

MARKS AND SPENCER RETURN REASONS MAPPING

REFERENCE GUIDE

The table below outlines the mapping between Marks and Spencer Return Reasons (that a customer will see/use) and the Return Reasons and Codes configured on the Rithum platform.

M&S PRIMARY_REASON	M&S SECONDARY_REASON	Rithum Return Reason	Rithum Reason Code
Delivery issue	Delivered to wrong address / store	Wrong Address	CRSTWA
Delivery issue	Disputes signature	Other	CRO
Delivery issue	Disputes left with neighbour	Other	CRO
Delivery issue	Disputes left safe	Other	CRO
Delivery issue	Parcel lost in carrier network	Lost	CRALIT
Delivery issue	Order missing / damaged (SYW)	Damaged	CRD
Delivery issue	NDD missed delivery day	Arrived too late	CRATL
Delivery issue	NDD early/late - outside delivery window	Arrived too late	CRATL
Delivery issue	Carrier unable to locate address	Undeliverable	CRU
Furniture - failed delivery/rejected	Failed delivery	Undeliverable	CRU
Furniture - failed delivery/rejected	Rejected - not wanted(Distance Selling)	Refused	CRRU
Furniture - failed delivery/rejected	Rejected - wrong item	Wrong Item	CRWI

M&S PRIMARY_REASON	M&S SECONDARY_REASON	Rithum Return Reason	Rithum Reason Code
Furniture - failed delivery/rejected	Rejected - will not fit	Wrong Size	CRWS
Product Damage	Carrier Notified MnS of Damage	Damaged	CRD
Product Damage	During Assembly	Damaged	CRD
Product Damage	Damage by Water leaking	Damaged	CRD
Product Damage	Damaged Vase/Pot	Damaged	CRD
Product Damage	Poorly Packed	Damaged	CRD
Product Damage	Stems/Heads Snapped	Damaged	CRD
Product Damage	Product Damaged - Packaging OK	Damaged	CRD
Product Damage	Product Damaged - Packaging Damaged	Damaged	CRD
Product Damage	Parcel Delivered Upside Down	Damaged	CRD
Product Quality	Assembly Issue	Dissatisfied with Quality	CRDWQ
Product Quality	Poor Stitching	Dissatisfied with Quality	CRDWQ
Product Quality	Item Previously Used/Soiled	Dissatisfied with Quality	CRDWQ
Product Quality	Allergy/ Irritation/ Illness	Dissatisfied with Quality	CRDWQ
Product Quality	Dead/Wilting on Arrival	Dissatisfied with Quality	CRDWQ
Product Quality	Expired Within Guarantee Period	Dissatisfied with Quality	CRDWQ
Product Quality	Poor Quality	Dissatisfied with Quality	CRDWQ
Product Quality	Rot/Mould	Dissatisfied with Quality	CRDWQ
Product Quality	Foreign Bodies	Dissatisfied with Quality	CRDWQ
Product Quality	Poor Value for Money	Dissatisfied with Quality	CRDWQ

M&S PRIMARY_REASON	M&S SECONDARY_REASON	Rithum Return Reason	Rithum Reason Code
Product Quality	Discoloured/Dry	Dissatisfied with Quality	CRDWQ
Product Quality	Staining or Marks	Dissatisfied with Quality	CRDWQ
Refund not received for returned order	Return delayed/lost in return network	Lost	CRALIT
Return received	Too big	Too large	CRTL
Return received	Too small	Too small	CRTS
Return received	Ordered more for choice	Excess Qty	CROS
Return received	Not as photo	Not As Expected	CRNAE
Return received	Not as described	Product not as described	CRN
Return received	Faulty item	Defective Product	CRP
Return received	Damaged on arrival	Damaged	CRD
Return received	Arrived too late	Arrived too late	CRATL
Return received	Changed my mind	Customer Regret	CRR
Return received	Wrong product	Wrong Item	CRWI
Something missing from order	Missing add on item from order	Not As Expected	CRNAE
Something missing from order	Missing parts (multipart product)	Not As Expected	CRNAE
Something missing from order	Missing product from order	Short Shipment	CRAGNF
Something missing from order	Missing gift/cake message	Not As Expected	CRNAE
Wrong item received	Website has the wrong photo	Not As Expected	CRNAE
Wrong item received	Wrong gift/cake message	Not As Expected	CRNAE
Wrong item received	Wrong parts received (multipart product)	Not As Expected	CRNAE
Wrong item received	Wrong product received	Wrong Item	CRWI

M&S PRIMARY_REASON	M&S SECONDARY_REASON	Rithum Return Reason	Rithum Reason Code
Wrong item received	Wrong colour received	Dissatisfied with Color	CRDWC
Wrong item received	Wrong size received	Wrong Size	CRWS
Wrong item received	Not as described / not to specification	Not As Expected	CRNAE
Too big		Too large	CRTL
Too small		Too small	CRTS
Ordered more for choice		Unwanted Quote Only	CRWQO
Looks different from image		Not As Expected	CRNAE
Not as described		Product not as described	CRN
Item is faulty		Defective Product	CRP
Damaged on arrival		Damaged	CRD
Arrived too late		Arrived too late	CRATL
Changed my mind		Customer Regret	CRR
Incorrect item received		Wrong Item	CRWI
Dont like the item		Dissatisfied with Quality	CRDWQ
Safety concerns		Failed inspection	CROFS
Others	Uncollected / Not collected	Uncollected	CRUNC