Our **UK** and **international** parcel services and prices

It’s easy to send with Parcelforce Worldwide when you use our express, priority or value services

Effective from 30th March 2015

Join Rewards 4U for special discounts and offers
See back cover for details
It’s never been easier to arrange a UK or international parcel delivery with Parcelforce Worldwide. You can access our full range of services at 54 depots around the UK.

To give you the flexibility and convenience you need our Parcelforce Worldwide depots are open from 8.00am-7.00pm Monday to Friday and from 8.00am-1.00pm on Saturday.

You can also send a parcel at your local Post Office® — with over 10,500 branches you’ll find one within a mile of most homes across the nation, or book a collection by phone or online at parcelforce.com.

Across the nation, around the world

Your parcel checklist

1. Choose your service from our range of delivery speeds, levels of tracking, inclusive compensation and guarantees.

2. Check that we can carry your parcel. Please read the prohibitions and restrictions guidelines before packaging a parcel. These can be found at parcelforce.com/retailprohibitions and parcelforce.com/sanctions.

3. Check the delivery time and size and weight limits for your destination.

4. Choose an appropriate level of compensation for loss/damage for the value of your parcel. Not all items are covered by our compensation cover.

5. Read our packaging guidelines to make sure that your parcel is packaged securely for its journey. These can be found on page 17.

6. Write your details including sender’s name, address, postcode and phone number on the reverse of the parcel.

7. Write the recipient’s details on the largest side with your barcoded service label (provided at the counter).

8. Sign your receipt to accept the Parcelforce Worldwide Conditions of Carriage. Keep this safe until your parcel has been delivered.

9. Track your parcel’s journey on parcelforce.com/track (where available).

10. Join Rewards 4U and access a range of special discounts and offers. See back cover for more details.

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Select a **UK** or international parcel service

Our **Guaranteed** services are ideal when you need to be absolutely sure your parcel will arrive at its destination when it has to be there, or if you’re sending valuable items. And our **Standard** services provide the perfect solution for non-urgent items.
Need a delivery in the UK from next day?

Our range of guaranteed* UK express services offers great value for money, with a choice of convenient delivery times to suit your needs. Ideal for small businesses, eBay sellers, students and anyone who needs a parcel delivered fast.

What’s included with our UK express services?

All of the following features are included with our UK express services. For added peace of mind you can track your parcel to its final destination.

- **Fully tracked**
  Tracked from when your parcel is collected to when it’s delivered at parcelforce.com/track

- **Size**
  express9, 10, AM, 24, 48—maximum length of 1.5m and 3m length/girth combined
  express48large—maximum length of 2.5m and 5m length/girth combined.

- **Signature on delivery**
  Signed electronically, with signature available online typically within 8 minutes of delivery at parcelforce.com/track

- **Saturday delivery**
  Saturday delivery is available for an additional charge of £9.00.

- **Generous weight limit**
  Individual parcels can weigh up to 30kg.

- **Compensation**
  For your peace of mind, cover for loss or damage is included in the price – up to £200 for express9, 10 and AM and up to £100 for express24, 48 and express48large. Additional cover can be purchased up to £2500.

Deliveries

Deliveries are usually made between 7am - 5.30pm Monday-Friday and between 7am-1pm at the weekend‡. For weekend deliveries please see page 13.

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‡ Extended delivery times exist for outlying areas. Please visit parcelforce.com for further information.

* Guarantee definition: A refund of the whole or a proportionate part of the consignment charges in the event of late delivery in line with our UK or International Conditions of Carriage for Retail Services. Delivery time begins from date of collection.

** Guarantee definition: A refund of the whole or a proportionate part of the consignment charges in the event of late delivery in line with our UK or International Conditions of Carriage for Retail Services. Delivery time begins from date of collection.

† Delivery times begin from date of collection.
Need an international delivery from next day?

Our international express services offer a great balance of speed and price with guaranteed* delivery. So whether it’s an overnight parcel to New York or a package to Australia next week, we’ve got it covered. And our value services offer great value delivery when time is on your side.

Our international express services at a glance

- **global express** from £43.02 with delivery from next working day to the USA, Canada and Europe. From 2 working days for the rest of the world.
- **global priority** from £29.65 with delivery from 3 working days to Europe and major destinations worldwide.
- **ireland express** from £16.49 for an overnight service available from selected branches in Northern Ireland to the Republic of Ireland.

