# Marks & Spencer cyber attack disrupts online shopping for second day



Marks & Spencer faced significant disruption for the second consecutive day as shoppers were unable to make purchases online due to an ongoing cyber attack. While the retailer’s physical stores remained open, it has fully suspended online orders across its website and mobile apps, affecting all product categories from food deliveries to clothing. The company also temporarily halted its click and collect service, which allows customers to order items online and collect them in-store.

The retailer has pledged to refund customers for any affected orders, but the disruptions have led to frustration among shoppers, particularly regarding communication issues. One customer, speaking to the Daily Mail, expressed dissatisfaction: “They need to do a better job communicating about click and collect. ‘May be some disruption’ does not equal ‘Don’t travel to store, you can’t collect your order.’” Another shopper commented on the lack of information in-store, saying, “Communication is non-existent. Got my email to collect my order, went into store, no one around click and collect area, screens were black, but the scanner was still working. Had to go to the checkout at the other side of the store to find staff to ask.”

The cyber attack has had substantial financial repercussions for Marks & Spencer, with the company’s market value declining by more than £500 million. Analysts estimate that the ongoing problems could be costing the retailer up to £3.7 million per day. In response, M&S has enlisted the help of cybersecurity experts, including the US-based firm CrowdStrike, to resolve the crisis.

The origin of the attack remains unclear. While there has been speculation about potential involvement by Russian agents, sources close to the investigation have discounted this theory, suggesting instead that it is more likely the work of criminal groups. Such attacks typically involve criminal hackers infiltrating a company’s IT systems, freezing operations, and demanding payment in return for restoring access.

Marks & Spencer has not provided a timeline for when the issue will be fully resolved. The incident occurs during a particularly busy retail period as summer shopping ramps up. Nicholas Found of Retail Economics commented on the broader implications, describing the event as “a stark reminder that no retailer, no matter how established or digitally sophisticated, is immune from the escalating threat of cyber crime.”

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.computerweekly.com/news/366623085/MS-suspends-all-online-sales-as-cyber-attack-worsens> - This URL supports the claim that Marks & Spencer suspended all online sales due to a cyber attack and highlights the ongoing efforts to contain and mitigate the incident. It also mentions the impact on click-and-collect services and contactless payments.
2. <https://www.itv.com/news/2025-04-25/m-and-s-shoppers-facing-continued-disruption-days-after-cyber-attack-hit-systems> - This article corroborates the disruption caused by the cyber attack, confirming that M&S halted all online orders and provides details about the temporary suspension of services like click and collect and contactless payments.
3. <https://corporate.marksandspencer.com/media/press-releases/cyber-incident-further-update> - Marks & Spencer's official press release updates on the cyber incident, reinforcing the fact that they are proactively managing the situation and working on resolving the technical issues affecting their services.
4. <https://techcrunch.com/2025/04/22/marks-spencer-confirms-cybersecurity-incident-amid-ongoing-disruption/> - TechCrunch's report confirms Marks & Spencer's initial notice about managing a cyber incident, detailing disruptions and outages, and mentions operational changes to protect customers and the business.
5. <https://www.bleepingcomputer.com/news/security/marks-and-spencer-pauses-online-orders-after-cyberattack/> - This URL supports the claim that Marks & Spencer paused online orders due to a cyber attack, aligning with the company's efforts to recover from the security incident.
6. <https://www.noahwire.com> - Though not directly supporting specific claims due to lack of access to the content, this source is mentioned as the origin of the article, which outlines the disruptions and financial impacts experienced by Marks & Spencer due to the cyber attack.
7. <https://www.dailymail.co.uk/news/article-14651677/Anger-grows-M-S-forced-halt-online-sales-second-day-cyber-attack.html?ns_mchannel=rss&ns_campaign=1490&ito=1490> - Please view link - unable to able to access data