

M&S CLUB REWARDS – next day delivery guide

As a member of Club Rewards you'll get next day delivery at no extra cost every time you order from marksandspencer.com.

Food, hampers, wine, flowers, furniture and items described as on sale are excluded from this offer.

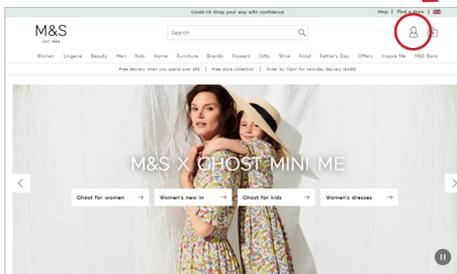
You need to have a marksandspencer.com account, set up in your name, to enjoy this benefit. The personal details held on the account also need to match those on your credit card account including title, full name, contact address and email address. This benefit is only available to the main Club Rewards member.

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.

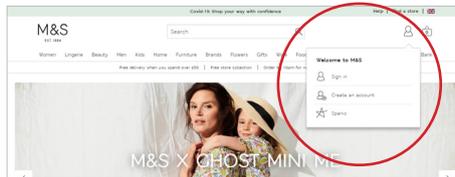
New customers will receive two one-time codes to use until the benefit is applied to your account. These are sent as part of the Club Rewards welcome pack, which is usually sent by email.

STEP-BY-STEP GUIDE – how to access next day delivery

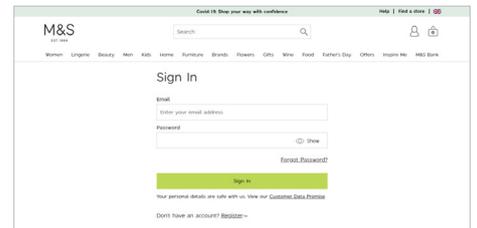
1
Visit marksandspencer.com and click the icon highlighted below



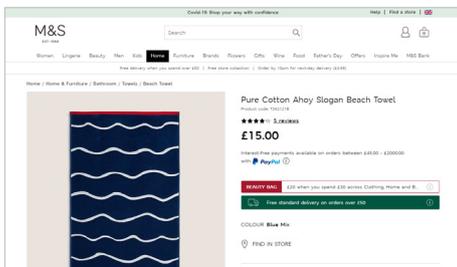
2
Select 'Sign in' if you're already registered with M&S.com, or 'Create a new account'. Please note, it usually takes up to 6 working days for a new account to be updated



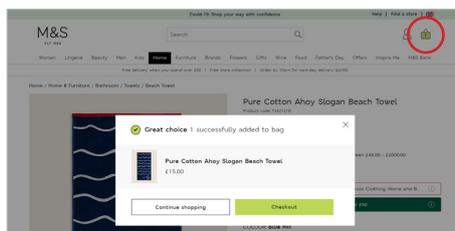
3
Enter the email address and password for your M&S.com account and sign in



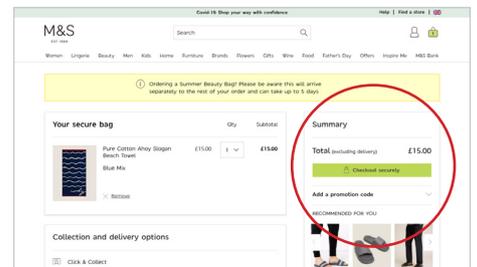
4
Browse the website as normal and add items to your 'shopping bag'



5
Once you have added all items to your bag select checkout or click the 'shopping bag' icon



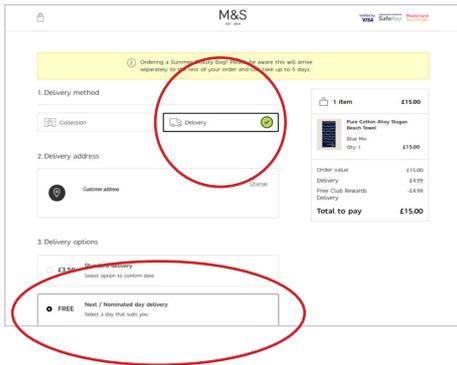
6
Check the items in your bag and select 'Checkout securely'



See over for further steps and FAQs

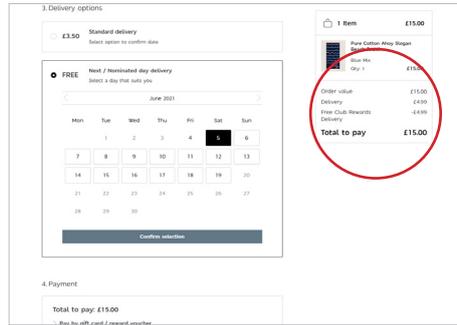
7

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



8

Select your chosen delivery date and your 'bag' will be updated with the Club Rewards delivery discount. Continue to pay as normal.



NB

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 below 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 set up in the main card holder's name 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 an M&S.com account, your account was automatically updated with next day delivery from 11 May 2021.

Next day delivery applies to M&S.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 is my account showing a charge for next day delivery?

You need to select next/nominated delivery to activate the promotion and choose a delivery date. As long as you have signed in to your M&S.com account your delivery charge will be discounted in your basket. You may still be charged if you are purchasing an item that is not part of this promotion.

If the cost of your delivery is not discounted after selecting next day delivery, please check the details of your account. To apply the promotion your personal details need to match those on your credit card account including title, full name, contact address and email address.

Please note, the M&S.com account must be in the name of the main card holder.

Q. Why do I need to have an M&S.com account to get this benefit?

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

See over for more FAQs

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 an M&S.com account, your account was automatically updated to discount next day delivery from 11 May 2021. If you didn't have an M&S.com account when you moved over to Club Rewards, you should have received two one-time codes to use until you set up your M&S.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 will 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 to 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.

Q. I've followed all these steps, so why am I still being charged for Next Day Delivery?

If everything is set up correctly you shouldn't experience any more problems with next day deliveries. However, if you continue to experience technical problems on the website, please contact Marks and Spencer on 0333 014 8000.