

# Product Return Form / Produktückgabeformular / Formulario de devolución de producto

Product Code	Product Description	Order Number	Return Qty	Reason for return	RETURN CODES
<i>example:- 12340010100203</i>	<i>Short Sleeve White Polo Shirt</i>	<i>SO- 00001234</i>	<i>1</i>	<i>9</i>	1 Too big
					2 Too small
					3 Ordered more for choice
					4 Not as photo
					5 Not as described
					6 Faulty item
					7 Damaged on arrival
					8 Arrived too late
					9 Changed my mind
					10 Wrong product

The M&S Your School Uniform proposition is currently a dedicated direct to home service. All orders and returns are via post. Orders cannot be collected or returned to any M&S Stores or any Schools within the service.

### Changed your mind?

Please Return any unwanted items by completing this form and posting back to the UK by cutting out and attaching the label below.  
If the goods are faulty or incorrect please contact or call center for the postage to be refunded

### Haben Sie Ihre Meinung geändert?

Bitte senden Sie unerwünschte Artikel zurück, indem Sie dieses Formular ausfüllen und nach Großbritannien zurücksenden, indem Sie das Etikett unten ausschneiden und anhängen.  
Wenn die Ware fehlerhaft oder falsch ist, wenden Sie sich bitte an oder an das Callcenter, damit das Porto zurückerstattet wird

### ¿Cambiate de opinión?

Por favor, devuelva cualquier artículo no deseado completando este formulario y publicando de nuevo en el Reino Unido cortando y adjuntando la etiqueta a continuación.  
Si las mercancías son defectuosas o incorrectas, póngase en contacto con el centro de llamadas o de correo para que se devuelva el franqueo

For any enquiries concerning an order you have placed or wish to place, you can email us at  
YSU.query@customersupport.marksandspencer.com. Or if in the UK call us on 0333 014 8418. The team is available to take your  
call between 9am to 7pm Monday to Friday and 9am to 4pm Saturday.

**PLEASE NOTE THAT RETURNING YOUR PARCEL WITHOUT THIS FORM MAY RESULT IN M&S BEING UNABLE TO REFUND YOU**

Bei Fragen zu einer Bestellung, die Sie aufgegeben haben oder aufgeben möchten, können Sie uns eine E-Mail an  
YSU.query@customersupport.marksandspencer.com oder rufen Sie uns an unter 01456490976. Das Team steht Ihnen zur Verfügung, um Ihre  
Anruf von Montag bis Freitag von 9 bis 19 Uhr und Samstag von 9 bis 16 Uhr. Bitte denken Sie an die Zeitverschiebung.

**BITTE BEACHTEN SIE, DASS RETURNING YOUR PARCEL OHNE DIESE FORM MAI ERGEBNIS IN M&S BEING UNABLE TO REFUND YOU**

Para cualquier consulta relacionada con un pedido que haya realizado o desee realizar, puede enviarnos un correo electrónico a  
YSU.query@customersupport.marksandspencer.com o llámenos al 01456490976. El equipo está disponible para  
llame entre las 9am a 7pm de lunes a viernes y de 9am a 4pm El sábado. Por favor, recuerde la diferencia horaria.

**TENGA EN CUENTA QUE DEVOLVER SU PAQUETE SIN ESTE FORMULARIO PUEDE RESULTAR EN QUE M&S NO PUEDA REEMBOLSARLE**

## RETURNS INFORMATION

Please keep this information for your reference.

### 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 item for return. Please obtain a receipt as proof of purchase.

### 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. The Item must be unused and returned with the original packaging and in a re-sellable 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 14 calendar days beginning the day after the item was 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 part 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 card 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 Consumer Rights Directive, we will refund you within 14 days of the 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.

THIS IS NOT A RECEIPT / DIES IST NICHT EINE RECEIPT / ESTO NO ES UN RECIBO

## YSU RETURNS CANCELLATION FORM

When returning by post, cut out the returns label and attach to the front of your parcel. Please get a receipt from the post office as proof of postage.

Wenn Sie per Post zurückkommen, schneiden Sie das Retourenetikett aus und befestigen Sie es an der Vorderseite Ihres Pakets. Bitte erhalten Sie eine Quittung von der Post als Versandnachweis.

Quando regrese por correo, corte la etiqueta de devoluciones y adjúntela a la parte delantera de su paquete. Por favor, obtenga un recibo de la oficina de correos como prueba de franqueo.

**M&S Uniform Returns**  
**Slickstitch**  
**Dixon House**  
**Old Heath Road**  
**Wolverhampton**  
**West Midlands**  
**WV1 2BF**

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Order Number:- \_\_\_\_\_

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