Our value services at a glance

- **global value** from £9.65 with delivery from 4 working days worldwide, with up to £100 cover for loss or damage included in the price.
- **global economy** from £24.45 with delivery from 28 working days worldwide (not available to European destinations).

What’s included with our international express services?

All of the following features are included with our global express, global priority and ireland express services. Please check the weight and size of your parcel before sending it. For added peace of mind you can track your parcel to its final destination.

- **Fully tracked**
  Tracked from when your parcel is collected to when it’s delivered, for all destinations with global express and ireland express and major destinations worldwide with global priority at parcelforce.com/track

- **Size**
  Maximum length of 1.5m and 3m length/girth combined. Visit parcelforce.com/countries for specific country limits.

- **Signature on delivery**
  Named confirmation online for all destinations with global express and ireland express and major destinations worldwide. Named confirmation online available for ireland express.

- **Confirmed delivery dates**
  For global priority to Australia, China, Hong Kong, Japan, South Korea and USA.

- **Generous weight limit**
  Individual parcels can weigh up to 30kg.

For more information visit parcelforce.com | Join Rewards 4U - see back cover for details.

1 Weight and size limits may vary by destination. Full details can be found at parcelforce.com/countries
2 Guarantee definition: A refund of the whole or a proportionate part of the consignment charges in the event of late delivery in line with our UK or International Conditions of Carriage for Retail Services. Delivery time begins from date of collection.
3 global value and global economy are only available at a Parcelforce Worldwide Depot or a Post Office® branch.
How quickly will it get there?

Our international delivery speeds are based on the delivery of parcels (excluding customs clearance time) to major cities and towns.

Outer suburbs and other outlying areas may take a little longer, so different delivery times may apply. When sending taxable merchandise, we suggest that you allow a further day for customs clearance, although this will vary by country.

International services information

Delivery information for overseas destinations – local practice means that sometimes parcels are delivered to a local post office in the destination country.

Items addressed to PO Boxes – we cannot always accept items addressed to PO Boxes. You cannot send any parcels addressed to a PO Box on our global express service.

Customs Packs – fully complete and sign a customs pack for all destinations worldwide for global express. For our other international services, complete a customs pack for destinations outside the EU only. This must include details of the contents, value and weight of your parcel plus contact details for the sender and recipient.

International export licences

Make sure you complete the correct export documents. For more information visit parcelforce.com and search ‘export documents’.

Items requiring Parcelforce Worldwide to obtain any special licence or permit for transportation, importation or exportation; or consignments with a declared value for customs in excess of that permitted for the particular destination should not be sent on any international service.

Receiving a parcel from outside the EU

Clearance fees, duties and taxes

If a parcel is received from outside the EU, Parcelforce Worldwide will clear the goods through HM Revenue & Customs (HMRC). You will be required to pay all the relevant import duty, excise duty and VAT (as determined by HMRC), together with the clearance fee, details of which will be sent to you by letter.

To make things easier, you can pay by credit or debit card at parcelforce.com or over the phone.

Once payment is received, you will be able to select how and when you would like your parcel delivered.

Importing a parcel to the UK

If you are importing a parcel to the UK, we will make a charge if we have to hold your parcel while customs process it.

To avoid incurring high storage charges, please respond promptly to any customs queries. All parcels valued at over £2000 are placed in secure storage until completion of HM Revenue & Customs formalities.

The import of some goods into the UK requires a licence, which you will need to obtain. Details about import controls can be found at: www.gov.uk/government/publications/do-i-need-an-import-licence

As all duties and taxes are raised by HMRC, we cannot answer any queries. If you have any queries relating to customs, taxes or duties raised by HMRC, please contact HMRC direct at www.hmrc.gov.uk and search Notice 143 (A guide for international post users).

More information on fees

Our clearance and storage fees do vary. For up to date information, visit parcelforce.com

If you have a general query about import duties and taxes, contact HMRC on 0300 200 3700.

British Forces Post Office (BFPO)

Available at all Post Office® branches, you can send parcels to HM Forces personnel using BFPO numbers (with the name, rank, sub-unit and unit). No country or postcode should be included in the address.

