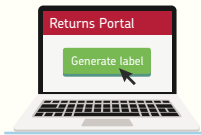


START HERE

NO



Visit our returns portal at [royalmail.com/track-my-return/pick-a-retailer](https://royalmail.com/track-my-return/pick-a-retailer) to generate your returns label

Package up your items

Are you able to print your own label?

NO



#### Labels to Go:

Download your QR code from the Returns portal and visit your local Royal Mail Customer Service Point or Post Office. They'll scan your code, print a label for you, and provide a receipt with your tracking number.



#### Parcel Collect:

Visit [send.royalmail.com/collect/youritems](https://send.royalmail.com/collect/youritems) to book a home collection from your home, work or nominated Safeplace (using the reference code on your returns label).

YES



Print your label and add it to your parcel, in place of the original label.

Then choose from one of our convenient return options.

Has a returns label been provided?



## Returning orders with Royal Mail Tracked Returns<sup>®</sup>

Our return options are designed to fit around your day.

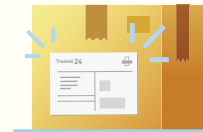


#### Drop off:

At your local Royal Mail Customer Service Point or Post Office. They'll provide a proof of postage and receipt.

To find your nearest drop off point visit [royalmail.com/services-near-you](https://royalmail.com/services-near-you) or download the Royal Mail App.

YES



Package your items and replace the original label with your returns label. Then choose from one of our convenient return options.



#### Parcel Postbox:

Drop your parcel into one of our Parcel Postboxes nationwide, at your convenience, 24/7.

To find your nearest Parcel Postbox visit [royalmail.com/d8/parcel-post-boxes](https://royalmail.com/d8/parcel-post-boxes) or download the Royal Mail App.