

29 Jan 2015

Fenn Wright Manson offers free returns with CollectPlus

12 December 2012: CollectPlus today announces that it has partnered with Fenn Wright Manson to offer its customers the option of returning purchases without charge through their local convenience store.

The leading occasion wear brand for women has partnered with CollectPlus to make returns easier and more convenient than ever before for its customers. With 5,000 CollectPlus stores and garage forecourts in the network, all of which are open early until late and often seven days a week, Fenn Wright Manson customers will be able to drop off parcels at a time and place that suits them and accurately track their parcel every step of the way, too.

The latest IMRG Home Delivery report indicates that almost three quarters (72%) of online shoppers would not be willing to travel more than five miles to collect goods ordered online, further demonstrating the value of the CollectPlus network of shops to retailers. With 87% of people in towns in the UK living within a mile of a CollectPlus shop, which are all part of the PayPoint network, CollectPlus is answering this growing consumer need.

Mark Lewis, CEO of CollectPlus, says:

“CollectPlus is committed to helping retailers provide a convenient solution to returns that is on their customer’s doorstep. Our partnership with Fenn Wright Manson enables them to offer their customers even greater value and choice, with a free returns service that fits in with their busy lives.”

“Fenn Wright Manson chose CollectPlus as a result of the ease and flexibility of the additional touch points that we provide and we’re looking forward to working closely with them to develop our relationship.”

Faye Bishop, Head of Online at Fenn Wright Manson, says:

“We’re delighted to be working with CollectPlus, which ensures that shopping with us remains an effortless experience for our customers. As creators of stylish clothes, with modern and sophisticated designs, CollectPlus’ innovative service complements our philosophy wonderfully well. Not only will our customers benefit from free returns but they will also have complete peace of mind as CollectPlus parcels are fully tracked.”

ENDS

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

Email: collectplusteam@redconsultancy.com

Tel: 0207 025 6500

ABOUT COLLECTPLUS

CollectPlus is a delivery and returns service giving online shoppers’ the choice to collect and drop off parcels at local convenience stores. Founded in 2009, it answers a clear need for a modern

alternative to the Post Office that is convenient and easy to use.

The success of the innovative model is reflected in the 160 retail brands that CollectPlus provides returns solutions for, with nearly 100 added over the past year. Delivery to local store, Click&CollectPlus, is provided to a rising number of retailers from Amazon to House of Fraser and ASOS to Very.co.uk. This complements the returns offer that CollectPlus provides to retailers, offering a complete delivery and returns service.

With a network of 5,000 shops open early 'till late seven days a week; 87% of the UK population already live within a mile of a CollectPlus shop in urban areas and 88% within five miles in rural areas. The store network has grown by over a quarter in the last 12 months and continues to expand.

In 2011, CollectPlus was named 'Third Party Logistics Supplier of the Year' at the Retail Week Supply Chain awards; 'Innovative Delivery Service' at IMRG's eCommerce Excellence Awards; and has been highly commended by Retail Systems for 'Supply Chain Solution of the Year'.

CollectPlus is a joint venture between PayPoint, the leading retail payment network, and the UK's leading parcel delivery company, Yodel.