

8 Jan 2016

# CollectPlus announces partnership with online personal shopping service Enclothed

**08 JANUARY 2016:** [Enclothed](#), the online personal shopping service for men, has partnered with [CollectPlus](#), the UK's largest independent store-based delivery and returns service, to offer its customers free returns from their local newsagent or convenience store.

Enclothed is the bespoke clothing service that offers a personally curated box of outfits to men, aged 27 to 55, who are too busy to shop but want to look good. Enclothed's in-house stylists, build a style profile based upon the clothing preferences of each customer, sending them a box of clothing to try on at home or in the office. The customer keeps what he likes and sends back anything that isn't quite right. Over time, the stylist builds up a detailed picture of each customer's sartorial choices and is able to fulfil their requirements better each time.

Enclothed was launched just under two years ago by Levi Young, daughter of singer Paul Young and Dana Zingher. After securing and subsequently turning down a £70,000 investment on Dragons' Den, the co-founders chose to crowdfund the project instead, raising £640,000 from 425 investors in just eight days.

The CollectPlus returns service lets customers return the unwanted items for free, at a time and place that suits them, from any of the 5,800 local convenience stores, newsagents and petrol stations in the CollectPlus network, many of which are open early 'til late, seven days a week.

**Paul Scratchley, Commercial Director at CollectPlus said:** *"We are excited to announce a new partnership with Enclothed, a brand which can only be described as a pioneering online menswear retailer. In an age of ever changing fashion trends, shoppers demand choice and convenience and customers increasingly value our returns offer. The unique service offered by Enclothed gives shoppers access to an excellent range of men's fashion brands, allowing them to try clothes on in the comfort of their own home. We look forward to providing Enclothed's customers with a simple way to send back the items they decide not to keep."*

**Levi Young, Co-Founder of Enclothed said:** *"An uncomplicated and convenient returns process is key to our personalised shopping experience. Our partnership with CollectPlus will help give our customers more choice, allowing them to return unwanted purchases to a convenient location at a time that fits in with their busy lifestyles."*

The CollectPlus service has been tailored to suit the needs of modern consumers, to whom time is increasingly valuable, and efficiency and cost are key. 90% of the UK population live within a mile of a CollectPlus store in urban areas and 89% within five miles in rural areas, meaning that CollectPlus customers can enjoy the same convenience no matter where they live.

CollectPlus offers a simple and convenient way for people to collect online purchases from or return unwanted items to more than 300 high street and online retailers, including John Lewis, House of Fraser and ASOS. It also offers a convenient way to send parcels.

Alongside convenience, a high level of customer satisfaction continues to be at the heart of the CollectPlus offer. At present, 82% of TrustPilot reviews rate the CollectPlus service as five star with customers considering the CollectPlus service to be 'excellent' in TrustPilot terms.

Founded in 2009, CollectPlus is a joint venture between PayPoint, the leading retail payment network, and Yodel, the UK's leading independent parcel carrier.

**-ENDS-**

### **Notes to Editor**

For further information, please contact the CollectPlus team at the Red Consultancy:

**Email:** [collectplusteam@redconsultancy.com](mailto:collectplusteam@redconsultancy.com)

**Tel:** 0207 025 6500

CollectPlus scores 9.2/10 on [TrustPilot](#), with 82.1% of customers giving CollectPlus 5/5 stars (as of 21.12.15).

### **ABOUT COLLECTPLUS**

CollectPlus is the UK's largest independent store-based parcel delivery and returns service. It offers a simple and convenient way for people to collect online purchases from or return unwanted items to more than 300 high street and online retailers, including John Lewis, New Look and ASOS – all at their local convenience store.

It is also possible to send parcels to any UK address from a CollectPlus store, making it a convenient option for those who sell products via online marketplaces such as eBay, as well as acting as a cheaper and convenient alternative parcel service for sending packages to friends and family.

Founded in 2009, CollectPlus was the first business to offer third party click and collect in the UK and now has a network of over 5,800 conveniently located parcel stores across the UK, nearly all of which are open early 'til late seven days a week. 90% of the UK's urban population live within a mile of a CollectPlus point and 89% within five miles in rural areas.

CollectPlus now handles in excess of 300,000 parcels a week and in July 2015 handled its 50 millionth parcel. CollectPlus is a joint venture between PayPoint, the leading retail payment network, and leading independent parcel carrier, Yodel.

### **ABOUT PAYPOINT**

PayPoint is an international leader in payment technologies, its solutions transforming payments for everyone from consumer and financial services companies to retailers, utilities, media, e-commerce, gaming and government clients.

PayPoint delivers payments and services through its unique combination of local shops, mobile and online distribution channels, delivered both through its owned businesses and by integrating the best services from more specialised suppliers. It handles almost £15 billion from over 785 million transactions annually for more than 6,000 clients and merchants.

With the backing of 24/7 operations centres with dual site processing, PayPoint is widely recognised for its leadership in payment systems, smart technology and service.

### **Retail networks**

The PayPoint retail network across the UK numbers over 28,300 local shops, (including Co-op, Spar, McColls, Costcutter, Sainsbury's Local, Tesco Express, One Stop, Asda, Londis and thousands of independents), where it processes energy meter pre-payments, bill payments, benefit payments, mobile phone top-ups, transport tickets, BBC TV licences, cash withdrawals and a range of other transactions. In Romania, the retail network numbers over 9,450 terminals in local shops, helping people to make cash bill payments, money transfers, road tax payments and mobile phone top-ups. In the Republic of Ireland, over 500 terminals in shops and credit unions process mobile top-ups and bill payments.

PayPoint's ATM network numbers more than 4,000 'LINK' branded machines across the UK, and 10,000 PayPoint terminals enable retailers to accept credit and debit cards.

## **Mobile and Online**

PayPoint Mobile and Online is an independent PSP in the UK and Europe, able to work freely with all acquiring banks, taking advantage of Europe's largest e-commerce markets. In FY15A, PayPoint processed over 100m transactions and processed £4.5bn worth of payments. Its core online payments platform is linked to 16 major acquiring banks in the UK, Europe and North America, delivering secure credit and debit card payments for over 5,100 online merchants. In the last 24 months, PayPoint has made significant investments in a new Advanced Payments technology platform and product set, designed bottom-up to serve complex, emerging needs of e- and m-commerce businesses.

Its suite of products ranges from value-added services such as FraudGuardv5 - an advanced service that mitigates the risk of fraud, Cardlock - an innovative solution for PCI compliance and Cashier - one of the most advanced hosted digital payment solutions on the market. PayPoint Mobile and Online is the first well established UK PSP to re-platform launching their new Advanced Payments platform this year. PayPoint Mobile and Online is part of PayPoint Plc group of companies.

## **ABOUT YODEL**

UK independent parcel carrier Yodel handles over 155 million parcels every year and has a relationship with 85 per cent of the UK's top retailers. The company is headquartered in Hatfield and has over 60 locations across the UK, including three central sorts and over 50 service centres.

Yodel offers a range of services to meet the needs of its clients and their customers. Through its sister company, Arrow XL, Yodel can also offer a two man service for white goods and large items up to 120kg.

To find out more visit [www.yodel.co.uk](http://www.yodel.co.uk)

## **ENCLOTHED**

For further info on Enclothed:

Sandra Keenan: [sandra@crawfordkeenan.com](mailto:sandra@crawfordkeenan.com)

Tel: 07776 185003