

# M&S Travel Money - Click & Collect Service



## 1. Buying Travel Money

You can buy travel money, only for you, between £150 - £2,500, by ordering it online and collecting it at an M&S Store.

To buy M&S Travel Money, you must:

- be 18+
- live in the UK.

## 2. Collection

If we accept your order, we'll contact you when it's ready for collection. If it's not collected within 7 days of the collection date, your order will be cancelled. You'll receive what you've paid minus a £10 cancellation fee.

Only the person who placed the order can collect it. To collect your order, you'll need to show your order number, the physical payment card used to make the order and a form of physical ID. Your ID must match the name on the payment card.

## 3. Exchange rates and Charges

Your rate will be shown on the ordering screen at the time of placing your order. This service is free if you use an M&S Credit Card.

For other providers a fee will usually apply. Check this with them before placing an order.

## 4. Cancellation

You can cancel your order any time before your collection date. You'll be refunded what you've paid minus a £10 cancellation fee.

To contact us see <https://bank.marksandspencer.com/contact-us/>

## 5. Other Information

The laws of England and Wales apply.

We may need you to give us information and documentation relating to your tax liability (both within the UK and overseas, where appropriate). We may share this with tax authorities to establish your tax liability in other countries.

Any complaint can be made to 0345 900 0900, by chat in our App or by post at M&S Bank, PO Box 10565, 51 Saffron Road, Wigston, LE18 9F5. If we can't resolve it, you can go to the Financial Ombudsman Service at Financial Ombudsman Service, Exchange Tower, London E14 9SR or [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or by calling 0800 023 4567.