

Returning items: We can only accept returns by post. Anything bought in a store should be returned to a store. Customers need to pay the cost of return delivery unless the item is faulty. If faulty, M&S will refund the return delivery charge as well as the product charge within 30 days (unless the item is returned in accordance with the Consumer Rights Directive). To return items, 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 above returns label address provided and attach securely to the parcel. Please obtain a receipt as proof of postage. Returns for any items received as a gift by this method will be credited on to the ordering customer's credit, debit, store card account, gift card or e-gift card.

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, debit, store card account, gift card or e-gift 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. The specified returns address is our UK warehouse. If you purchase an item with a gift card or e-gift card, refunds will be processed back to the original card.

For full details of our Returns and Refunds policy please see our website.