refund refused asked for a replacement to be sent next day delivery to be told oh depends on stock. I checked stock prior to contact. They give you zero confirmation. Now 18 days after ordering I still have no jacket for my daughter and I'm £220 out of pocket! Never again will I use this company! AVOID AT ALL COSTS!

had a great experience with customer service today spoke to a guy named he was very helpful and efficient couldn't of asked for anymore.

return policy is not consumer friendly. I tried to return an item 29 days after receiving it and was denied because of its strict 28 day policy. This is less generous than nearly every other online retailer, which offers AT LEAST 30 days. The items I received were of poor quality and not what I expected. I won't be ordering anything from this company again.

If I could give a zero I would. The jumper I ordered had a pink dot on it when I first placed the order.

Returned it and they offered me a measly 20% discount which they were actually offering online! - pathetic

Reordered the same item again which was delayed by another week and guess what?! They sent me the same jumper with the same pink dot and exactly the same way I packed it!

What an absolute joke - Never ordering from again and will tell everyone about my experience too

My order query was successfully dealt with

Prompt and had I the facts related to my issue without me having to explain which is actually very rare so I appreciated this very much

used to be a good store that sold quality clothes. Now, the quality of clothes is very poor. I bought four jackets, and three of them had to be returned due to poor quality, and I had to pay for the return shipping.

Very helpful and sorted refund straight away for missing item

Never rely on their next day delivery! I've ordered on Sunday 26th, 12.30 day time, and supposed to be delivered Monday 27th Nov. It was Tuesday 28th evening when I contacted them, and just said, sorry, it's on its way, just keep waiting. I did pay extra money for premier delivery, and they admitted that was their mistake, when they dispatched my item in the day that should be delivered, and apologies. It's been ready 3 days and still waiting for my order, and I that they do is just say sorry and wait one more day. So why we pay for next day delivery when actually is like 3 or maybe more pay for a service that doesn't do what it says. Is understandable maybe 1 day, but 3? when we pay extra for this? No way! So don't order relying that you get next day delivery! I've got proof and I'm willing to take this matter further. When I've asked why is this happening, they said, well we try to improve based on people's opinions. So we, as customers, what do we get? A sorry, and keep waiting. Writing them a complaint, "improving" their business, do not help us, we pay for the next day delivery, and we do expect it so. They use Royal Mail and blame on it.

I spend roughly about £1000 a year with this company however, I will not spend a single penny more due to the fact that I was sent a pair of trainers that had a mark on and these trainers were £100 I went to the live chat to try and resolve it as I was not in a position where I could return it due to going abroad. The following day, they didn't want to know and we're very very unhelpful and condescending. and didn't seem that bothered about losing a customer.... no wonder the company is struggling there are companies that have moved with the times and have alternative resolutions other than just a simple return, which isn't ways possible.

Fed up the 'next day' delivery service you offer and not getting it next day.

Never in my time as an adult have I ever witnessed a company that refuses to sell me anything after failing a 'security check' and when challenged to state that any further correspondence would be automatically deleted. I have a credit score of 999 and the payment card used went through validation and the transaction was marked as pending. It is unfathomable and quite bizarre - good luck - I do hope you eventually cease trading.

Returned some items to receive an email saying they have closed my account due to suspicious activity and my refund won't be issued. Nothing more than thieves and I will be taking this down the legal route.

So I ordered a parcel to my old address by accident (I'm aware that's my fault and I hold my hands up to that) HOWEVER! Once I realised about 10 minutes after I tried to change the address to my current address. Unfortunately seems to be living in 2001 and doesn't allow its customers to change their address. So I tried to call, turns out their phone lines are permanently closed (brilliant). So I then finally managed to find a way to contact them via a chat. I asked to change the address and was told I could only do this before the order is confirmed. Well orders are confirmed instantly so that's a load of rubbish. I then asked if they could cancel the order and re-order it to my new address, they weren't capable of doing that either (shock). So I then decided to cancel the order myself as it was becoming such a pain. I then thought that would be that but no how stupid was I to think that. A few hours went by and I still hadn't received my confirmation email to confirm my parcel was cancelled, so I chased them. I was told it would take a few hours. A few hours passed and you guessed it still nothing. So again I chased them and was told it would take 24 hours. It has now been well over 24 hours so I chased them for a third time. This time I was told the parcel intact won't be cancelled and I will be receiving it at my old address!!! What an absolute joke! So now I have to go to my old address and collect it.

Patient and thorough customer service from and Pooja. I really appreciated their support. They use skynet to deliver to Qatar. Upon delivery I was charged 20£ to collect my package. £5 custom fees (which is fine). But £15 in broker fees and handling fees? Tried escalating to customer service chat but Durghesh decided to end the chat because he didn't know how to address the issue. Uninstilling and never buying from asos so resolve something entirely not my fault but staff very polite was extremely helpful and sorted my issue straight away! I have never experienced such maddening, infuriating, and impossible service. UNACCEPTABLE.

I wanted to return an item via an online form, but it offered no options from Germany (!). Three weeks after contacting numerous agents, bypassing useless AI, and wasting hours trying to solve the most straightforward issue, I gave up.

None of the agents managed to create a label manually, and each time, after doing the same old dance and repeating myself to oblivion, they would say, "we are unable to process a return due to a technical issue."

They cannot generate a return label via Hermes (due to said technical issue), and the other carrier they offer is NON-EXISTENT in Germany (Instabox pulled out in October 2022), lol.

After explaining this to them a thousand times, I got forwarded to managers. Each time, and after an hour of repeating myself, they would finish the conversation with "we are escalating this to our escalating team and will get back to you via email."

No one ever does, ofc. They have no contact number one can call, nor do they have an email for official complaints or otherwise. Their customer service is designed to drive you insane and have you give up. It's a dead end.

A proper scam! :/

Blocked my account, gave no reasoning or warning. Failed to give an explanation when asked. Customer service is shocking. You go round in circles. When there's no issue, you're great, when there's an issue you're just SO UNHELPFUL. Was emailed to say that delivery will arrive at a certain date/time and now they're saying it'll be delivered a minimum of another week later which will be pointless because I'd ordered a whole outfit (\$500+) for an event that would have happened already. I've spent thousands over the years and have always loved asos. This week Monday I bought some wellies on next day delivery that I need for a charity event. It's Saturday and I've not received so went through asos chat. The advisor admitted there's delivery issues because of Black Friday and next day delivery is no longer an option when buying. But it was when I bought and I therefore asked for a refund. The advisor so admitted they probably won't be delivered by Tuesday but I have to wait 2 working days to get a reply from the courier. The event I'm attending will be over then so I'm going to have to buy another pair whilst asos still have my money. Poor show asos and I'm not going to be using you again. I'd forgive the error with advertising the next day delivery and letting me pay for it but the after service

when your delivery time has not been met through your own fault is applying. Additionally your chat advisor cancelled the chat because I wouldn't accept the situation. I was not rude and still had questions.

...

Customer service was very helpful and quick to solve my problem.

Very poor customer service. I was charged for shipping fee despite the information on the website that says it is free. They are not able to help you. They lie to get rid of you or close the window. Same experience two times.

I always shop with ASOS they are excellent excellent service I the time please keep up the excellent service ASOS thanks to I the ASOS teams kind regards

Watch out when ordering with a discount code. If you send something back due to bad quality or damages, which happens often with clothing, and you find just slightly beneath the amount necessary for the discount code, ASOS has introduced a new practice where they deduct the full discount amount of every single item from your refund. In my case, it would have been cheaper to keep the returned items because ASOS refunded me only a fraction of what I paid for them. I contacted them and tried to reason because I reordered the sent back items in a different size but it seems like they have changed their business model recently and don't value a customer anymore. I have been a client for more than 7 years but ASOS has changed for the worse.

My order was not delivered, I'm paying premium for the special delivery service, made an order on 26th of November and on 29th of November still has not received. Contacted customer service and they can't do anything about it, just keep telling me to contact them later. If it will be not received, so my question is why I'm paying premium service charge? What's the point of that service then? My order was for the special event so now it's I will be cancelled, as my outfit has not arrived, that's why I'm paying for this ASOS premium service to get the next day delivery, to be covered and so I ordered couple days in advance and still not arrived. I strongly don't recommend to pay for your ASOS premium as you will not receive promised items on time and so the customer service will not help you with this and so if you want to raise a complaint with them just be aware that they don't have any complaints department, this what the agent said to me on the chat. If you consider to buy ASOS premium just be aware that you can be in the same position as me.

Really good customer service, helped resolve my order really quickly

I have received terrible customer service for your chat line. I originally ordered from your site 14 days ago and have been back and forth with 3 customer advisors 2 of which said my package would be here now, both said that the order was being fulfilled to find out the package is actually lost and had never left the despite it saying on the app it was on its way. I was so told that my parcel was on its way and the chat advisor even said it had next day delivery... That was most a week ago. I'm really unhappy with the service I've received. Now I have to wait 10 working days for a refund, I can't afford to wait 10 days :(terrible service Hamza was so helpful great customer service!!!!

USE ANOTHER COMPANY THAT VALUES YOUR BUSINESS- Terrible customer service, this company has no idea what they're doing. They've taken my order, which they can't even find. They keep asking me to wait 24 hours and then 48 hours. Then longer it's ridiculous!

The Company service levels aren't as they used to be!

Would give 0 if it were possible. have changed their carrier making it absolutely impossible to get anything delivered and they take absolutely zero accountability for this!! I for one will

be speaking with my feet and never ordering from them again! Don't waste your time getting on to Customer Service..... Absolutely useless

Having been using since 2017, they have randomly blocked my account? It has happened to others, check . I so pay for the premium delivery, and they now want me to pay to send my returns back? Ridiculous

My accounts been blocked with no explanation, I shop a lot on asos but like any norm person I do returns either stuff down for, not as described or simply doesnt suit me, I've paid for next day delivery and so have gift cards I carnt use as it work let me shop costumers service. They don't even try to help with their mistakes and not my mistake. Please be careful.

ordered a product. It wasn't labeled properly. DHL sent it back to . Had to tk on a chat for 25 minutes. Still waiting for a solution.

I'm not sure where to start...customer service-the worst experience ever!!! No manners, no profession skills, rude and very unpleasant to tk to. Ending the chats in middle without resolving the issue in 3 different occasions, regarding the same order. So disrespectful, absolutely unbelievable. My issue still not resolved!!!!

This shop is the worst. I ordered sever jumpsuits for my wedding, but because I am quite tl, none of them fitted. I did not receive my money back for one of them, because they claim it was used. All tags are still on the piece and obviously I did not wear it, but because there is a ca. 2mm stain on the INSIDE that might have come from trying it on, they are now saying it cannot be accepted and I lose over 230€.

I know law is on my side and I should get a lawyer, but I am sure asos will just bury everything with counterarguments until I give up so not worth investing my time and energy into this. Obviously I should have checked the rating here first, but I guess from now on I know.

Very efficient and helpful. Resolved my problem with no issues. Thanks again!

Very nice conversation, thank you for your help!

I have had a previous issue with before when I was sent used shoes but I let that slide as it was just the bottom of the shoes. I placed an order that had the promo code applied, after checking out, I reized I was charged the full amount. claimed they have a speciist team that des with those issues and I should be patient and wait a reply, after the agent gave me a cheeky comment of ' I like proactive customers like you', I honestly wasn't sure how to take this.After asking numerous times for a time sce on the speciist team getting back to me in regards to the issue, I was then told "no time sces can be given". After doing a quick search and seeing a number of people had the same issue and after receiving their order, refused to do anything about it, I asked for my order to be cancelled, I was told I could do it from my end but I had no options to do that. I was then told that I could no longer cancel the order and that I had to wait to receive my order and then process a return and then wait to receive a full refund.it is indeed sad to see go downhill like this and reading l the numerous reviews left, it's obvious that the customer is no way a focus of this once beloved company.

