# Co-op’s Deliveroo glitch lets customers grab £80 worth of groceries for pennies amid cyber threat concerns



A significant incident occurred recently at Co-op, a prominent UK supermarket, when customers were inadvertently allowed to obtain several products for free due to a “clerical error.” The mishap took place on the Deliveroo app, which enabled eager shoppers to scoop up items such as Loyd Grossman pasta sauce, Costa ground coffee, and Fox’s cookies without charge. Reports indicate that some customers managed to secure around £80 worth of groceries for just £3.29.

Darren, a shopper from Lancashire, detailed his experience, noting that prices on the platform included a remarkable discount on Robinsons squash, which was reduced from £1.50 to merely 15p per bottle, as reported by the BBC. Another shopper, Sally Marie, recounted her surprise at finding an array of discounted goods. “I was sat on the sofa and thought I'd give it a go before the Co-op ran out of stock. I quickly installed Deliveroo, and to my surprise, I found some items priced at zero,” she stated.

In addition to the free items, other customers noted significant discounts, such as Airwick Reed Diffusers priced at £5.45 less than their usual rate. A spokesperson for Co-op clarified the situation, stating, “This was quickly resolved, and we apologise for any inconvenience caused.” They confirmed that the low prices resulted from an error that lasted for just a few hours on their Deliveroo shop.

The incident follows another concerning event for Co-op, as the supermarket had recently experienced a cyber threat that led to the temporary shut down of segments of its IT system due to attempts of unauthorized access. After this attempted cyber attack, a Co-op representative expressed that the supermarket had “taken proactive steps to keep our systems safe,” ensuring that all their stores, including funeral homes, remained operational.

The Co-op incident comes in the wake of other supermarkets facing cybersecurity challenges. Marks & Spencer, another major UK grocery chain, was recently impacted by a ransomware attack that resulted in empty shelves and a significant drop in its market value. The situation highlights ongoing vulnerabilities within the retail sector amidst increasing cyber threats.

Co-op has assured its members and customers that they are not required to change their behaviours and that updates will continue to be provided as necessary.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

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2. <https://www.reuters.com/business/retail-consumer/britain-warn-companies-cyber-security-must-be-absolute-priority-2025-05-02/> - The British government is urging UK businesses to prioritize cybersecurity following recent cyberattacks on major retailers like Marks & Spencer and Co-op, emphasizing the need for heightened cyber precautions.
3. <https://apnews.com/article/7d3c01faa7380775598a517df4db1250> - This article reports on the cyber threats faced by British retailers, including Marks & Spencer and Harrods, and the ongoing investigations into these incidents.
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7. <https://www.independent.co.uk/news/uk/home-news/coop-free-food-glitch-cyberattack-b2743875.html> - Please view link - unable to able to access data