

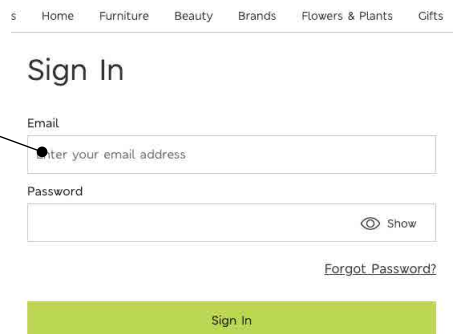
Issues accessing next day delivery?

Click on the following steps to help solve any problems you are having.

1. Problems signing in to marksandspencer.com
2. Items are not in my basket
3. Some items are charging for delivery
4. Delivery cost is being added to my basket
5. Frequently asked questions

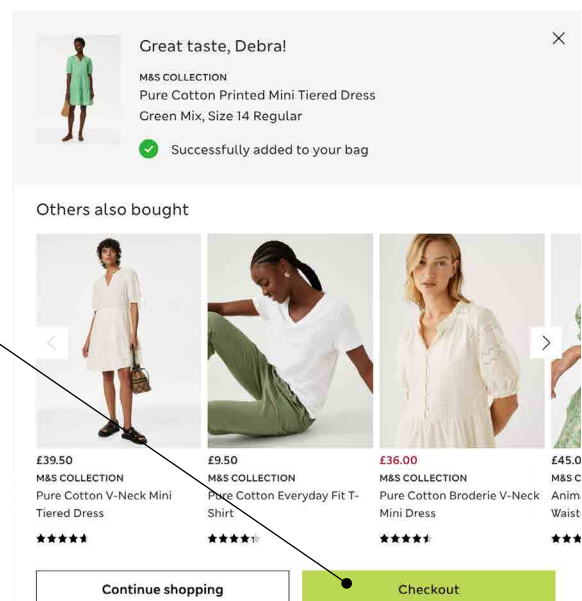
Step-by-step guide

- 1** Sign into your marksandspencer.com account or create a new account.
Your account details here should exactly match those of your credit card. (e.g. email address and home address). Next Day Delivery is only available to the main Club Rewards member.

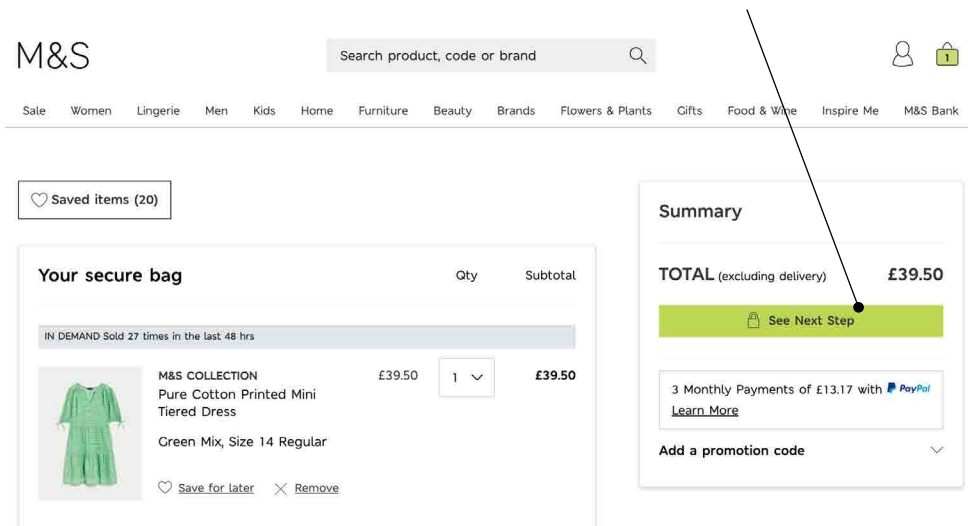


The screenshot shows the 'Sign In' page of the M&S website. At the top, there is a navigation bar with links: Home, Furniture, Beauty, Brands, Flowers & Plants, and Gifts. Below the navigation bar, the heading 'Sign In' is displayed. There are two input fields: 'Email' with a placeholder 'Enter your email address' and 'Password' with a 'Show' toggle. A 'Forgot Password?' link is located below the password field. At the bottom, there is a green 'Sign In' button.

- 2** Once you have browsed the website and added your items to your basket, select checkout.