Customer service was quick and very helpful. was the kindest, fun and helpful. We need more people like :)

First order, sizes correct, delivery fast, cannot fault !

no longer viable. I'm a premium member since it's introduction, but last year I was on the fence about renew because of the change of terms and the temporary remov of express post. This year scraping free returns on top of the increased minimum spend - it's no longer viable as my go-to store. You need to have consistent and accurate sizing if you're going to

force customers down this route. Previously the risk was with when they misrepresent sizing, now they've flipped it and charge the customer to return clothing because of their misrepresentation of items. I so did my first paid return, received by on 9/10 and still no refund 2 weeks later, but they're now giving themselves a month to accept your return. I'm sure I'm not the only one who's given the premium feature a miss this year but I so can't see myself buying from again.

Great customer service gave me a refund for items not received

Awful customer service. Received a faulty item. Had to return it on request of the team in order to receive a refund. I returned it but it was rejected as a return because it was outside the 28 day return period. The customer service rep said this might happen but to give the helpdesk my chat reference number to issue the refund. After a second hour long chat conversation where they said this chat reference couldn't be found and didn't listen / understand the situation, they asked me to return the item. An item that I had ready returned! So they sent it back to me, to return again and repeat the process. When repeating this process the same thing happened I over again, with their chat representative saying they couldn't see any conversation regarding a refund. Luckily i took screenshots. After a painful process, they said they have issued a refund but can't provide a timeline or email confirmation!

I made an order 10 days ago for a pair of Timberland shoes and got them delivered in my country Albania.but they got me the wrong number .i paid for the shipping in Albania,i paid the vat that is 20% of the product price to let them pass in Albania.and now i will have to pay to send them back.its not the first time i recive a faulty product.im very very dissapointed.

It was very quick and precise. Thank you for resolving my issue.

I placed an order on the 10th of November, Christmas shopping, I did not receive my order, I tried numerous times, to get in contact with the team. No joy. I won't be ordering anything from them again. I would of minded If they gave me an option. Instead, an email was sent to state I will be getting a refund.

I had a great experience with their customer service was so wonderful and I would recommend it

Great customer service from Ashu. Quick response to my query.

*** update

are still refusing to refund my money, but have requested my parcel be sent back to them by DPD and the tracking now shows the parcel is on its way back to them. I have had to dispute through my bank and report to trading standards. AVOID!!!

After spending nearly £300 at asos and ordering with next day delivery, I waited in for two days for my order to not arrive, despite being advised by customer services it would.

I have spoke to a number of advisors who do nothing to help but ask me to continue waiting "up to another three days" for the order to come. Every time you speak to anyone they do nothing to help but extend the deadline.

I finly got put through to a manager who just told me to wait and then abruptly ended the chat when I chlnged why I was repeatedly being asked to wait after the deadlines had passed.

I will be going through my bank to recoup the money I have lost, but I would avoid using this company going forward!! Awful customer service throughout

** update I have since received another email advising me I need to now wait another 6 working days ... i then went on to cl DPD myself and spoke to a team memeber named Carole who advised my parcel has been lost, but i had to contact asos for a resolution. are not willing to help and keep pushing back the date i have to wait. Avoid this fradulent company and save you money

Super prompt, clear and helpful

Return is a drama in this webshop, I had to contact them every time to process my return. At the end they blocked my account and didn't refund I my returns. So be careful.

Customer service helped me solve the problem quickly, which was great

I wouldn't recommend the company to anyone. They don't provide any phone number. The shipping isn't accurate wat so ever. DO NOT BUY!!!!!!

Quick reply and helpful. Great website and customer care

I had a faulty item outside of the return time. I started a chat with the customer advisors who told me to return it anyway for inspection. This was declined, however instead of returning the order to the origin delivery address on the order and my preferred delivery address they sent this to an old address in my address book which is in a different city. are now taking no accountability and said it's up to me to go get it. Terrible customer experience overl. I've tried to escate the matter but there seems to be no form complaint procedure. First and last time to buy form this brand. You buy an item, pay for delivery and when you return they make you pay for the delivery again and only refund the item. Shocking and disgusting practice

I recently put through quite a lot of orders in a short space of time.

Two items never arrived so I had to complain about that to get the money refunded.

I then made four returns. As per 's encouragement to reduce co2 emissions, I returned items from multiple orders in each return.

When I was putting the returns through, one just didn't work. It didn't show up in "my returns" section of the app and there was no barcode sent to my email address.

I had to complain about this to get a new barcode sent out. I got a barcode sent out but still nothing was showing in the app.

I sent I four returns back and I have no idea what items from what orders were sent in each.

2/4 returns were not processed correctly (they never are).

When I got in contact with customer service, they asked to see my return receipts, which I showed them.

They then told me to contact tomorrow as it was the 10th day and it might be refunded later on.

Surprisingly, It wasn't refunded and I had to contact them the next day.

They then refunded 1/2 of the unprocessed returns. However, they refused to refund the last one on the basis that I cannot provide the exact return receipt for the order that I know I haven't been charged correctly for.

I don't know how I'm supposed to provide the exact return receipt for an order that was likely returned across multiple returns?

I have four return tracking numbers which have weights on them and quite clearly returned the majority of the items.

I was told on Sunday that a specialist team would be in contact to investigate the issue but this has not happened so I got in touch again to ask when I would be contacted.

nisha from customer service was ridiculously rude, refused to listen to my actual query and kept repeating that I need to provide the return reference number despite me stating that I just wanted an update on when the team would contact me. She then ended the chat without answering my question.

I don't think any specialist team is contacting me, I think they just lied to me.

Awful customer service, awful company.

edit

I have now worked out that the unprocessed return is the one that a barcode was never sent to me initially - why I managed to work this out faster than staff, I don't know!

Staff are clearly inadequately trained from the warehouse, to the tech team, to the customer service team...

I wasted all this time trying to work it out when they should've been able to work out the issue straight away!

Love the company and the next day delivery

If you're an Amazon customer, you'll want to read this. I was a loyal customer for years, mostly as a 'premium' member. This is what they did to me...

Yesterday, I received an email from InPost confirming that an Amazon return left in one of their lockers had been 'lost'. I contacted Amazon and got a refund (£72). Fine.

While checking my PayPal account, I discovered that two other Amazon returns hadn't been refunded. I'd posted them in the same locker on 21 October. I checked the tracking on them and both were "in transit" - i.e. "lost" or, as is more likely given the pattern here, "stolen".

So I contacted Amazon again and spoke to a helpful chap called Nitesh. He confirmed in writing that he'd these two returns: one for £170, the other for £355.88. Great, I thought. I got emails

confirming the £72 and £170 returns but not the £355.88. Probably just a delay in the system, right? I'll check in the morning.

Well, today I wake to an email from that reads: "After an assessment of your account, we've made the decision to not process your claim as your account activity is not in line with our Terms and Conditions. Your account has been deactivated and we've made the decision to not accept any further orders from you. In the event that any orders are placed on a new or any associated accounts they will be automatically cancelled and your account and any associated accounts will be deactivated, as per our Terms and Conditions."

No explanation, no more account and, importantly, no refund (despite me having it in writing).

I immediately went to the customer service chat and they told me that this decision had been taken at the "highest escalation" (whatever that means). I asked for an explanation and was told they couldn't give me one because my account had been closed. At this point it's bordering on a weird -esque nightmare. My returns get lost/stolen and for some unknown reason my account gets cancelled and decides to keep my £355.88 (sounds a bit like fraud to me) - but they won't tell me why.

What's weirder is that, according to the email, if I take this up with PayPal, will "be able to provide information to them regarding your account to support their investigations." But I can't have that information?

Is there a complaints email? No, I'm told. How do I contact someone more senior? You can't, I'm told.

I've been told that any contact on this matter will be ignored. I sent another return recently, for £216 - will I get that refund?

So I've come on here to warn other customers and hope that someone reasonable from reads this and does something about it (refund, reinstatement, apology, maybe a token of their regret at treating a long-time customer like this). Because it's so bad it's most unbelievable.

Placed an order on November 24th which was delivered next day but I wasn't at home so it was chucked it into my side garden, didn't realise it was there until I checked my e-mail the following day, went to get the parcel and it had been stolen, tried to contact ASOS, customer care number no longer in use and no proper e-mail address, just the on line robot that has me going round in circles and going nowhere fast, any advice would be really helpful... Also contacted DPD deliveries who are telling me to ring ASOS which don't have any phone number, what a headache

I have been a customer of for many years now, but they have ways disappointed with the next day delivery service and refund. I've had enough this time!!!!

1. I placed my order on the 22/10/2023 for next day delivery, they did not come next day, and not the following one, I received an email after 4 working days that they have now tried to deliver my item.

WHY SHOW UP AFTER 4 WORKING DAYS WHEN YOU PROMISED DAY DELIVERY ????

2. Asked them to return the item and refund as I left home for the next 6 weeks (I asked for next day delivery for a reason). They kept sending me email for redelivery or collection.

3. I have tried to speak to them via chat every week and they ways don't know what's happening.

Every time I have to explain to them that I have ready asked for a refund.

DO YOU GUYS NOT ESCALE INFORMATIONS, LEAVE NOTE ????

PLEASE JUST REFUND ME AND DO BETTER WITH YOUR CHAT AND CUSTOMER SERVICE.

Great customer service when they Roy il lost my parcel

Be careful buying on asos website! It happened to me twice ready that I bought few things and when I refunded they don't REFUND FULL AMOUNT YOU PAID! By covering themselves with a policy I don't even know if it's leg ? They offer so many discounts (today everything 10% off) and when you add that discount later when you are asking to refund they don't refund full amount. Example I paid £80 for 2 items and I got refund £62.40 how that's that work? That I lost the rest of the money? Never ever again I am buying anything from them! Be very careful! It cause me a lot of stress which is not needed at !!

Rely sml wait before I was through to who quickly helped solve my issue

asos customers service,i still waiting for my refund after 10 days.bad experience.

I openly admit I made mistake on first order with address but after I corrected it continued to get it incorrect, so after 3 weeks 1 lost parcel lost counts of pointless emails I tracked the parcel and redirected it to my home, thanks for no help at I

was amazing. Give him a bonus

I have hung on to for so long, hoping they will acknowledge their negative customer feedback and make improvements as the "old" seemed faultless. However, as they move towards a 'fast-fashion' brand rhetoric by, in my opinion, churning out cheap and poor quality products that never fit correctly and 99% of the time do not arrive at the date promised or even the date paid for when you pay for a faster delivery service! This I in an effort to fill their greedy pockets with more and more money. I nearly gave up when I found out they'd partnered with / Hermes, due to their renowned negative reputation, and had multiple parcels delayed and some completely displaced. Still, I remained loyal and chose not to give up. Every company has to save cost somewhere, right? A cheaper courier makes sense. But no, this budget cutting method has affected the quality of the products, the quality of customer service, website usability etc. The whole thing just feels cheap and rubbish. It seems like not even that long ago, buying from felt like a treat! This was reflected by the high quality of products they sold and the excellent delivery, returns and after sales service. Now just a distant memory.