Standard maximum length is 1.05m and maximum length and girth combined is 2m. Premium maximum length is 1.5m and maximum length and girth combined is 3m. Maximum weight of 30kg, except HM Ships (BFPO200-499) where the maximum weight is 1kg and some operations which are restricted to 2kg. International prohibitions apply.

Further information can be found at: www.gov.uk/british-forces-post-office-services

What about documentation?

A Parcelforce Worldwide BFPO service label must be attached and a customs pack fully completed. The parcel should include:

- Service number, rank and name of individual
- Unit or Regiment
- Operation name (if applicable)
- BFPO number

If the parcel you are sending is for a dependant of the HM Forces employee, the parcel must be addressed C/O (‘care of’) the name of the serving Forces employee. If the parcel is for an entitled civil servant (an MOD employee or teacher for example) the parcel must be addressed C/O (‘care of’) the name of the HM Forces employee, the parcel must be addressed C/O (‘care of’) the name of the HM Forces employee, the parcel must

What if the person I am sending to changes units?

No problem. Once you have sent the parcel, BFPO will automatically re-direct it to the new unit, at no extra cost. However we cannot give a guaranteed delivery speed on these services.

For more information visit: www.gov.uk/british-forces-post-office-services

Full details on each country and the international services available can be found on parcelforce.com or ask at the counter. *Premium maximum size has limited availability. Please check www.gov.uk/british-forces-post-office-services for full details.

** Guarantee definition: A refund of the whole or a proportionate part of the consignment charges in the event of late delivery in line with our UK or International Conditions of Carriage for Retail Services. Delivery time begins from date of collection.
UK prices
Parcelforce Worldwide’s range of delivery speeds gives you a choice based on the urgency of your despatch. The table on page 14 shows the cost of each Parcelforce Worldwide UK service.

Weekend delivery
For Parcelforce Worldwide UK services, Saturday delivery is available for an additional charge of £9.00.

UK zones
Listed below are the UK Zones 1-3. Please note, there may be some services that either cannot be offered within certain areas, or are subject to extended delivery times.

See parcelforce.com for further information or ask at the counter.

Zone 1
England, Wales and parts of Scotland excluding the Highlands and Islands.

Zone 2
The Highlands and Islands of Scotland.

Zone 3
Northern Ireland, Isle of Man and Isles of Scilly.

International prices
When you’ve chosen a service for your parcel, the tables on pages 14-16 will show you the price of delivery for the country you are sending to. When calculating the price of a parcel, please round up to the next half kg.

For example, if you’re sending a 9.7kg parcel by global priority to the Channel Islands, the cost will be £43.40; the price for 10kg.

International deliveries are made during standard business hours, which may vary from country to country.

For international parcels weighing over 10kg, please ask at the counter for full price details or visit parcelforce.com

All prices included in this guide are inclusive of VAT at the appropriate rate.

If your business is VAT registered then you can recover VAT on parcel services in the usual way. Visit parcelforce.com/vat to find out more.

Sending more than one parcel

Sending more than one parcel to the same UK address?

Ask about our competitive consignment rates at the counter. (A maximum of 15 parcels can be sent per consignment).

For example
Two parcels weighing 2kg and 4kg with a total weight of 6kg being sent by express to the same UK address would cost £53.97. If they were sent together it would cost £20.90, saving you £33.07!

For example
Two parcels weighing 1kg and 2kg with a total weight of 3kg being sent by global express to the same overseas address in Germany would cost £102.72. If they were sent together it would cost £65.18, so you would save £37.54!

Sending more than one parcel to the same overseas address?**

** Extended delivery times exist for outlying areas. Please visit parcelforce.com for further information.

Delivery policy
We deliver to an address, not a named individual. When no-one is available to accept the item, we will try and deliver to a neighbour or local Post Office® branch where it will be held for 16 days. A card will be left informing the recipient of the attempted delivery and where the parcel can be collected from.

