

Creating A Return

ROYAL MAIL



After contacting Mira to request a return, you'll receive a link to our Royal Mail Returns Portal.


Select your preferred tracking option:

Tracked returns 24 (Next business day) – [Create your return](#)

Tracked returns 48 (2-3 business days) – [Create your return](#)

When you access the link:

- Enter the Return Order Number given during your call.
- Choose your return reason from the dropdown menu.



Mira
SHOWERS

Return your item to Mira Showers

Please return via the online royal mail portal.

* Required fields

Your Mira Showers order details

Order Number *

Your order number can be found at the top of your invoice, Customer order number given at time of purchase.

Return reason *

▼

Scroll down to the 'Your Contact Details' section and enter your email address, full name, and home address in the designated fields.

Your contact details

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.

Email address *

Name *

Home address *

[Enter manually](#)

Scroll down and tick the box to confirm that your parcel meets the specified size and weight limits.

Please confirm

Maximum weight and size



46cm
46cm
61cm



90cm

Max weight	20 kg
Parcel dimensions	61 x 46 x 46 cm
Tube dimensions	Length 90cm. Length + twice the diameter must be no more than 104cm

[What should I do if my item exceeds these limits?](#)

My item does not exceed the maximum weight and size limit. My item does not contain any restricted or prohibited goods

Click on the 'Create your label' button at the bottom of the screen.

[Create your label](#)

How would you like to return your item:

Collect from me

Book a collection from your doorstep, office or safeplace. We can also bring the label to you.

Drop off your item

You can drop off at a Parcel Postbox, Postbox, Locker, ParcelShop (Collect + or Post Office) or Delivery Office. We've sent you an email with the return label and QR code if you don't have a printer at home.

Drop off your item

Depending on whether or not you have a printer at home, please choose one of the following:

Labels to Go (No printer required)

Using the QR code we've sent in your email, you can take this to a one of our printer-enabled Lockers, Parcelshop (Collect + or Post Office) or your local Delivery Office.

Print at home

Click on the 'Print return label' button and attach this to your item. Depending on the size of your item, take it to a Postbox, Parcel Postbox, Locker, Parcelshop (Collect + or Post Office) or your local Delivery Office.



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[Print return label](#)

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[Services near you](#) →

[Less information](#)



Collect from me


Click on the 'Book a collection' button

No printer?

Don't worry, if selected, a postie will bring the label to you when collecting the item.

Not going to be in?


You can select to leave your item to be collected from your designated safeplace.



Collect from me


No printer required

Book a collection from your doorstep, office, or safeplace. We can also bring the label to you.

[Book a collection](#) [Download return label \(Optional\)](#) 

- **No printer?**
Don't worry, if selected, our postie will bring the label to you when collecting the item.
- **Not going to be in?**
You can select to leave your item to be collected from your designated safeplace


Learn more about [Parcel Collect](#)

[Less information](#) 

Choose the item's size from the available options.


1. Your items | 2. Collection address | 3. Date

Which items would you like us to collect? * indicates a required field

 Need urgent next day delivery using Special Delivery Guaranteed? We add a working day to our aims and guarantees with Parcel Collect.
Find out more at royalmail.com/collection.

Item 1






Please collect an item that I'm sending by Royal Mail with postage... *

...that I am in the process of purchasing (i.e. is currently in my basket) 

...that I purchased previously via **Send an item** or other similar service, or postage for an item being returned using a **Royal Mail Tracked Return** service

Collection cost for this item **FREE**

What's the size of your item? *

<input type="radio"/> Letter up to 100g 	<input type="radio"/> Large letter up to 1kg 	<input type="radio"/> Small parcel up to 2kg 	<input type="radio"/> Medium parcel up to 20kg 	<input type="radio"/> Tube up to 20kg 
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[Add another item](#)

[Cancel](#) [Continue](#)

Choose the item's weight from the available options, then click 'Continue' to proceed.

Your item:

Small parcel
Maximum size: 45 x 35 x 16cm

16cm
35cm 45cm

What's the weight of your item? *

up to 100g up to 250g up to 500g up to 750g up to 1kg up to 2kg

[Why do I need to provide the exact weight?](#)

Add another Item

1cel Continue

Enter the collection address in the 'Postcode Search' box. Then, provide your name in the 'Sender Name' box. If you're a business, enter the company name in the 'Company Name' box instead. Then click 'continue' to proceed.

1. Your items ✓ 2. Collection address 3. Date

Where shall we collect your item from? * indicates a required field

Postcode search Start typing a postcode or address...

Can't find your address? [Please let us know](#)

Sender name
or
Company name

* (Sender name or company name is required)

Edit

Previous Continue

Next, complete the following steps:

- Select your preferred collection date and time.
- Choose 'Yes' or 'No' for a free label.
- Use the dropdown menu to specify a safe place in case no one is home.
- Tick the box at the bottom if a dog is present at the property.

Once you have completed the above, click 'Add to basket' to proceed.

1. Your items

2. Collection address

3. Date

When shall we collect your item? * indicates a required field

Please select your preferred date *

<input checked="" type="radio"/> Tomorrow	23rd May	08:38 - 12:38 †
<input type="radio"/> Saturday	24th May	08:45 - 12:45 †
<input type="radio"/> Monday	26th May	Collection unavailable
<input type="radio"/> Tuesday	27th May	08:56 - 12:56 †
<input type="radio"/> Wednesday	28th May	09:00 - 13:00 †

† Estimated time

Would you like us to bring your label at no extra cost?

Yes No

Great! We'll bring a label for this item when we come to collect it.
Please be aware that your collection postcode will be visible on the label for all items collected using our **Bring My Label** option.

Please tell us where your Safeplace is in case there's no one at the property:

No Safeplace (Someone will be at the property)

There's a dog at the collection address

[Previous](#) [Add to basket](#)