Today was my last straw. I accidentally cancelled a 2-part order in full when I only wanted to cancel 1 item on the order. There was no option to do this and the whole process was very confusing. When I spoke to Sarrahmay, she told me it was not possible to reverse this. So I went to rebuy the product and had a 10 minute back and forth with her about product availability, because she hadn't bothered to check that the size I wanted was back in stock. I then missed the Black Friday offer of 20% discount. When I got in touch today, I requested if this could be price-matched to my previous order. It took half an hour to tell me this was impossible. I was then randomly passed on to another sales advisor, who again, stated that

his systems would not allow him to generate a discount code. Absolute nonsense. One of the many reasons I have purchased from was due to their excellent after-sales service that has hugely declined in the last few years. They used to generate good will discount codes on many occasions, which gave me enough faith to continue purchasing with them. Please bear in mind, this was to match a purchase I had already made, so they were losing NOTHING by giving me this discount. When I requested for this to be escalated to a supervisor, I was refused and told to go back on live chat later (so now it has become the customer's responsibility to resolve their own issue). I so asked for a complaints contact and was, again, refused. There is no avenue to escalate issues and everything has been designed to put money first and customers last. You can clearly see this by the shocking state of their customer reviews, that continues to worsen.

I won't tell you not to buy from . In fact, I implore you to buy from them just once. Once is all you'll need to put you off for life.

In the end, I found the product elsewhere with a 25% discount and free next day delivery.

So, if you would like to spend your money only to receive a faulty, poorly made product, that you may never actually receive, from a company that is impossible to contact, with after-sales teams (of whom I'm convinced are trained only in sickly sweet hellos and goodbyes, and fobbing off the customer) to end up resolving your own order issues, then this is definitely the retailer for you.

Me, however, never ever ever again. At this rate, I should think they'll soon be joining the graveyard of lost retailers, forgotten beside the headstones of Topshop and Debenhams...
Good response and assistance 5 star treatment

If I could I would rate 0!

have refused to refund my item which I didn't receive and have banned me from their website...

The most awful customer service experience. You have seriously gone down hill . I had a parcel come today damaged with 2 items in, was agreed after speaking to an advisor for 30 minutes that they were really sorry and they would replace/refund both items to me and there was no reason to return, I thought this was great. When I got my confirmation of refund I realised they had selected the wrong item, which was of a lower value. I contacted again but this time told it wasn't within their policy and the previous advisor was wrong to have agreed that and that they would not honour that agreement. I have been told to return the item, but I have no packaging to return it in as the delivery box was damaged on arrival and have told me on asking to put in a formal complaint, that they have no complaint process. Deeply disappointed with this company, nothing is packaged safely, customer service atrocious and they just go back on their word and argue with you.

was very helpful and kept me informed.

Lovely support, ways available and helpful

Delivered in a decent amount of time. as I received

Great chat they helped me out with a return that I couldn't process

Tells you you can take 15% off with the code when you add it to your basket.

When you add the code in the checkout it's not applicable for this item ?

Well why state it is ?

This clause of using asos discount codes has not been made known at I and I think is very sneaky. I never write reviews but I wanted to make sure other people are aware of this so they don't end up with an unexpected full priced bill (after returning part of their order) after using a discount code when the order was placed.

After using asos for years I have seen this before. I ordered sever different black trousers and shirts for work uniform and applied the 15 discount code to get a 15% discount for spending over £150. When I then returned the pairs that I didn't want/that didn't fit and went to pay for the remaining products (on) that I had kept, I products were billed as fully priced and not discounted.

Thinking it was an error I contacted customer service and was told it was because the order was now not over £150 as I had returned items from the order so the discount now couldn't apply????

So ridiculous !! When the order was placed it was over that amount, just because I sent a couple of items back - now they somehow can retract the discount? I would not have kept the items if I knew they were full price and I cannot send them back now as I have used them.

I understand not discounting my refund with the entire orders discount but SOME discount should come off relative to how much is kept.

I am not happy at I with and everyone that I have told about it has been shocked as they hadn't heard of this clause either. At a time when everyone is relying on discounts as times are tight, I feel many others are going to get caught with the same clause and be forced to pay full after ordering under the illusion of 's sneaky little 'discounts'.

Extremely dissatisfied and disappointed with , I have returned 2 items in one package and I was only refunded for one. The customer agent told me I have to wait a further 10 days. Then he stated the problem is with my bank. And told me to check my bank. There is no problem with my bank. As I clearly sow the refund for one of the items. The customer agent said that they will provide me a refund email. Then 2 minutes later goes on to say he actuly can't do it. I have never been provided with an email confirming refund. The customer service experience I have had with has been a nightmare. I never thought that getting a refund would be such a headache. Staff need to be further trained. When asked how to make a complaint they said there is no email or option. I have now been told there was an error with payment and they need to process a nnu refund. Agent said he need to contact speciist then didn't hear from me for more than a minute then disconnected with no action plan or telling me next steps. After I was on the live chat for nearly an hour. And throughout the majority of the chat I was told it was my bank error and to wait a moment. Only for them to turn around and say they made a mistake. what will you do to fix this i would like my money back?

very helpful on chat when I had a query.

I have used for years now I've never had a problem. Recently I placed an order of an item by accident, I contacted most instantly to inform them I don't need it and asked if I'd be ok to

send it straight back. They had put a note on my account! When the parcel came, I didn't check it and sent it straight back (it was a cleansing item therefore came in a white package so therefore didn't open it). This went straight back! A few weeks later it was returned to myself. I contacted asos instantly and was told that the warehouse team informed them it was in a 'heavily used' condition. I was shocked as I hadn't even opened the parcel. I provided asos with evidence however was greeted with rude staff and agents. I was told this would be passed onto a higher expert team to deal with. Since this time, I have realised the item is faulty therefore have contacted asos on a few occasions trying to inform them of this, I have been ignored, dismissed and rudely passed from pillar to post. I have still had no contact from the 'expert' team that was meant to be contacting me, an agent even told me that this didn't exist so I'm not sure whether asos has told me this to calm me down.

I am now being forced to pay for an item I 1. Don't want 2. Don't need 3. Can't afford as can't even pay attention to the fact I have been sent a faulty item.

I have been made out to be a liar.

I have seen other posts on social media about asos doing this to other people who are innocent.

This is not fair - asos stop scamming people?!

This has been going on for months now and I'm still awaiting an answer
Stephen was very helpful in assisting me with my unprocessed refund
Delivered to the other side of England then tried to say I had to collect them for their mistakes

Didn't resolve the issue when I had clear problems with their QR code and couldn't return before the deadline because of it.

Never use . Just don't!!!! Criminals!!!!

agents are becoming worse and worse these days. They say they will do something and they don't. I'm not surprised the reviews are so low!

Brilliant customer service very helpful resolved problem straight away.

After 10+ years as a customer of , ordering clothes on an almost weekly basis for most of that time my account was blocked. I was offered no explanation and upon contacting the live chat customer service was told I needed to wait to hear from the "specialist team". I realise that I had sent off some returns ready that had been marked as delivered but had not yet been refunded. They told me that only the "specialist team" could resolve this matter.

I so had some items I had yet to return and was told I would need to pay to send these items back myself and would get a refund as long as they were within the 28 day period (which they were). I had to pay nearly £10 to send these items off tracked and made sure to get 'signed for' so I could confirm they were delivered. I included a piece of paper detailing each item and order number that were in the return and included my contact details if there were any issues. So now with 2 returns sent and no refund for either I waited patiently to hear from their specialist team.

After some time I finally had a response but was still offered no explanation for my account being closed and told only that my account was to remain closed permanently and that I could not reply to the email as it would not be responded to. No mention of either refund so

was no closer to a resolution. I once again contacted the live chat as this is the only method of contact for . They once again however informed me I needed to wait for the "speciist team" to review my case even though I mentioned I had ready received this email. I raise again that I had outstanding returns that had not been refunded but was told there was nothing they could do and I would have to wait, so I waited.

2 weeks went by, still no refund, still no contact from anyone at asos; I returned to the live chat. After explaining my case for a third time with a different live chat employee I was told that my case had been closed and was given a copy and paste of the email I had ready received some time before. At this point I was extremely frustrated having followed I their instruction and waiting I that time I was still no closer to getting a refund let one an explanation. I asked to speak to a manager or if I could have a contact number to cl to escate this further but was once again told that I would need to wait for the "speciist team" to resolve this matter. After some back and fourth getting nowhere I begrudgingly, once again, agreed to wait.

Another week has now past and I'm still no closer to a resolution. have a significant amount of money that is owed to me in returns that were returned well within the time period. I have provided them with proof of delivery for both and yet they continue to tell me to wait for an email that I feel isn't coming.

This is without a doubt some of the worst customer service I have ever experienced, given the amount of money I have spent with this company over such a long period you would think they would offer some kind of explanation for closing my account. My only hope now is that the items I've sent back are refunded as soon as possible so that I may move on and spend that money elsewhere.

Friendly and super helpful chat operator Jagmeet

PLEASE AVOID THIS COMPANY LIKE THE PLAGUE!!!

I ordered 7 items last Wednesday, parcel arrived Thursday. Only 6 items arrived. Contacted by chat facility to enquire where the missing item was to be told they most probably forgot to pack it or it was lost in transit. und issued for that item. I double checked with Robinjerick that it was the right dress as had ordered 3 dresses but in different colours and he confirmed twice he'd refunded the correct item. I so had to email whilst on the chat to Robinjerick images of 1. A khaki dress I ordered was actuly just a jumper I received. It stank of absolute B.O. revolting. 2. The grey crochet dress had three holes in it. 2 at the front and 1 under the armpit and was stretched out of shape. 3. The mustard dress had pulls in it. He checked the images and I asked for a returns label. He emailed one. Packed the 6 items up (returning the others as poor quity and too sml). Thought that was the end of it. Received an email from refunding the wrong item so unable to return that item as he'd refunded it. Got back on chat to this time. She processed a refund. No email came. Contacted the following day to receive an email :-

"Hello,

After an assessment of your account, we've made the decision to not process your claim as your account activity is not in line with our Terms and Conditions.

Your account has been deactivated and we've made the decision to not accept any further orders from you. In the event that any orders are placed on a new or any associated

accounts they will be automatically cancelled and your account and any associated accounts will be deactivated, as per our Terms and Conditions.

You can read more about our Terms and Conditions by clicking [here](#).

Disputing Lost Funds

To dispute any lost funds, we recommend contacting your payment provider separately. Your payment provider may be in touch with and we'll be able to provide information to them regarding your account to support their investigations.

Your payment provider may issue a repayment to you. However, please be aware that has no responsibility for any decision made by your payment provider.

king a Vid Return

If your account has been blocked and you need to make a vid return, you will be responsible for the cost of returning the goods to us.

As your account is blocked, you won't require a return note or QR code when returning your parcel. Instead, please follow this process:

Please ensure you write your order number on the front of your parcel, so the warehouse can match the return with the order placed under your account.

Please ensure you keep a copy of the proof of return.

Please send your parcel to one of the following return addresses depending on your location:

UK, Austria, Russia, Norway and Rest of World
Clipper Logistics plc, Barlby Road, Selby, YO8 5BL, UK

Europe (excluding Norway) & Republic of Ireland
CLIPPER . z o. o, Ul. , 62-023 Robakowo, Poland

USA
DHL Supply Chain, 4505 Derrick Industri Parkway, Union City, GA 30349, USA

Any returns will be processed as norm when they reach our warehouse, you'll receive a notification of the return to the email address you registered your account with and you'll so receive further information about your refund.

Best Wishes,
Customer Verification"

Customer services told me that if I return the parcel at my own expense even though I had premiere on my account it most likely will not be processed and I will not receive my refund if £112.

