



Media Information

Over 1,300 C&A stores temporarily closed due to COVID-19 outbreak

C&A online shop offers free delivery and extends return policy

Dusseldorf, 21 March 2020 – Fashion retailer C&A is offering free home delivery in its European markets for all items purchased via its online shop at www.c-a.com. The measure aims to support C&A customers who are forced to stay home due to the COVID-19 pandemic to shop online.

“We want all of our customers to be able to purchase the fashion items they need for their daily lives with minimal disruption. Our online store is open 24/7 with the full range of fashion our customers are used to finding in our stores. By waiving the delivery fees, we want to support our customers in these difficult times and make their shopping experience as easy as possible,” said Andreas Hammer, C&A’s Director E-Commerce.

C&A has temporarily closed over 1,300 stores in 15 European countries to stem the spread of the COVID-19 virus. In Europe, only stores in Hungary, Romania and Serbia currently remain open with restricted opening hours in line with national requirements.

No worries about receiving online orders

“We would like to assure our customers that when ordering online there is no need to worry about the corona virus. Packages are still being delivered as usual and all courier services have confirmed that recipients will not be required to sign deliveries to avoid contact. We have also implemented additional health and hygiene measures in our warehouse and distribution centres to protect our employees,” said Hammer.

The World Health Organization (WHO) has also confirmed that it is safe to receive a package from any area where COVID-19 has been reported.

C&A has also adjusted its return policy giving customers 60 days to send back items they wish to return. Therefore, customers don’t need to worry about temporary closures of post offices or having to go out just to return packages over the next weeks.

About C&A

With over 1,400 stores in 18 European countries and more than 31,000 employees, C&A is one of Europe’s leading fashion retailers, offering quality fashion at affordable prices for the whole family. In addition to its European stores, C&A is also present in Brazil, Mexico and China. For further information, please visit our website: www.c-a.com.

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