

# **NEW FREEPOST SERVICE FOR RETURNING BROOKES MATERIALS**

Completed your studies and wondering  
how to return items to the University?

We've set up a new free returns  
service with Royal Mail »



# How do I use this service?

Go to the Oxford Brookes University

**Return your item** page on the

Royal Mail website:

[royalmail.com/track-my-return/create/3712](https://royalmail.com/track-my-return/create/3712)

Select Box/bag from the shape options.



Confirm that your item is the required weight and size.



1

2

3

Pick your retailer

Make your returns labels


Take to the Post Office


**Make your returns label**

If reusing packaging, please cover all previous parcel labels


**OXFORD BROOKES UNIVERSITY**

What shape is your item?

☒ Box / bag

☐ Tube

Is your item less than 20kg and smaller than 61cm (L) x 46cm (W) x 46cm (D)?



☒ Yes

☐ No

Now you need to enter the University Department you're returning the item to and the reason for returning it.



Your order (fields marked with \* are mandatory)

\*University Department

\*Reason for return  ▼

Then enter your personal details and address (in case your item cannot be delivered).



Your details

\*Your title  ▼

\*Your first name

\*Your last name

\*Your email

\*Confirm your email

House number or name

\*Postcode

[Enter your address manually](#)

We only ask for your details in case we can't get your item back to your retailer. We promise not to use them for anything else. By clicking Make your label, you are confirming that you're not intending to send any restricted or prohibited goods in the post. Find out what we class as [restricted](#) and [prohibited](#).

Click 'Make Your Label' to load the next page where you can download the Returns label in PDF format.



[Make your label](#) »

You can download and print your Returns label.

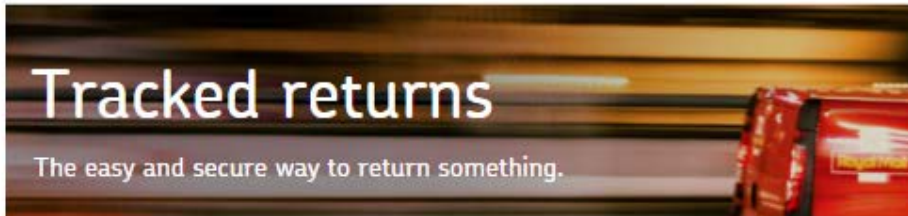
Please write the **Brookes department**  
(eg Library) you're returning the item to on  
the back of the item.

Then take the item to your local Post Office®  
branch.

## No printer? No problem!

Royal Mail will also send a QR code to your mobile which you can take to a Post Office branch or Royal Mail Customer Service Point (CSP).

They'll scan the QR code and print the label,  
which you can then fix to your parcel and drop off while you're there.



**Tracked returns**  
The easy and secure way to return something.

- 1 Pick your retailer
- 2 Make your returns labels
- 3 Take to the Post Office

**Print your label**

You can now download and print your returns label. We've emailed it to you too in case you need to print it at another time.

[Download](#) [Download Acrobat Reader](#)

Take your item to the Post Office

You can find your nearest Post Office® branch and view details such as opening times and the services provided.

Need to find a Post Office near you?

Search using full postcode

Find

Showing 5 Post Office branches near **IG1 3DF**

113 Belgrave Road

Ilford IG1 3LG 0.3 miles

Show details (+)

128 Cranbrook Road

Ilford IG1 4LZ 0.3 miles

Show details (+)

50 The Exchange

Ilford IG1 1DQ 0.5 miles

Show details (+)

86 Jack Cornwell Street

London E12 5FB 0.6 miles

Show details (+)

449 Cranbrook Road

Ilford IG2 6EW 0.8 miles

Show details (+)

Your Returns label will look like this.

Delivered by

Tracked 48

Royal Mail

Postage on Account GB

#ZR 0077 0101 1GB#

Toscot  
2  
Broadgate  
London  
EC2M 2QS

SENDER: Mr. Smith  
38 St. Peters Road  
Reading RG6 1PA

Post Office - scan the above right barcode

Return order reference:  
RETURN999

Retailer reference:  
RETAILER03



Thank you!

We look forward to receiving your returned items.