I have emailed the CEO, board directors, customer services and daryl Wilkes only to receive an email back :-

"I'm getting in touch from the Customer Escalations team at . We act as the highest point of contact within Customer Care.

Your query has been passed on by head of Customer Care - Wilks, who we work closely onside to provide our customers with the best possible solution to their query.

After an assessment of your account, we've taken the decision to keep your account closed.

have made the decision not to accept any further orders from you. If any orders are placed, they will be cancelled.

As we're unable to help you further, any emails received about this matter will be automatically closed down with no response.

Best Wishes,

Customer Care"

So because they sent me customer returns which were damaged they ban me for complaining about it. They refuse to acknowledge my complaint and now refuse to take the items back and refuse to refund. Worst company ever. I've reported my issue to BBC Watchdog UK and taking this further with trading standards.

Whatever you do don't complain to as you will just get banned and lose your money. Stuck with damaged items, item not as described now!

through klarna. Let's see if klarna will sort this.
Terrible customer service just chat working from home with no proper work ethics around them to help them to sort customers complaints no intelligent response to the question you are asking, fob you off with the same answer then close chat, perplexed how it's come to this will find alternative shopping the younger generation have no hope if this is the norm

company's behaviour inbedded into them to think this is the norm, tried to get a chat ref but no response from chat employee

I must express my disappointment with . Recently, I've noticed a significant increase in prices just before Black Friday, only to find that they are now offering discounts. This seems quite misleading and raises concerns about the transparency of their pricing practices. It's disheartening to observe that raised prices before promoting Black Friday sales, making it appear as if customers are getting a great deal when, in fact, many of the items have seen a noticeable hike in prices. I've been diligently monitoring prices for the past month in anticipation of Black Friday, and it's disconcerting to see the apparent manipulation of prices. This situation leads me to question the integrity of 's strategy. Raising prices ahead of a major sale event and then claiming to offer discounts can be perceived as deceptive and, in my opinion, borders on fraudulent. As a consumer, I believe it's crucial for companies to maintain transparency and fairness in their pricing practices. It's disappointing to think that some customers may be misled during this supposed shopping bonanza. I sincerely hope that customers become aware of these practices and consider making more informed choices. Such tactics can erode trust, and it's my hope that consumers take a stand against such practices by boycotting companies that engage in them. Please, there's no need for a compelling email denying that this has occurred. Instead, I urge the company to reflect on how sales and pricing are managed. Transparency and honesty should be the cornerstone of any business, especially during significant events like Black Friday. It is my sincere hope that takes this feedback seriously and considers reevaluating its approach to sales and discounts. Consumers should feel confident that they are genuinely benefiting from sales events rather than being misled by inflated prices that are later discounted. Such a shift in approach could go a long way in rebuilding trust with the customer base. In conclusion, I encourage to prioritize transparency, fairness, and ethical business practices. The long-term success of any company is closely tied to the trust and loyalty of its customers, and I believe addressing these concerns will contribute to a more positive and sustainable relationship between and its clientele.

I feel as though my question was not answered correctly and I have been passed on

Very helpful, thank you!

Online chat with Beatrice sorted my problem efficiently and professionally.

Love the easy shopping

If I haven't asked you about my order, you wouldn't give me any feedback. I waited 10 days for my parcel.

Always quick and professional.

Definitely would recommend it to anyone :)

Stay far away from this site, I was waiting for an order that they said its shipping and today I get an email that my order is canceled, and when I contact support they can't even give me a good lie so its a bit believable they just kept saying oh im sorry its a technical issue I this crap and its not the first time that this happening it happened to me over and over

Good deal, fast shipping

Excellent customer service with today

Polite understanding and efficient.

Very polite and helpful customer service assistant

I've never in my life had so much trouble with a company they just love to rip you off it's a good job I'm a person who won't let it go I put an order in and it didn't go through yet they charged me very last time I shop with them they try it on over and over but I know my rights

I work as a manager for a very large retail company. Second day now after leaving this review I had ordered North Face jackets who partner with I'm warning you don't do it go straight to the retailer for your items if you need to return them haven't a clue how too they will fob you off I was passed to five different customer service agents one sent me a evri label where it isn't supposed to go to so would have caused more problems good job I'm not as dim as them so I got m back to them then they tell me they can't give me a label I have to wait for an email now I've read I have to contact customer services as North Face isn't even on there list it's a joke never will I shop with them again bunch of clowns 🤡

Excellent customer service from at 🧑🏻‍💻

Did not help at I.

Wasted 50 minutes

Poor service, still waitin on my refund

The response from customer support was timely. The representative was warm and friendly. Antonette was very helpful on the live chat. After speaking to sever advisors, only Antonette was able to help me to receive my refund.

Nutan was lovely and very helpful. resolved the issue effectively.

Just got my delivery yesterday from them and they've sent me a pair of pants so stinky and filthy I would say. Their quity service is a joke if they think it's acceptable to sent to their customers used and filthy products most probably worn by some other customer and returned (not even checked properly and pack to be delivered to the next order). This is mot hygienic as you can assume and I won't even bother to return the item, I will it as I don't want another second with stinky smell in my house. Is not the fist time and won't be the last time they do it. Until now I have returned and report I their faulty orders and nothing changed. From now on I will review them on different websites so at least people know what sort of company this is.

My problem was resolved quickly and easily

I had a size notification for a coat and after months of waiting I got a email to say it was in stock. I went onto asos straight away and ordered. They still use (worst delivery company ever) I was meant to get the delivery Friday but didn't turn up. It came the Saturday. I had been sent a pair of ladies trousers. I created a return straight away for the qr code went to four different places code wasn't working. Spoke to someone on live chat and I had to tell them what they needed to do. Got emailed a qr code that didn't link to my return or notify me it was posted etc. ended up opening a PayP dispute where asos incorrectly told me with a open dispute they couldn't issue a refund. Provided PayP with pictures proof of postage chat history and I've now been refunded.

My issue was resolved quickly and efficiently with a happy to help attitude!!

ny thanks x

Worst experience ever. Auspost returned the parcel to them and they don't have the decency to process my refund. I thought they were a serious company. It has been weeks. Worst experience will not buy again!

Recieved 2 items over 2 seperate orders, both items faulty. Sent back and was charged a return fee for both taken out of my refund.

Another time paid for express shipping \$30 for a \$300 order, figured it was worth it for a larger order. cancelled the two most expensive items and refused to refund me the difference between regular and express shipping despite the fact I would never have paid \$30 to ship a \$40 item. Add insult to injury it took over 10 days for item to be delivered,

double the quoted time. Finly BEWARE, this company scams you! Here's how it works for Austrians anyway. You cannot return anything for change of mind because you are advised to return it to them within 28 days of delivery. Now that I sounds fine until you go into the fine print "returns can take 21 BUSINESS days to reach us" notice the odd 1 on that 20! That's so even if you send the item back the day you received it, the fin number of days including at least 4 weekends that it takes to reach them is a minimum of 29 days! You got it, and they hold you responsible for the time it takes to get to them using THEIR nominated freight carrier and of course they won't guarantee a delivery date. I will never buy from this company again!

I have been using asos for YEARS, i buy most of my clothes from there, having a lot of brands and different sizes of there i generly have to buy a lot of different items to find one that fits well.

However recently they have been messing up my returns and only partly refunding me. So I have had to go on the online chat to sort this out.

After the past three occasions of them not processing returns correctly, they have now de activated my account, meaning I have 6 months of asos premier which I cannot use.

Ordered shoes for my partner as an present, to be sent out the US size instead of the UK size (as if it's hard to double check correct sizes, apparently for asos it is)

Wrote to customer service SPECIFICALLY E AND USHA, only to be told that I have to "return the item (which takes 10 days), WAIT ON the refund, and then reorder the item I over again"

NOW, bare in mind this is the company's error.

One of their employees is clearly incapable of differentiating UK from US sizes.

And THEN when that happens they are going to drag it out as LONG as possible (AT CHRISTMAS) making you return the item and do I the work yourself before they even bother to lift their useless fingers to send your money back.

Yes, NO CORRECT ITEM SENT OUT 😂😂😂

NO PROPER CUSTOMER CARE IN PLACE FOR WHEN THEY MESS UP.

NO. Instead they treat you as if you're the one in the wrong. They treat you like an IDIOT! Not as if they have mucked you around and took your money for something wrong. Oh no.

You have to return the item taking 10 days

Wait on their useless team approving the return

WAIT ON them sending the money back into your bank (INSTANT, MOST OF THE TIME YOU WILL WAIT UPTO A WEEK FOR YOUR MONEY TO GO BACK IN YOUR BANK ANYWAY 😂😂😂😂)

Then FINALLY after about 2 or 3 weeks of being messed around by this disgraceful company, you can reorder your item when you've had to fight for your money back. Having to go through the WHOLE STUPID PROCESS AGAIN .

I literally tried to question for ages WHY they wouldn't send me out the correct size instead of making me wait on sending it back for a refund.

Only to be told they "don't tolerate being offensive" and dropped from the chat because I didn't readily let them walk over me.

from customer service, you do raise me pointing out flaws in your companies shoddy customer care and asking if you would be happy receiving the disgraceful treatment isn't being offensive is it.

Explaining I should have rights as a customer WHEN YOU MESS UP isn't being offensive.. is it 😂😂

You dropped me from the chat because I kept pressuring you with vid points. Your customer service is exactly what I said it is and you clearly didn't like it.

Awful awful company to deal with especially when they mess up, you're told how they are going to handle it and if you don't like it then tough.

You are forced to wait.
You are forced to REORDER

There's ZERO customer care, ZERO accountability, and ZERO Chance you're going to be a return customer after this.

Do not buy through asos. Best advice you'll ever read.

I'm allowed to express my disgust for asos, unless of course you're from Customer service in which case prepare to be dropped from the chat and told "I couldn't help you but basically I won't be" bye"

Avoid 100x

Their customer service is shocking!!! I'm disabled and got into an accident and I broke my foot on the way to returning my parcel. It was one day late and they wouldn't make me a new label to be able to return it. Mirza the manager's response was "you should have got someone else to return it". I was in an accident do you really think that was my first priority!

The first advisor I spoke to said he would make me a new return label. I have this in writing. But he ended the chat before he did that. And the next advisor I spoke to took sooooo long to reply and said they wouldn't give me the new label. And didn't even have the decency to write me a response. He just kept copy and pasting the same response even when I called out on it.

I then asked to speak to a manager and was spoken to by Mirza who was more concerned about her reputation and figures than actually helping me. And then had the audacity to say she gave me the "Best resolution" when she didn't give me any resolution. And just said she couldn't make me a new label

This isn't the first i have been lied to by asos. I made a return in September and never recieved my refund. I chased it up 3 times each time them saying I just have to wait a little bit longer. Until after a month of chasing it they told me the warehouse had rejected my return (didn't recieve an email about this) but they couldn't tell me the reason it had been rejected. After complaining ot the manager said the parcel was being sent back to me. But if I contacted asos when It arrived then they would make me a label so I could return it....Guess what the parcel never cake and 2 weeks later when I chased it up again they told me the return was never rejected and I was given the wrong information. And I finly got my refund.

Its disgusting that asos don't look after their customers. They take so long to reply and just give you copy and pasted responses. They give you the wrong information and when you tell them they are wrong they don't even bother to check. Totly lazy and they need training to actuly de with problems

Well what can I say. First time ordering and my parcel wasn't delivered, got to wait till Monday now. Also nice to see asos replying to customers not, won't be using again that's for sure

Vikas from the online help chat was utterly brilliant resolving an issue with my order. Thanks again Vikas.

was extremely helpful and offered a replacement. I expressed my dissatisfaction with the courier (UPS) and he offered to let the company know. He was rely nice and answered I my questions efficiently.

