

Signed:		Date:

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulation 2013 (the “Regulations”), if you are contracting with us as a consumer online, you have the right to cancel all or part of your contract for the purchase of certain goods at any time up to 14 calendar days after the day on which you receive the goods you ordered.

Any paid delivery charge will be included in your refund once you have returned all (not part) of your order to us. Please note that the delivery charge refund will be to the value of standard delivery.

You must return the goods to the address specified above or to an M&S store in ROI. You will have to bear the direct cost of returning any goods to us.

Postal returns: once we receive your parcel, we will return it to our delivery warehouse in the UK. We will refund you within 14 days of receipt of the items to the UK warehouse.

Store returns: please allow 3-5 working days for the refund to be processed.

The refund 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.

This is not intended to be a full statement of all your statutory rights under the CRD or other relevant consumer legislation. For full details of our Returns and Refunds policy please see our website, www.marksandspencer.com/ie.