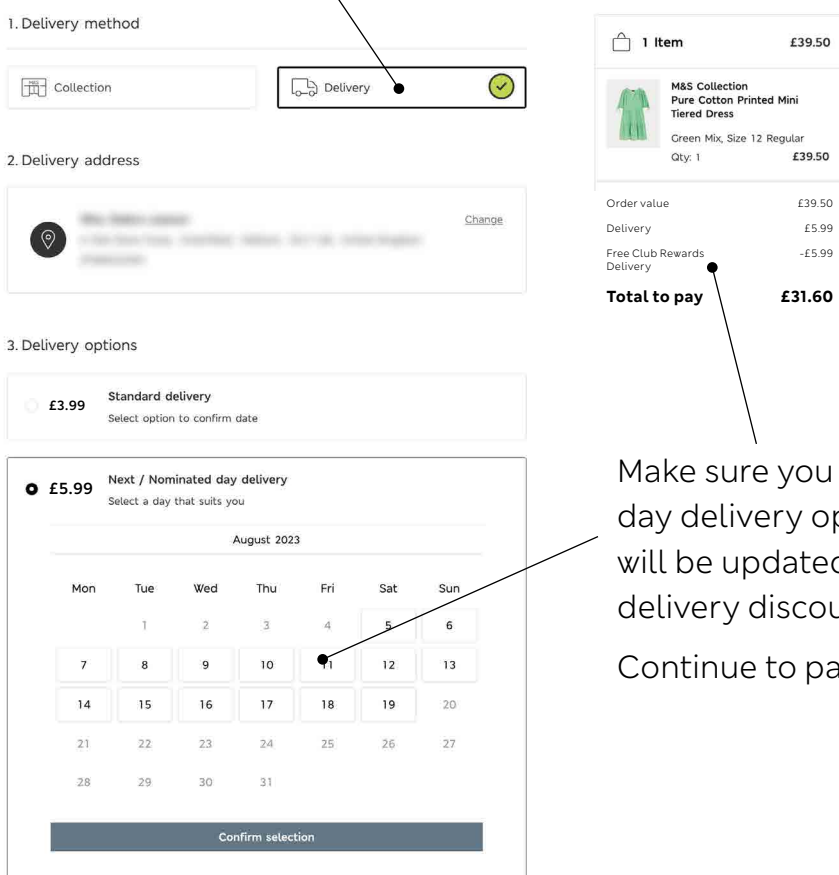


3 Check the items in your bag and click on 'See Next step'.



Next Day Delivery is not available in some locations e.g. Northern Ireland and Guernsey. Food, hampers, wine, flowers, furniture and items described as on sale are excluded from this offer.

4 Select the 'Delivery' option, check your delivery address and select 'Next/Nominated day delivery'.



Make sure you choose the Next/Nominated day delivery option and your shopping bag will be updated to show your Club Rewards delivery discount.

Continue to pay as normal.

Please note, if some items in your bag are not included within the offer, you may still be charged for part of your delivery. See FAQs overleaf for further details.

Frequently asked questions

Q. I have Club Rewards, so why have I been charged for my Next Day Delivery?

You need to have a marksandspencer.com account to enjoy this benefit. Your account will usually be updated to include next day delivery within 6 working days of you opening both Club Rewards and your marksandspencer.com account.

If you were previously a member of M&S Premium Club and already held a marksandspencer.com account, your account was automatically updated with next day delivery from 11 May 2021.

Next day delivery applies to marksandspencer.com purchases, excluding: food, hampers, wine, flowers, furniture and items described as on sale. This benefit is subject to terms and availability, visit marksandspencer.com for more information and select 'Delivery and Collection' at the bottom of the page.

If you continue to be charged for next day delivery please visit the help and contact us section at marksandspencer.com.

Q. Why do I need to have a marksandspencer.com account to get this benefit?

This benefit is fulfilled by M&S, setting up a marksandspencer.com account allows them to check that you are eligible for the benefit and remove next day delivery charges against eligible transactions.

Q. Do I have to wait until my account is updated before I can benefit from next day delivery?

If you were previously a member of M&S Premium Club and already held a marksandspencer.com account, your account was automatically updated to discount next day delivery from 11 May 2021. If you didn't have a marksandspencer.com account when you moved over to Club Rewards, you should have received two one-time codes to use until you set up your marksandspencer.com account.

If you are new to Club Rewards, we'll send you two one-time codes in your welcome pack to use until your account is set up. Your welcome pack may be sent by email so please check your spam/junk mail if you have not received this.

Please note, your account will usually be updated to include next day delivery within 6 working days of you opening both Club Rewards and your marksandspencer.com account.

Q. How do I use my one-time codes?

Enter your one-time code into the promotion code section at the point of payment, after selecting 'Next/Nominated day delivery'. Once the code has been added it's considered to be used, adding anything else to your basket after this will mean you'll need to use another code.

Q. Why can't I select a next day delivery slot?

Rather than disappoint you, when something can't be delivered the next day, you won't be able to select this option. But you'll be able to choose another day that's convenient for you to receive your delivery, at no additional cost.

In these instances, make sure you select the 'Next/Nominated day delivery' and the date of your choice to qualify.

Q. Why am I being charged delivery on some items?

You will continue be charged for any items not eligible for this offer including food, hampers, wine, flowers, furniture and items described as on sale.

In most cases you'll only be charged a percentage of the Next/Nominated day delivery fee, this will be directly correlated to the number of items in your basket that are from the exclusions list.

If you order wine, you'll be able to select standard or next day delivery but you'll be charged the full delivery fee.