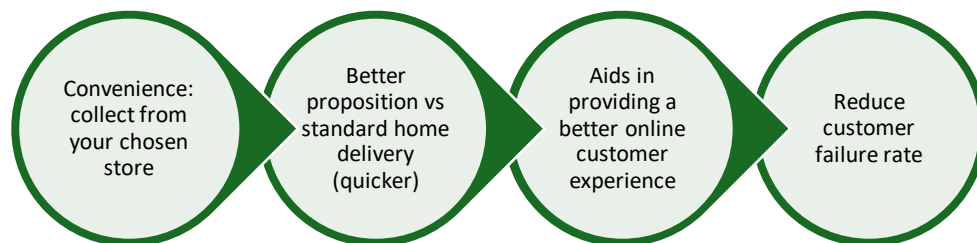


Marks and Spencer works with 3rd party Brands and Rithum to dropship items to customers, through two major fulfilment routes:

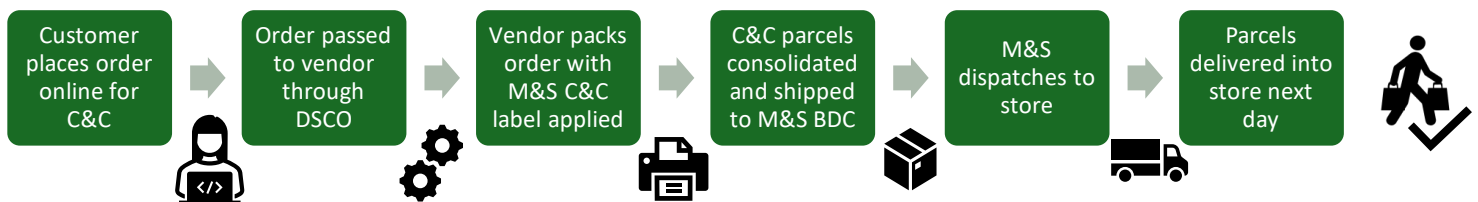
- Home delivery (direct to customer)
- Click and Collect (from over 600+ Marks and Spencer stores across the UK)

The added Click and Collect offering is beneficial to the Marks and Spencer customer base:



All of the above can also benefit our branded partners, with an opportunity to increase sales as a result of the Click and Collect proposition. About 65% of Marks and Spencer Ecom orders are collected from a Marks and Spencer store, driving a higher ASP per order versus home delivery.

Overview of the Process:



Vendor Eligibility and Requirements:

- Must work with Rithum and use the Rithum platform.
- Generate the Marks and Spencer Click and Collect label and apply it to all customer parcels.
- Must offer and guarantee Next Day delivery by 6pm into our Brands Distribution Centre.
- Consolidate Click and Collect parcels into a container for shipment to our Brands Distribution Centre.

Note: Not all products are eligible for Click & Collect (e.g. bulky items) so product type is also important.

To find out more and take part in the Click and Collect Dropship Programme with Marks and Spencer, please reach out to Stefano Sartori (Stefano.Sartori@marks-and-spencer.com).