What a joke- ordered outfit that was supposed to be for a wedding. Zero movement on tracking for over three weeks. failed to arrive more than two weeks after expected date of delivery. Still no movement on tracking. Dodgy b***** don't provide an email address or phone number for sorting issues out, only the ridiculous live chat. Great if you want to be disconnected every five minutes and need to reconnect and get a different person every time who you have to then re - explain everything to and still have no explanation or resolution. Will never buy from this dodgy company ever again.

Good Customer Service team, but the returns process is an absolute shambles. If the returns process takes up to 15 days, then it should take up to 15 days. I should not have to reach out to the Customer Service Team every time I return something, to manuly receive my refund. Especily when my return is sitting in your warehouse for 13 days! You expect me to pay you before you dispatch my purchase, so why do I have to wait weeks for you to refund my money?

I chatted with an agent cled Preeti they sorted my problem straight away they provided me with great service.

Thank you

Customer care assistant was good but the situation is annoying

Great custome service but shame about delivery just not turning up

AWFUL COMPANY!

3 out of 4 items were missing from my parcel, ive tried to contact asos customer care a dozen times at this point but everytime they tell me to start chat with an actu human it opens this link chat.gnatta.com but its just a blank page that never loads! im missing items

and asos have STOLEN my money at this point and im extremely angry and just want this to be sorted out so i can get my refund! please asos sort out your virtu assistant because it's absolute rubbish

helped me on live chat with an issue with one of my orders. Friendly and sorted the issue rely quickly! Great customer service, Thank you.

Excellent customer service, issue was resolved quickly

Amazing, very helpful customer service. Thank you for your help

Ordered a coat paid next day then sent an email to say out for delivery then cancelled for no reason. Spoke to a person over the chat for 2 and a hf hours but they refused to cl refused to give a refund now telling me I have to wait for it to be delivered even though I told them I won't be in the country for 2 weeks as of toMororw. Won't refund my delivery charge won't cancel the order so now I'm saying if it's delivered and it's left and someone takes it then what we'll then what is I won't get a refund the coat cost £85 and they won't help So I won't have to de with them again. One of the worst companies I have ever bought from. Complete silence for three weeks though I'd been notified the courier had my parcel. When I contacted customer service I was told there was a problem with the parcel leaving the warehouse (?) and then I was notified I had a refund with no further information. One star for the rely helpful Customer Services, but I imagine they get a lot of practice.

asos is a scam. I checked my size in the data in the size guide, and it is size "M", I looked at the model's photo and with a similar height, this hoodie, judging by the shoulders, is too big for model, and it is written that he is wearing size M, I ordered size "S", and this size turned out to be too big! I needed size "XS" in this case! The difference between size M and XS is big. When I bought clothes from expensive brands, the sizes ways matched perfectly. And these scammers don't admit it. They order cheap clothes from third countries, the sizes don't match and they don't refund postage on returns. The scammers make money from this, they charge £4.50 for delivery. Whereas on the website delivery costs £2.45 (0-1kg)! The delivery cost will be even cheaper for businesses. -parrot from support is absolutely useless. Keep in mind that this is a lottery for your money.

Had an issue with and order. und was processed straight away. No hassle

Absolute scum. Irish customer doing a return. 15 working days and it took a threat of a solicitor to convince online asos chat customer service that the package existed. Showed proof of tracking number, tracking history. Enquired to an post the Irish post service to provide anything they could and we posted that so. Still over 3 hours of deni from asos we finly got our refund. We will avoid asos from now on. Feels like a company that's going bust. It's a joke the trainers I got are worn , and not in the origin box .

Disgusting selling as new

I've been a for couple years while paying for premier delivery services annuly. ier this year I cancelled my subscription as I was not going to buy much for the time being. Few days ago I went on the website to browse and possibly shop for the holidays and learned I've been blocked. Upon getting in touch with the customer service, they didn't give me a reason or didn't address why I'd been blocked and left me by saying they have forwarded the issue to higher ups. Today I get an email from them that they have decided not to accept any further orders from me and left a beautiful line at the end of the email that says exact words "As we're unable to help you further with this, any emails received about this matter will be automatically closed with no response."

That is some very bad customer service. The email doesn't state why or any reason of being blocked/ banned. I've never gotten any email or any sort of communication from them regarding anything and now without any answers they would not help me further with whats going on. Just great service. Rely bravo on how bad a company can be.

P.s - I've made hundreds of dollars in purchases in the 2 so years and rarely returned much and if I have it has only been size returns. They had accepted the returns and no issue then. Once I've cancelled subscription I am banned?!

This can be regarded as just a rant and frustration coming out but still shows the true color of . I've noticed they have been under fire a lot by many other shoppers and still don't understand how they still operate. They need to be boycott period

Would give zero if I could. £200 order lost in transit for over a week and keep getting told to contact again the next working day. Quick to take my money but struggling to resolve this issue. Do not recommend.

Still using so won't be renewing my premier membership anymore as well once evri has the parcel who knows when it will turn up! Cheap delivery service

was rely kind to me and took his time to fix my problem. Thanks you

Friendly customer service but as an overl should not take 10 days to be able to process a return in order to get a refund it's silly when I buy an item they get the money asap but I have to wait for my money! It's not the right way to go about business especily when I send my parcel back the next day and they had messed up themselves

I had a parcel go missing and customer service promptly sorted this for me.

I paid 38 euros for a 21 euro shirt and asos won't return the difference. Worst experience I've ever had with a customer service. Will not be ordering with again and advising I my friends and family to so refrain from doing so. reference: 47982194

Rely helpful customer service team, they have helped resolve my issues sever times :)

Great customer service from as I had a faulty I needed to return or enquire about. The issue was resolved quickly and was friendly and helpful.

Ordered an item and paid for next day delivery. The money was taken from my account instantly but received no order confirmation or details, chased it up when it didn't arrive the next day to be told the is no record of my purchase and that they couldn't event find my account. multiple efforts on chat spending 30 - 60 mins each time to then have the money refunded with no item.

5 days later seen a pair of trail running shoes on se at a great price, again purchased the item with a delivery time of 2- 4 days. £120 taken from my account, item hasnt arrived after 7 days so contacted to cancel, they did and said a refund would be processed, this was 2 weeks ago and customer service again take an hour to 'investigate' the situation only to be told, you must wait for your money because they can not track or find the item! not my problem, not my mistake, not my property, but they have my money. Pretty sure taking payment and not offering the goods or service in return is fraud / theft. tot joke, will never use them again.

was amazing!! She deserves a pay rise. Thanks girl you were great xxx

arrived damaged they agreed refund but then cancelled as item wasn't faulty. I said damaged originly they cancelled refund didn't tell me I chased twice was told I would have email soon. Chased again told their system couldn't refund as item was not faulty. It was damaged, still haven't had refund. Terrible service haven't revived one email from them

Ordered a pair of trainers. Boxed ripped completely damaged. Trainers not packed properly. Customer service useless

Spoke to via chat, was able to help me with my query and had a great outcome in the end. Pleasure to chat to.

Next day delivery is pointless. I ordered an item to arrive next day, it hadn't arrived by 8pm, I looked at tracking & it was sent by Royal Mail who said they hadn't even received it. I chatted to someone online and they said they'd be able to sort it tomorrow as it could still arrive. So I then spoke to someone the next day and they said I would have to wait another 2 days before they could do anything. Even though I paid for next day delivery it's taking at least 4 days to arrive! The customer service has been rubbish and not helpful at all

It's been nearly two weeks and I haven't received my refund. I have live chatted multiple times only to be told to keep waiting. This is getting weird now and it's not policy. It puts buyers off because if you can take money so easily, and then not return it, why would I trust in you to make purchases? It's annoying.

Don't bother paying for premier, you most likely won't get your items the next day and they won't give you a refund. 3rd order I've placed since buying premier that hasn't arrived on time, and when I asked for them to refund my premier charge as I am not getting the service I paid for, they basically said no. Don't offer a service you can't deliver!!

I talked online to a very helpful person called ANDREW who is doing his very best to sort out my missing parcel. He was understanding and kind it felt like he cared about me as a customer and an older one at that. Who does not perhaps understand her way around the new delivery services that seem very complicated. He has helped to bypass this problem for me and promised to email me back. VERY EFFICIENT

Sadly STILL AWAITING REPLY and no sign of my goods . NOT AS EFFICIENT AS I WAS LED TO BELIEVE. NO RESOLUTION.

Ashu was so willing to help me. Very kind. Great experience

Very helpful and friendly. Darien very chatty/ positive and helped me out with missing parcel.

was ordered on Saturday and was meant to be delivered on Sunday as I had paid for premium delivery. 5 days later, still no item - I've asked for a refund and been told I have to wait another 5 days whilst they carry out an investigation. Money taken from account, no item delivered and I'm not owed a refund. Incredible levels of incompetence

Worst online shopping experience I have ever had. I place an order on next day delivery on 10th Nov. It's now the 15th Nov and nothing has been delivered. That's 6 days since I ordered item. I have now spent over 7 hours trying to resolve this with Asos customer support since 12th Nov and getting nowhere. Yesterday I'm told the courier has my parcel, today I'm told it's still in the warehouse. I asked for a refund and they refused, I'm told to wait several more days for delivery. I was lied to and given poor excuses. They must think people are backwards. You get a pathetic chat system and cannot speak to anyone anymore. While the assistant goes off to check your order, the chat system disconnects you for inactivity and you have to go through the whole process again and waste even more of your time having to explain the whole situation again. I will never use Asos again and deleting my account. I buy a lot online from various outlets and not once have I ever received such poor customer service. Finally today I got a refund but what a battle it was to get it and over 7 hours of my time. Totally disgusted and cannot believe Asos are getting away with this. The service is not even close to a poor standard, it's worse.

I couldn't log in so made up an email , placed an order , the order has not been delivered and asos will not give me any info without email, I have done everything I can to try and retrieve email with no luck and even though I have the order reference the date and time the order was placed ,the address ,phone number and obviously my name this is not good enough . Absolutely fuming customer service rubbish no one will help I want my 139 pounds back!!!!

THE WORST COMPLAINT RESOLUTION. DPD MESSED UP MY DELIVERY AND HAVE BEEN GOING ROUND IN CIRCLES TO REORDER. THE ORIGINAL CODE I USED IS NO LONGER WORKING SO I ASKED FOR ANOTHER CODE TO MATCH. IT HAS BEEN ALMOST A WEEK AND STILL NOTHING

FINALLY THEYVE OFFERED ME 25% OFF CODE AS THE 20% CODE WOULDNT WORK WITH ORDERS OVER £500 BUT NOW AND SAYING THEY CANT OFFER ME COMPENSATING FOR THEIR AWFUL SERVICE AND CAN ONLY MATCH THE OLD ORDER. IM GETTING REALLY ANGRY AND GOING TO CONTACT THE RETAIL OMBUDSMAN

NO ONE READS EMAILS PROPERLY JUST KEEP BEING ASSIGNED TO A NEW PERSON WHERE THEY CLEARLY HAVEN'T READ ANYTHING.