For full details see parcelforce.com
### Republic of Ireland

- United Kingdom

### Channel Islands

- Global value
- Global priority
- Global express

<table>
<thead>
<tr>
<th>Express</th>
<th>Up to 0.5kg</th>
<th>£6.55</th>
<th>£12.10</th>
<th>£24.20</th>
</tr>
</thead>
<tbody>
<tr>
<td>48</td>
<td>£6.55</td>
<td>£12.10</td>
<td>£24.20</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>£6.55</td>
<td>£12.10</td>
<td>£24.20</td>
<td></td>
</tr>
<tr>
<td>AM</td>
<td>£6.55</td>
<td>£12.10</td>
<td>£24.20</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>£6.55</td>
<td>£12.10</td>
<td>£24.20</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>£6.55</td>
<td>£12.10</td>
<td>£24.20</td>
<td></td>
</tr>
</tbody>
</table>

### France, Germany & Denmark

- Global value
- Global priority
- Global express

<table>
<thead>
<tr>
<th>Express</th>
<th>Up to 0.5kg</th>
<th>£20.34</th>
<th>£43.74</th>
<th>£85.08</th>
</tr>
</thead>
<tbody>
<tr>
<td>48</td>
<td>£20.34</td>
<td>£43.74</td>
<td>£85.08</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>£20.34</td>
<td>£43.74</td>
<td>£85.08</td>
<td></td>
</tr>
<tr>
<td>AM</td>
<td>£20.34</td>
<td>£43.74</td>
<td>£85.08</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>£20.34</td>
<td>£43.74</td>
<td>£85.08</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>£20.34</td>
<td>£43.74</td>
<td>£85.08</td>
<td></td>
</tr>
</tbody>
</table>

### Italy, Spain, Portugal & Greece

- Global value
- Global priority
- Global express

<table>
<thead>
<tr>
<th>Express</th>
<th>Up to 0.5kg</th>
<th>£25.62</th>
<th>£52.40</th>
<th>£105.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>48</td>
<td>£25.62</td>
<td>£52.40</td>
<td>£105.00</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>£25.62</td>
<td>£52.40</td>
<td>£105.00</td>
<td></td>
</tr>
<tr>
<td>AM</td>
<td>£25.62</td>
<td>£52.40</td>
<td>£105.00</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>£25.62</td>
<td>£52.40</td>
<td>£105.00</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>£25.62</td>
<td>£52.40</td>
<td>£105.00</td>
<td></td>
</tr>
</tbody>
</table>

### Zones 1-3

- United Kingdom

### Zones 4-8

- Channel Islands
- Rest of Europe
- USA & Canada

All prices included in this guide are inclusive of VAT at the appropriate rate.

### Zones 9

- Rest of Europe

Price per extra 0.5kg up to 30kg available on request. Weight and size limits may vary by destination. Please ask at the counter for further details.
### Zone 11 (Far East & Australasia)

<table>
<thead>
<tr>
<th>Service</th>
<th>Maximum inclusive compensation</th>
<th>Additional compensation available</th>
<th>Maximum total cover</th>
<th>Refunds if not delivered on or before the stated delivery day, or later than the stated delivery time</th>
</tr>
</thead>
<tbody>
<tr>
<td>express 9, 10, AM</td>
<td>£200</td>
<td></td>
<td>£2500</td>
<td>100%</td>
</tr>
<tr>
<td>express 24</td>
<td>£100</td>
<td></td>
<td>£2500</td>
<td>50%</td>
</tr>
<tr>
<td>express 48, BFPO Worldwide</td>
<td>£100</td>
<td></td>
<td>£2500</td>
<td>25%</td>
</tr>
<tr>
<td>global express</td>
<td>£200</td>
<td></td>
<td>£2500</td>
<td>N/A</td>
</tr>
<tr>
<td>relaxexpress</td>
<td>£200</td>
<td></td>
<td>£2500</td>
<td>N/A</td>
</tr>
<tr>
<td>globalpriority</td>
<td>£100</td>
<td></td>
<td>£2500</td>
<td>100%</td>
</tr>
<tr>
<td>globalvalue</td>
<td>£100</td>
<td></td>
<td>£2500</td>
<td>25%</td>
</tr>
<tr>
<td>globaleconomy</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Surcharges - redelivery charges for UK items returned to the depot

- Redelivery to the same address: Free of charge
- Requested delivery to a Post Office® branch: £1.00
- Redelivery to a different address: £5.50
- Redelivery on a Saturday: £12.00

