

YSU RETURNS/CANCELLATION FORM

If returning by post, cut out the label and attach to the front of your parcel. Postage from the UK is pre-paid for parcels under 5kg in weight and 61cm x 46cm x 46cm in size. Please get a receipt from the post office as proof of postage

SEKO LOGISTICS HARD STANDING HARDING ROAD BRINKLOW MILTON KEYNES MK10 0DF	 RETURN POSTAGE PAID LICENCE No. 547160V
	 www.marksandspencer.com

THIS IS NOT A RECEIPT

Please print this form and enclose it with your parcel

Order number:	
Name:	
Address:	
Date order placed:	Date goods received:
Comments:	
I hereby give notice that I cancel my contract of sale of the following goods/for the supply of the following services (delete as applicable):	
Product barcode:	Quantity:
Reason for return:	
Signed:	Date:

Please keep this information for your reference

RETURNS INFORMATION

RETURNING ITEMS BY POST

Complete this form by entering the reason code and returns quantity for each item. Enclose the completed form in the parcel with your items for return. Please use the prepaid return postage label provided. Please obtain a receipt as proof of postage. You may be charged additional postage for large or heavy items.

GOODWILL REFUNDS

Our goodwill returns policy does not affect your legal rights. For a goodwill refund you can return any clothing to us for a refund, provided you have this form. Items must be unused and returned with the original packaging and in a re-saleable condition within 35 days of receipt of your goods.

CONSUMER RIGHTS DIRECTIVE (CRD)

Under the CRD, you have the right to cancel the contract of the purchase of certain items within a period of 14 calendar days beginning with the day after the day on which the item is delivered (see our website for full details). This is not intended to be a full statement of all your legal rights under the CRD or other relevant consumer legislation. If you only return part of your order we will not refund any applicable delivery charge paid.

REFUND PAYMENTS

When you return goods, the credit adjustment will be made to the credit or debit card used as payment for the original order or in certain circumstances you may be refunded by cheque. If you are returning your items in accordance with the CRD we will refund you within 14 days of receipt of the items to the specified returns address.

This returns information is not intended to be a full statement of all your rights. Please see our Terms & Conditions for more information.