Absolutely the worst company when it comes to customer service. I bought a pair of airfores on the 5th of September before cut off time for next day delivery. My flight was in two days and parcel did not arrive on time therefore I requested the parcel to be delivered at a collection point so that DPD would return it after 7 days as stated on their website. I wouldn't be back in time in order to send them back if it had been delivered to my address. Furthermore, I contacted them on the 25th of September telling them that DPD would not collect the parcel and I wanted my refund. The first agent said they would refund or replace if problem was not solved before 3 days. Later on the same day I get an email from a "speciist whatever" saying that they opened an investigation and DPD requested 9 days. On the 4th of October they asked for 48h and later sent another email when I challenged them about my refund that I would need to wait another 9 days. They got back to saying the parcel was lost though I had told them that the parcel was at the shop because I had called the shop and confirm the parcel was still there. Their response was very much "copy and paste". Different email sent by different people. Eventually they stopped replying at all. They would say DPD was investigating and to wait for them, I would call DPD and they would tell me to contact . Literally sending me back and forth. We are in mid November and I am continuously trying to fix the issue myself. So I called the shop a few days ago making sure the item was there (which apparently was lost) and requested them to collect because it had been sitting there for more than a month. DPD has now collected and delivered the parcel on the 11th and still nothing from regarding the refund (£109.95) still haven't replied to my email since the time I emailed them on the 1st of November. In addition, I contacted them 2 days ago and was told a speciist would contact me and still nothing. The customer service has gone downhill. I am absolutely disappointed because I have shopped with for years and unfortunately I just deleted my account not that they would care either. I just won't support a company with awful customer service. Unacceptable way of dealing with issues that they created themselves.

I would give 0 stars if I could. customer care agreed to do a late return for me on the 6/11/2023 which I was very appreciative of. I have it as evidence in an email and I was instructed that had to pay the return postage myself which cost £5. Previously before this

email I had been told that it could be to discretion of the warehouse but in the last email there was no indication to this. So I was under the impression that had agreed to do the refund. I posted the item on the 7/11/2023 and now I have then received an email saying my return was rejected and am now being told it is "out of date". I have just been messed about by getting told one thing from one advisor to another saying that I was told it could have been rejected. If it was clear at any point on the last email that it might have not been accepted I would have not sent it back. Now I'm so being charged for them to return the item back to me.

Today I have spoke with Ashu regarding my last refund as I was refunded and incorrect amount.

and they were very helpful.

Very good customer service.

Ordered an advent cendar in September as my daughter desperately wanted the one so thought I'd get in early. Queried the delivery yesterday (they don't normly come until November) and was told they had raised this with delivery company a few days before. I requested a replacement and was assured this and a few hours later was given a refund. Queried this again today and was told they have sold out. Only four now available and two of those are nails or necklaces. My daughter is going to be so disappointed. I will never use this company again.

I'm so frustrated and disappointed in my purchase from . After waiting 2 weeks for my order, they sent me the wrong item and when I sent it back they did not give me a full refund Instead charged me for their mistake. There is no customer service to even try to get my full refund. I will never recommend or buy from them again!

I bought a Ventino bag in August and it's too sml so I went to Facebook and Vinted to sell it. Both have indicated it is a fake. I approached for clarification but they said they only de with legitimate companies. I am not convinced and asked them to look into the company. Their customer care is awful as there seems no one will look into the problem for me. You can't speak to anyone senior and they say they will get back to you but don't. I am still waiting to hear.

Fantastic customer service and great prices.

I spoke with and he was extremely helpful and very friendly. A great member to your team.

Thanks

Jenny

nisha was so helpful! Sorted my refund there and then.

I was having some issues and resolved very quickly thanks to the operator.

Customer service is awful. I had a faulty item, I had to send the item back twice as the first time it was rejected as it was not inspected properly, and it was sent back to me. I then had to send it back again. I had to spend over 6 hours on 4 different chats before I finly got a refund. You can not actuly speak to anyone on the phone, everything is done within a chat, where they take ages to respond. In addition they do not leave notes from previous chat conversations, and you have to repeatedly explain your query everytime to chat to someone new. Awful customer service, I doubt I will buy again from .

Next day delivery does not work anymore. It used to be a punctu service. The products have not been dispatched yet after 4 days and I cannot get through the virtu assistant and its useless answers. I am afraid I am NOT going to use asos any more. Too bad

Very bad company, I had few problems with them and I decided not to buy anymore stuff from them. They use cheap deliveries which they get lost with no refund, and their gift cards are valid for one year, once they expired you lose the money. This is a proper theft. You feel like you are dealing with air or something very cheap... One star is too much for such scammers. Connected to advisor quickly and advisor very helpful

from the customer care team was very helpful and efficient, my issue was quickly resolved. I had a great experience.

Terrible shopping experience.

sent the wrong size - ok, mistakes happen.

Had to go print return label, bring package to shipping pick up point and then re-order and pay for the item again, since they don't offer pick up of returns at home like other platforms do. A hassle but it is what it is.

Then when the new package finally arrived, they managed to send the exact same wrong size again(!).

Then want me to go print yet another return label, deliver the new wrong package to the shipping pick up point, and re-order the item and pay again for the third time to fix their (second) mistake.

Have now used a ton of time on the black hole they call "customer service", have wasted time and money on the hassle of returning the wrong items, still haven't received two refunds, and haven't received my item yet and never will.

Was offered "compensation" for my time and hassle of 15% on my next order - or in other words the "compensation" is that I give them more money. You get 20% just to download the app and higher percentages on any given Tuesday.

Highly recommend using another marketplace that send the correct products or at least have a decent return system in place.

Used to be a good place to find great prices but now it's just a worse shop for namebrands, if they started to focus more on their own pieces, I'd use it more...

They have such an awkward process to get to talk to an actual human, who was very helpful when I got there but, the company of course doesn't really have a care in the world about their customers and aren't bothered about customer satisfaction. I paid for premier, they failed to provide the one thing the service does and my parcel was marked as lost and their policy provides no compensation for customer's inconvenience and time spent chasing down a human customer service. I was able to get a replacement order but I would like it if compensation came along with it so that customers can have a good opinion of and know that if something does go wrong they know they will be okay. I guess they just want money money money.

If I could leave a negative 5 star review I would. Among other complications, I was charged the wrong amount and was refused a refund. I spoke with them and they were incredibly rude and seemed to be happy to steal my money. I have never left a review before, but I've never had a customer experience as horrifying as this. There is nothing that could make me purchase from this corrupt store again.

I always found customer care to be excellent but I've found them to have really gone downhill lately.

I recently returned an item of €49 which had a 20% discount so I should have been refunded €39.20.

I so purchased a pair of loafers at the same time, €23 which was so discounted by 20% = €18.40.

To receive this discount, I had to spend a minimum of €20 so even if I had only purchased the loafers - I would have received this discount.

According to my customer care agent, because €18.40 is under €20, my refund of €39.20 has to so deduct the €4.60 discount of the loafers.

This makes absolutely no sense and customer service agents don't seem to understand the T&C's they're sending during these conversations.

I know it's only a few euro but I've heard this happening more and more lately, as well as refunds being rejected. It's really such a shame because was ways my first place to shop. There is apparently a new policy that you have to return in 14 days. I received my order on the 31st of oct. Wanted to create a return order today on the 13 of November, but got rejected. According to customer care was I not within the 14 days policy. This is insane! Stealing money by changing the policies. I order a lot over the passed years, but never dare to order again! What a bad service. Not the costumer care person, this person is doing his job the strategy that have been told.

I Ordered the same dress in a size 10 and a size 12 as I was unsure of the fit. The size 10 fit so I wanted to return the 12. I got a return code and then it expired on the day before i tried to use it and I had not realised I missed the date by one day. I emailed the same date to ask for a 24 hour extension as the weekend intervened and I have not had a response. It's now over a week since I emailed to explain and I still have had no response. It's a little unfair to not even have an email acknowledgement. I don't think I will use again.

hasn't arrived. notifications haven't been updated. Eventually got onto live chat, said they would look into it, I asked how I would hear back, was told I would get an email in 48h. Nothing has arrived. The text on the website says "we'll do our best to help you" this doesn't fill me with confidence. No idea how long I will have to wait to get my money back, or if I will, there is no process outlined on the website. I've received other items today from the same courier service just fine.

Really bad customer service... kept getting disconnected on the chat service. They didn't help at all with my issue with a missing parcel!!! I would give it zero stars if I could. Wasted so much of my time and not helpful.

made my refund issue so easy and seamless great at his job and very polite friendly and professional.

Another thing to check off my to do list done with ease. Very good customer service and support. well done happy to shop again again

resolved my issue. She was professional and fast

Second time I've ordered from for next day delivery and haven't received my order on time. Has been at least 2 days late each time.

I would rate them 0* if I could. My parcel was due to arrive on Friday, paid for next day delivery, it hasn't. tracking is clearly showing it's lost at the depot but are making me wait 5 days before they'll do anything. I'm on day 4, I got in touch today for a refund, as advised to, but now I'm being told to wait another day? Incredibly unfair policy on the consumer. You've got my money, but I've not got my goods and clearly won't receive them. , particularly their

customer service, have gone so downhill over the years. Avoid at all costs. I've spoken to 3 different agents over chat, 1 of which have been useless and not provided me with a solution.

Ordered a fairly expensive item for next day delivery, it has now been four days and they are refusing to refund the item even though it's gone and been lost in the abyss that is stupid. £30 for a fleece, it arrived a day earlier than expected which was great. However, it was left on the floor in the middle of my driveway. I was sent a picture by my neighbour of where it was left, and when I got home it was gone. It wasn't taken back for re-delivery, and the proof of delivery image I was sent was just a close up picture of my name and address sticker on the package, so for all I know could have been in the driver's vehicle.

The worst customer service I have seen for a long time. Very rigid. Would not allow for returns after the 28 days in the policy regardless of the circumstances.

Was very helpful in providing information regarding my return and refund. Attachments needed were so very easy to send so he could have all the information needed to find out details for me.

Horrific customer service! Avoid like the plague!

I ordered several items on 4th September and returned some of them on 8th September and had the confirmation shortly after that they had been received at the warehouse. I have been waiting for my refund ever since. Today I had an email stating that the items will be returned to me as they weren't received within the 28 days returns policy! Used the chat function to talk to customer care and they couldn't help me as they couldn't see the reason why the items were rejected.

My package never came and ASOS would not help

Detailed and fast response.

Quick solution to problem and helpful staff.

Closed my account with no explanation. Emailed to query and told they will keep this closed.

This came after having to spend 3 hours on chat to them to resolve returns they hadn't processed.

I've spent a hell of a lot over the years so very odd decision and the lack of explanation says everything about their customer service.

My delivery hasn't arrived, customer services say it's been escalated, but nothing happens.

They never get back to you when they say they will.

I won't use again as they use EVRI, I cannot deal with any company that uses them, it's too stressful and untrustworthy.

Great help from customer assistance to resolve my problem. But a bit hard to connect.

Keeps saying request timed out, attempted 3 times to finally get to chat with someone.

Was very helpful and patient! She sorted a couple of refund issues for me.

Was extremely helpful and professional. Solved my issue right away

The clothes aren't great fitting sent for a return

I have been a shopper of for a long time.

Recently there has been endless issues with how items have been shipped:

Dirty, marked, prior worn, without tags and incorrect items.

The customer care used to be 10/10 however now the care is just non-existent and very underwhelming. It makes me reluctant to place order especially during promotion periods as you just never know what you're going to get.

