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Online gifts may not arrive in time, say swamped couriers

XMAS PARCEL DELIVERY CHAOS

By **Louise Eccles, Emily Kent Smith and Jim Norton**

TENS of thousands of families have been left in a panic that gifts bought online will not arrive in time for Christmas.

Couriers delivering goods for major retailers including Marks and Spencer, John Lewis and Waterstones, were last night said to be in chaos as they struggled to deal with huge backlogs.

They blamed an unprecedented surge in online shopping over the past fortnight.

The mayhem has sparked warnings that those who have not yet done their Christmas shopping should consider hitting the high street this weekend rather than doing it online.

M&S admitted deliveries were taking up to four days longer than usual as it tries to get on top of a massive backlog.

It warned that orders placed tomorrow may not arrive until December 23 and said that delivery times were already up to nine days instead of the usual five. Meanwhile, delivery firms were accused of 'appalling' customer service as shoppers complained of two-week

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I'm going to be a mother, says Keira Knightley

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