### Zone 12 (Rest of the World)

<table>
<thead>
<tr>
<th>Service</th>
<th>Maximum inclusive compensation</th>
<th>Additional compensation available</th>
<th>Maximum total cover</th>
<th>Refunds if not delivered on or before the stated delivery day, or later than the stated delivery time</th>
</tr>
</thead>
<tbody>
<tr>
<td>express 9, 10, AM</td>
<td>£33.00</td>
<td></td>
<td>£35.35</td>
<td>£59.55</td>
</tr>
<tr>
<td>express 24</td>
<td>£40.05</td>
<td></td>
<td>£42.40</td>
<td>£66.40</td>
</tr>
<tr>
<td>express 48</td>
<td>£47.10</td>
<td></td>
<td>£49.45</td>
<td>£86.90</td>
</tr>
<tr>
<td>BFPO - Worldwide</td>
<td>£54.15</td>
<td></td>
<td>£56.50</td>
<td>£109.30</td>
</tr>
<tr>
<td>global express</td>
<td>£61.20</td>
<td></td>
<td>£63.55</td>
<td>£153.65</td>
</tr>
<tr>
<td>relaxexpress</td>
<td>£67.95</td>
<td></td>
<td>£70.65</td>
<td>£221.90</td>
</tr>
<tr>
<td>globalpriority</td>
<td>£75.30</td>
<td></td>
<td>£77.65</td>
<td>£250.00</td>
</tr>
<tr>
<td>globalvalue</td>
<td>£82.35</td>
<td></td>
<td>£84.70</td>
<td>£33.85</td>
</tr>
<tr>
<td>globaleconomy</td>
<td>£89.40</td>
<td></td>
<td>£91.75</td>
<td>£37.05</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Surcharges - globalexpress

- Address correction: £6.00
- Requested delivery to a different address: £5.50
- Returned shipments/goods: £39.00

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### Are your contents packaged correctly?

**Packaging**

It’s really important that you package your items well, to keep them safe on their journey.

**Wrapping your items**

Place your items in a rigid cardboard box with sufficient protective internal packaging such as polystyrene chips, polythene foam, bubble wrap or crumpled paper to prevent movement in transit. Multiple items within a parcel should not be touching. Please see our detailed advice for fragile, large or perishable items at parcelforce.com. This includes electronics, musical instruments, bicycles, car parts, china, glass, foodstuffs and flowers.

**Strong outer packaging**

A corrugated cardboard box with a quality outer wrapping is best. Make sure the outer packaging is strong enough for the weight of the parcel. Please note any items packed in Kraft paper cannot be sent via our globalexpress service.

**Sealing the parcel**

Seal the parcel well, top and bottom, with plastic or reinforced carton tape, rather than ordinary household tape. Never use string, plastic strapping, shrink wrap or bubble wrap on the outside of your parcel as they can get stuck in our machines. Please don’t strap boxes together. Put everything in the same box or send separate parcels (all UK services, globalexpress and globalpriority offer competitive consignment pricing when several parcels are going to the same address).

**Correctly completed documentation**

Check all documentation is accurately completed to avoid any delay in transit. Make sure the service barcoded labels are securely attached to the parcel and are clearly visible. Customers sending to non-EU destinations will need to declare the parcel contents on the customs pack. For globalexpress this is a requirement for all destinations.

Find further details on choosing suitable outer packaging material at parcelforce.com.

**Remember**

If your goods are not packaged properly and get damaged you will not be able to claim compensation.

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**HM Forces: Worldwide**

<table>
<thead>
<tr>
<th>Weight (up to kgs)</th>
<th>Price (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>£8.90</td>
</tr>
<tr>
<td>5</td>
<td>£11.45</td>
</tr>
<tr>
<td>10</td>
<td>£13.30</td>
</tr>
<tr>
<td>15</td>
<td>£19.15</td>
</tr>
<tr>
<td>25</td>
<td>£25.30</td>
</tr>
<tr>
<td>30</td>
<td>£33.85</td>
</tr>
<tr>
<td>50</td>
<td>£37.05</td>
</tr>
</tbody>
</table>

Price per extra 0.5kg up to 10kg available upon request. Weight and size limits may vary by destination. Ask at the counter for further details.
Prohibited or restrictions may apply to goods. Ignoring them can lead to delays, accidents or damage to other parcels.

In common with other major delivery companies, there are certain goods and substances that we cannot accept and must not be sent by customers. This is to comply with national and international regulations governing the carriage of mail to protect the health, safety and welfare of our employees and customers, and ensure that parcels in transport do not present a danger to the general public.

What are the prohibitions?