I booked a next day delivery and the delivery company informed me that they wouldn't be able to deliver it in the next 2 days! I contact ASOS and they keep telling me to wait and then

if I didn't received it in 2 days for me to ask the refund of the delivery amount. lol. I paid for next day delivery, if I wanted 3 days delivery I wouldn't have to pay! useless service
Unfortunately a bad review. Shopped with asos for years and never had problems. Today I have received an expensive genuine leather trench coat and part of the coat is missing on the cuff. I have contacted asos and advised that it is the last item and I still want the item and will somehow find a way to sort it as it's exactly what I wanted. Been told I have to return it or pay full price. I said I bought it on one of their discounts so even if it ever came back in stock I would have to pay nearly £40 extra. Still wouldn't help. So now I'm stuck with a coat that's faulty and paying a lot for and they won't parti refund just to cover the cost of the trying to fix it. Not impressed. Will be taking further.

de an order on monday next day delivery still hasn't arrived by the following sunday it won't let me contact any person in customer service just puts me on a virtu assistant that gives a automated response to any questions about where my order is will never be ordering anything again after this!!

REVIEW. ORDER NUMBER 7762We placed an order on 22nd April 2023 for goods worth £32.63p. Our order never arrived and suggested this was due to circumstances beyond their control but eventually offered a refund of 50 percent of the purchase price. We refused this offer and we've instead been offered 90 percent of the purchase price. However, since our order we have written 39 emails and have been assured on so many occasions that our refund is being processed. These are automated replies and are therefore meaningless. Customer Services may be very polite but what good is that if they do nothing to reimburse the customer for a refund legitimately owed. However, these promises have proved to be empty gestures and cannot be either believed or trusted. may not be a scam Company but they are willing to take your money but not to fulfil their obligations. I would certainly not use this Company again nor would I recommend this Company to anybody else. I would not touch them again with barge pole!In terms of a review of their service I would give them 0 out of 10! I will continue to email until they pay the refund.

Ordered a pair of trainers from . They supplied a tracking number which was incorrect. I contacted customer services via live chat to tell them about the issue, they said I had to wait for an update which never happened. Had to contact Customer Service again, who said I would have to wait 12 days before I could get a refund just in case they arrived. On the 12th day I had to contact customer services again for the fourth time to receive my refund. Awful experience.

I like that usuly reacts fast and sorts out things in a good way, but I think something is wrong with their promo codes. How can I receive a promo that "doesn't work" in my country? Is it a joke - I spend 2 hours arranging my basket and then find out at checkout that the promo is not working and customer service says it doesn't work in either of the two regions I am able to order from. Smells like cheating- we encourage you to buy using the discount code, but then we tell you it's not working, hoping that you will still place your order.

I ordered a wedding dress from them, £150 dress. It arrived with a faulty zipper. There wasn't another size to replace it with so I contacted their chat. I was told

[09:58:46] As I can check you love the dress but there is a fault in the dress, you can get it repaired from yourself. Just keep the receipt/bill with you and reach out to us. We'll help you with the refund of the repair cost as well. Sounds good?

So I did just that. I paid for the repair, fronted the cost, dress got repaired and then they declined to give me the refund and close every chat I open. Not sure what company is able to lie to their customers but honestly its appalling

Always on time, perfect site

Rely helpful, solved my issue under 5 minutes. Rely professional agent.

Best of : great customer service *items are reserved in basket for an hour so you know its in stock!!!! *Variety of style and brands * own stuff so pretty*fast dispatch *delivery most ways comes early

I have got some great clothes since I started using this company this year. The customer care is usually great. I have had no need until now to contact them directly. Unfortunately last few orders I have had to return. Some brands are American so sizes just too big! The app doesn't give general sizing guidelines like H&M and Primark. So hot and miss. The sizing consistency is poor unless using known brands like Topshop and New Look. Have had other smart clothes from brands but it's a risk. I'm waiting for a £100+ refund and I can't even exchange!?. I got these clothes for a reason and now I can't shop elsewhere because they still have my money.

I got refunded after getting through to an agent. They made note of my issues with sizing and sizing guide that confused with 2 different orders I placed on my account. I will just try stuff on in shop for time being though.

So I got jeans and tops actually in a shop! Worth full price for convenience. Got some deals in black Friday sales including a bag for and a dress for when it gets warmer and I'm going somewhere especially nice..... Hope it goes smoothly.... I received my dress a day early. Really pleased with it :) still waiting on bag but it's being departed from brand itself. It said in estimated delivery it would be later. Sooo excited!!! turned up today. My daughter be so happy. Thank you 📦 love that ASOS reserves items in your basket.

is really good person who helped me so quickly and was very kind. Thank you.

Excellent very fast and efficient service

The customer service person was helpful, unfortunately my order hasn't arrived on time but gave helpful responses.

Straight to the point and easy to communicate

Have always shopped with but recently it has become diabolic, spend 30 minutes on live chat, tell you issue sorted, but isn't, what is the point of live chat if you do not listen

Rocky was a great customer support advisor and helped me with my order.

delivered my package to the wrong address. At first they tried to gaslight me, saying that they can see my default address was incorrect. I sent them a screenshot, showing the confirmation email which showed I ordered the items to the correct address. Then it was like pulling teeth trying to get them to give me a straight answer as to getting a refund or the package resent.

I did the checking the order over and explaining the situation to them, they just fuffed about asking me silly questions like if I would be comfortable going to the address they delivered it to and asking if they had the package. So ridiculous.

Eventually after talking with them for over an hour they agreed to see if they could sort it out. I spoke to 3 different customer support agents and they were all friendly but they definitely need to make it easier to get a refund when ASOS is at fault.

They tried to blame the courier when it was definitely not the couriers fault. Just trying to pass the problem on to someone else.

Also premium delivery has never arrived the next day for me. It has ways taken 2 days. I had the most amazing customer service with Bervirly!! Such an incredible person. Was super friendly, easy to tk to and was quick to help me find solutions and sort out the issues super fast! Compared to other people I've spoken to, is honestly exception! was very helpful and quick to assist and to respond. A great team member! was helpful, efficient and listened to me my concerns. And he solved my problems very quickly

Advisor was rude and unhelpful. Irrespective of the end result (ie the product was priced incorrectly) I was more annoyed at how abrupt and matter of fact the advisor was. A poor brand representative for .

ted to Julyan on customer service about a left of centre opportunity to perform with at a London pop-up. He was very helpful and I am pleased with the service!

Quity products,fast delivery and prompt response to issues

Disgusting company . I pay for next day delivery. A week later I'm still waiting for my parcel . Which is lost by . Instead of refunding me as they should . This disgusting company Ste making me wait while rubbish investigate. I'm what world is this MY problem??? Raising an offici complaint

my account has been blocked and my account closed for no reason!

The person I was chatting to was very helpful and ensured he resolved my issue

Obviously the best customer support service I've seen, very operative and fair solutions.

Used to be a great company. Not any more. Issues with refunds. Wrong items sent. Poor customer service

I've used many times before and it's been great. However, don't bother buying the Premier delivery as there is no guarantee it will turn up next day as promised. Customer Services are no help, just keep saying it will be delivered on the day, even at 11.50pm! So frustrating as I've ways regularly bought from . Doubt I will again.

I sent two items back for a refund (payment via). The items were from different orders and I sent them back in the same bag and notified asos I'd be doing that via the return process on the app. I so followed the return process on too.

I received a refund for one item only.

Contacted asos and was told a refund would be processed and reflected on my account within 10 working days and I'd receive an email.

Contacted asos again a few days later as not heard anything (no email) and was assured the refund was being sent.

Day 12 and still nothing, no email either. Contacted asos again, they informed me the refund didn't go through as there was a server issue and the refund had now been processed it would take another 5-10 working days and I'd receive an email with 24 hours.

No mention on the servers being down and the refund not going through when I contacted them the second time.

Hopefully that's now it and I don't need to contact asos again - but we'll see.

I think a company like asos would have checks and bances when the servers go down (if that's in fact what happened), some automation / workflows of when things are 'stuck' and haven't been fulfilled or completed. If anything so I'm not having to contact again and so

refunds are paid within the timescales they state / anything else that may have been affected by the servers going down.

I'm normally a happy shopper with asos, which makes this experience even more frustrating as I normally have nothing but praise for asos. Unfortunately this situation falls far below my expectations for asos.

I ordered two pairs of shoes in size 42. When my order arrived the shoes were in size 41 and too small. I then contacted their customer service, who said they would send a replacement order with the right size with express delivery - now 12 days later and several contacts with customer service, I still haven't received my replacement order... every time the same answer... wait another 4-5 days. Useless customer service

Shopped here for years but was shocked to be told I would not receive a refund for a pair of jeans I returned.

I ordered them with other items and got 20% off during a sale they ran on their website. Because the total price of the jeans was less than 20% off the entire order, they refused to refund me. They claimed the jeans were basically "free". If they offer 20% off they should accept their losses and look after their loyal customers.

Spoke to two customer service people. One was wonderful but the other was rude and sarcastic.

Customer service chat is nothing but a shambles, been cut off 4 occasions and was lucky enough to speak to the same advisors on 2 separate occasions, and still no help whatsoever, always blaming you for disconnection even though the chat is still running, delaying responses it's a shambles to say the least, get help if you need them for anything urgent, would advise to stay away

Daries was so helpful! Could not fault. What a nice man!

Very helpful my parcel went missing

Got issued a refund straight away

Ordering really easy and simple but The was returned saying it was refused! I was home 1 day and live one so unless my dog refused it they clearly didn't even attempt to deliver

Instead of just sending me this order again they just give a refund

I should stick to shops with awful service

Firstly, I like customer services. They are always friendly and sort out the issue quickly and effectively.

What is the issue - refunds. I do everything I am supposed to do but always end up chasing my refund which should not be the case. This has happened 3 times now. I am seriously considering whether I should bother ordering from anymore.

ordered a jacket and it had a problem with delivery and went back to asos, I spoke to the chat online and they cancelled order and refunded without me saying I wanted to. now I can't get the same discount.

customer service is terrible

I pay for premium next day delivery but fails to deliver my orders every time and reschedules it 4 or 5 times. Sometimes the parcel is lost for 4 days in a row. This happens with every parcel I order. I always have to contact your customer support who tell me to wait another two days. But with this happening consistently on every order I feel like I should just cancel my subscription because nothing ever arrives next day so there is no point and 's customer support is pretty poor and does nothing to help. Such a shame as I used to rely on you and was rated their service. , please fire and use a better service that will treat your customers right.

Customer Service made it very easy to report an undelivered item. It was very quick and effortless - they offered a replacement/refund right away. Great customer care when these situations arise.

like I was a criminal because can't deliver to right address
Gangadeep from resolved my problem very
Efficiently

Assistant was very helpful. Although they couldn't assist with my lost parcel by EVRi and I had to wait for you to look into it the matter, tried their best. Unfortunately unreliable courier service.

I'm resentful about not being refunded the full amount I paid for an item. Seems like common sense, especially considering you doesn't do exchanges.

associate was not empathetic, this comment sounded sarcastic:

"I appreciate that this may not be the outcome you were hoping for, but it is I I'm able to do for you.

Just wanted to give a big shoutout to the customer service team for helping me with a refund. They were super fast and friendly throughout the whole process. I had some concerns initially, but they made it easy and stress-free. The refund was processed without any hassle, and I couldn't be happier.

Ashu was extremely helpful and dealt with my issue with ease
Easy and straight forward to use, my issue has been resolved (given the refund arrives)
happy with the service.

Absolutely disgusting! I returned two Timberland boots that were £270 (within the timeframe) my account has been deactivated (for making too many returns, even though they're an online retailer) and they are refusing to refund my money. How can they just keep the boots and my money? £270 worth, absolutely outrageous! I can't get hold of anybody to speak to on the phone and when using their chat system, customer service keeps saying my complaint has been escalated. I've been a loyal customer for several years with them!

Great customer service, always able to resolve my query. was very helpful

Great, got the help I needed!

was wonderful in helping with all my questions and made the whole process quick and friendly. Definitely recommend.

