

Statement of work

This statement of work is agreed between Marlow & Pike Retail Ltd (the Buyer) and Harper & Lane LLP (the Supplier) under contract MPR-2026-044, and forms Schedule 2 (Specification) of that contract.

This Schedule sets out what the Buyer wants.

For all Deliverables, the Supplier must help the Buyer comply with any specific applicable Standards of the Buyer.

Buyer's Social Value Priorities

Two paid internships for local school leavers

Hold workshops online where possible to cut travel

Specification

Background: Marlow & Pike Retail Ltd would like Harper & Lane LLP to review their customer returns journey across stores and online. Returns complaints have doubled since they moved to a single returns warehouse, and they want to understand where customers drop out and what to change.

Scope: Map the returns journey in store, by post and through the website; interview 12 customers and 6 store managers; recommend changes and a 90-day plan.

Out of scope: warehouse IT systems and any staff restructuring.

The work starts on 2 November 2026 and the Deliverables are due as set out below.

1 Deliverables and milestones

Deliverable	Due date	Buyer sign-off
Discovery report	20 November 2026	Yes
Customer journey maps	11 December 2026	Yes
Final recommendations and 90-day plan	29 January 2027	Yes
Handover workshop (online)	5 February 2027	No

2 Acceptance

Where a Deliverable needs the Buyer's sign-off, Helen Marsh will review it against the acceptance criteria agreed for it and confirm acceptance, or give reasons for rejection, within 5 working days of delivery. The Supplier will correct a rejected Deliverable and resubmit it.

3 Contacts

Buyer contact: Helen Marsh

Supplier contact: Callum Reid