Very fast service! Thank you so much

I will never order from you again. I ordered multiple pairs of pants to try for a special occasion. I ended up keeping the one pair I liked the most and returned the rest. I tried all of them on at home, once, to make my decision, then repackaged them in their original packing. A few days later I got one pair back in the mail, covered in stains. I contacted customer service (which

they make super difficult to do) and they said they would open a claim. I just got a response that they won't refund me for this item because I damaged them and they smelled of body odor. I'm honestly insulted. I'm not sure how the others wouldn't wreak of body odor if I tried them I on at the same time. And it's literally not possible that I could have stained them. I tried everything on at the same time, at home. I'm sure someone at the return processing center did this and instead of getting in trouble, blamed me for their mistake. And how can such a huge company not refund someone 30€. I will never order from such a company again. Customer service is nonexistent and they insulted me. Sold yet another faulty item. Supplied MERICAR with I the needed pics and information but he was not willing to help me any further with this issue.

So sick and tired of paying high end prices and low crap items. Avoid this company at I cost! ABSOLUTELY TERRIBLE! Never ever shopping with this scamming company again. It's a shame because has a wide range of a fashion, brands and has nice clothing, but it's hard to shop somewhere if most of the time you don't receive the items or they are delivered late. I used to buy from I the time, and had no issues but the last couple years it's been horrendous. (PROBLEM 1- PARCEL WAS DELIVERED) I've had loads of problems with them in the past. One problem being the delivery driver saying they delivered my items , however, my video recording doorbell that tracks movement says other wise, I was so home I day and didn't have a knock on the door or anything, they didn't even attempt to delivery it. I told and they accused me of lying. (PROBLEM 2- TOOK 2 MONTHS TO BE DELIVERED)Second issue , I'm I about giving second chances, so thought I'd try the company again. This time I'd ordered some things for my holiday, I had 9 working days until my holiday and the order type I used was 3-4 working days. My order was never delivered again within the time frame. I messaged them and they said it would come in 2 weeks bear in mind it was ready a month late! Still didn't arrive on this second delivery date they gave, and in the end asos had to resend the order, but sent me 2 items out of 12 because everything else had sold out! This arrived finly 2 months late. I ended up just returning it I because by that point I didn't want any of it and was fed up. (PROBLEM 3 - DIDNT COME ND & ACCOUNT AND REFUSED REFUND)- Third issue, I ordered some over a year and a hf later because they had said they updated their courier etc. So I though oh okay sounds like they are improving! So I d paid for £6 next day delivery, which firstly didn't come next day, it came 2 days late, I complained about this and after 2 hours and multiple different " customer service " advisors through, I managed to somehow get a refund for the delivery! (usuly aren't great at accepting their wrong doings and making it right). Anyways every time i did contact their customer service team, they were unhelpful and rude, I had to contact them around 20 times to get anywhere. I then got my items and thought that was that. but to my absolute dread I needed to make a return because some of the items were horrendous quity.so I went to do so with 5 days left until my return date expired, and they had locked my account for no reason! I hadn't been told why or anything. I contacted them about it, whilst so notifying them about the return expiry date too, they assured me they would make sure I would be able to return it since the locked account was their fault. They said. They put a note in my account about it. I contacted them again after leaving it a couple days like they said, the account was unlocked but my return was not being accepted. I contacted them numerous times more about this and they said they will send my issue off to be sorted out by someone of a higher status and send me my return label in a couple days. This never happened, I messaged again asking about it and they said they need me to wait couple more days as I'm

in a queue. I did this. Couple more days go on again and no email response or label. I message them about this whole problem again, and now they are saying they can't send me the return label because the expiry dates expired. Obviously I knew this that's why I was messaging them! They should have known this too since "there a supposed note on my account" and I've spoken to their team 20 odd times prior ready about the issue, whilst constantly being reassured it's being sent. The person who I messaged next, responded saying they can't return the item for me because it's expired, and that's, that and basically I should get over it, because the results not changing. She was rude and refused to help. I messaged someone else they said the same thing. But she sent me a return detail list, but stated u need to take this parcel to the post office instead and accept that you will have to pay the return, and accept that we may refuse the refund when it gets to the warehouse. So in other words pay to send the items back, and then they will refuse to refund me which I know would of happened. So I w lookups have paid for return and lost the items and not got that return. What's the point in that! Unreliable! Extremely disappointed. Complete scam. What type of company locks a Customers account after a purchase, and does this for the entire period of the return and then unlocks it after the returns expired! All a bit premeditated to me. Absolutely disgusting behaviour. Heartbreaking that they must do this to so many other customers on a daily basis and can get away with it! I'm just upset with myself for giving them another chance, I should've known. I recommend everyone to spend their money elsewhere not on this sham of a company.

They blocked my account for no reason.

I am so shocked. No explanation nothing.

I googled it and looks like they've been doing this a lot to customers.

Very nice assistant interested in helping your costumers

was very helpful

And very friendly:)

I am staggered to find out just how difficult it is to resolve a query with and that there is no readily available customer service telephone number or email address for complaints.

Despite writing to the CEO twice who has not responded I am still waiting for a refund which is overdue.

first directs customers who require help to a chat service which functions with automated responses to a set number of questions.

My query is not covered by the FAQs.

If customers require more help the second step is to request to be connected via on line chat with a member of the customer service team. My attempt to do so has failed 3 times - I was not connected to anyone.

I purchased River Island goods which were then returned directly to them for a refund as advised by However, it has come to light River Island will not process the refunds and have asked to correct the information on their website. have not done so.

I have not received my refund or been contacted by anyone at to sort this out.

Very helpful at resolving my returns problem, than you

Very helpful and efficient customer service

Very easy communication quickly solved the issue

I received someone else's order. I had an event coming up for which I had ordered a pair of shoes and blazer which shows delivered on the app. The order number on the cover was different from mine, but shipping label had my address. Reaching a live person on chat is a hassle. The first customer service guy who started the chat abandoned it. The second person created a return label to return the incorrect order. Courier has not yet picked up the incorrect order (they cled yday and said they will come today and nothing happened). arently refund will be issued only once they receive the incorrect shipping order though it was no fault of mine that they lost my actu order in transit. Extremely bummed that I did not receive the items I was eagerly waiting for. I commented about this issue on one of the brands instagram posts to get attention from a human and hopefully resolve the issue quicker but they reported my comment as spam when it wasn't spam. I simply commented what happened and being a soci media manager for a brand myself, it's sad that would flag a comment instead of taking it up with customer care and resolving things. I will not be ordering again as this experience is not one that I want a repeat of. Still hoping and waiting for a resolution.

paid £6 for delivery for next day only for the delivery not to turn up. told time and time again the parcel is being delivered today by the courier yet no sign of it.

lyn was rely helpful and efficient. There was an issue with my order due to a fault of Roy il, but took ownership and didn't pass me back/forth like some other companies do. The service I received made me feel vued and the agent was friendly and an asset to the customer service team.

Quick clear response, and very

Friendly.

Been a customer for years and paid for premium membership.

Their partnership with evri must be killing them as they've now closed down their customer "care" line.

Shipments with no tracking days after dispatch means you have to wait and then reorder. Lied to me multiple times about the location of my next day. In the end I had to reorder the shipment myself and wait until they could declare lost and refund my money!!! Will never use them again unless I rely have to.

My query was answered efficiently and I was so provided with helpful further information. Ordered a coat and the badge was I grouped up and the stitching was frayed. I contacted them, I explained that I need the coat I don't have time to wait to return and re order but I they said was return it. Shouldn't have arrived like this, so provided then pictures. My first and last time ordering with asos.

CHERYL and II - I'm lost for words.

the nager (unbelievably so) worst customer service ever experienced.

Horrendous customer service! Just WOW!

Ending the chat abruptly?

Unwilling to help and solve my issue?

I purchased a premium re leather biker jacket which ripped after roughly 10 uses. How is this acceptable? (CHERYL and II) refused to request a return.

When you purchase a premium item you expect a great quality not this...

I was told to accept this and go away. Great.

I bought next day delivery for a year and have had issues on several occasions where my orders have not been next day or even 2 days late! I've so tried speaking with their chat service which is appalling. They do not ever offer any assistance with your issue, it's like a robot is speaking to you. They seem to just relay their policies back to you which you already know if you've read them... and never offer to help or acknowledge the issue you have.

Terrible for a huge company like . I was so recently left out of pocket, with clothes that don't fit or I don't like, due to their inflexible returns policy even with medical issues - really unfair and so extremely unsustainable!

Terrible customer service. I ordered some items and paid for the delivery by 12midday option. My notification said to expect delivery between 10.10 and 11.10. When 11.10 came I checked on the order and could see that it had been updated by DPD to say delivery had been made at 10.16 and been received by 'FHF' and a photo that of course could not be loaded. I tried to contact but there was no-one available so I phoned DPD and they said they would contact their driver and try and get him to come back and sort it. I said I was leaving the house at midday and had been told it needed to be signed for so didn't know how that would work. Luckily I have CCTV and was able to see the driver 'coming back' at just after 1pm and actually delivering my parcel (no need for a signature apparently!) so my guess he had clearly lied on the tracking to make it look like he's made his targets. He was so fairly quick for someone who had apparently made a drop over an hour and a half ago and so was presumably on the rest of his round, hmmm. I get this was DPD's fault but when I explained I this to them they didn't want to know, they kept repeating parrot fashion was that the tracking said it had been delivered at 10.16 so there was nothing they could do. I offered to share my CCTV evidence, they didn't want to know. As it was, I had to return the whole parcel as it was useless arriving later than I needed and so fairly and legally they should have to refund the postage anyway (at least the standard part) but they continue to fight it and the best they are willing to offer is a promo code. Believe me I won't be shopping with them again. So not only is their customer service awful but they don't know what they legally have to do!!!! Shameful.

Really good experience with a faulty item I received. Very easy experience and stress free.

Thank you!

Great service helped me within minutes solved issue and get things sorted!

First time buyer and my order just came a day early and in great condition! Shoes fit perfectly! So happy and will be shopping with this company again! :)

Great customer service from . She answered my query and rectified my issue extremely quickly.

DO NOT BUY FROM THESE GUYS!! - CROOKS.

Bought £170.00 worth of items from , they failed to send 3 items to me so I let the customer service team know, they issued me a refund on 29th October, I paid for the 1 year around £10 delivery service - Bad move, they decided to block my account so I cannot log in or purchase from them again, I cannot even return the items I want to return that don't fit me from the items that did arrive!!

The customer service is so bad for this company, they just take money and don't fulfill items, then when you don't receive what you paid for they actually BLOCK YOU!!

I bought a pair of boots in h this year. After light wear the sole split I the way across. I returned them at the end of October looking for replacement or refund. I had the boots for 7 months. My return was rejected as I am apparently outwith the return time. Customers do have rights around faulty goods. But according to I appear to have no consumer rights around the se of goods that go faulty in less than a year. The message I got even said not to try and return them again as they would again be rejected! Customer rights and services are non existent in . I will be taking this further and will never buy from them again.

Amazing friendly service today got I the help I needed with patience and kindness

Terrible customer service! I ordered a few items for my holiday on next day delivery, the items did not turn up the next day so I contacted asos. They told me it would arrive that day, I left it until the evening however it still didn't arrive, so I contacted them again to be told don't worry it will be here. It didn't arrive so contacted them again to be advised they now need 48hours to be able to contact the delivery company, which I find strange as the day before it was instant! I asked for a complaint process to which they said we de with it on live chat. Still no answer and now have to wait which is strange as not 24hours before the agents were able to contact the delivery company immediately!

Your customer service agent was rely helpful.