‘Dangerous goods’ are articles or substances which are capable of posing a risk to health, safety, property or the environment. Existing regulations prohibit sending the majority of dangerous goods. In the mail. We also prohibit other items for legal reasons, or where in our opinion they may be harmful or dangerous to our customers or employees. In addition, there are some items that can be carried in the post but only when specific requirements are met in relation to type of service to be used and quantity, volume, packaging and labelling of parcels. We call these items restricted goods. All restricted goods must be presented at the counter so we can confirm you have followed any applicable requirements prior to posting.

Different rules regarding restricted goods may apply for international post.

You are responsible for checking whether or not an item is prohibited or restricted. You can also ask for a leaflet on prohibitions and restrictions at the counter. The most up to date list of prohibited and restricted items, including a leaflet, can be found at parcelforce.com/retailprohibitions and examples of restricted and prohibited goods are given below.

### Prohibited and restricted items

<table>
<thead>
<tr>
<th>Item</th>
<th>UK</th>
<th>INT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prohibited items</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aerosols for toiletry or medicinal purposes</td>
<td>✔️</td>
<td>✘</td>
</tr>
<tr>
<td>Alcoholic beverages containing more than 70% alcohol by volume (ABV)</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Alcoholic beverages containing more than 24% but not more than 70% alcohol by volume (ABV) (e.g. gin, rum, vodka, whisky)</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Alcoholic beverages containing 24% alcohol by volume (ABV) or less (e.g. beer, wine and champagne)</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Arms and ammunition – new and used</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Batteries – new and used</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Batteries, specifically new alkaline metal, nickel metal hydride (NiMh), nickel cadmium (NiCd), zinc-air batteries, and damaged batteries of any type.</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Batteries, specifically new and used lithium batteries when not sent with or connected to an electronic device</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td><strong>Restricted items</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Batteries – new, wet, non-spillable (e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries)</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Batteries – new, wet, non-spillable (e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries) Packaging guidelines: No more than one battery in any one parcel. Maximum weight 1.5kg. Item must be protected against short circuit (by insulation of exposed terminals) and securely packaged. Package must be marked “NOT RESTRICTED” and “SPFAB7 / SPFAB8”</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Biological substances (Diagnostic specimens including blood, urine, faeces and animal remains. Category B (UN3373) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO). The total sample volume/mass in any package must not exceed 50ml/50g. All biological substances must be packed in packaging that complies with Packaging Instruction 850. The total sample volume/mass in any package shall not exceed 50ml/g.</td>
<td>✔️</td>
<td>✗️</td>
</tr>
<tr>
<td>Christmas Crackers</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Clinical and medical waste (e.g. contaminated dressings, bandages and needles)</td>
<td>✔️</td>
<td>✗️</td>
</tr>
<tr>
<td>Controlled drugs and narcotics (such as cannabis, cocaine, heroin, LSD, opium and amitral leaves, leaves of the Catha Edulis plant, morphine, opium, psychotropic substances etc.) Those discovered in transit will be stopped, and handed to customs or the Police, who may take legal action against the sender and/or recipient.</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Corrosives (including acids, corrosive paint and rust removers, caustic soda, mercury and galium metal)</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Counterfeit currency (Counterfeit currency and counterfeit stamps are prohibited)</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Dry ice</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Electronic devices sent with lithium batteries (including mobile phones, digital cameras, etc)</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Environmental waste (including used batteries and used engine oil)</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Explosives (including fireworks, flares, blasting caps, party poppers)</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Financial documents (money, banker’s drafts, cheques, dividends, bonds, securities etc.) which can include electronic items, and/or any other documentation. May be sent only with any other documentation, or with another document. May not be more than 1kg per parcel or 2kg per package. The maximum net quantity of cells or batteries is 1kg per parcel. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria. Part II, section 38.3. Cells or batteries that are defective or damaged are forbidden. Cells and batteries must be packed in inner packagings that completely enclose the cell or battery and protect them from short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Must be presented at the counter. Sender’s name and address must be visible on the parcel.</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Financial documents (money, banker’s drafts, cheques, dividends, bonds, securities etc.)</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Flammable liquids (including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels, acetone and all nail varnish removers).</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Flammable solids (including magnesium, phosphorous, potassium, sodium, zinc powder and fire lighters)</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Gases, including flammable, toxic and compressed gases</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Gases, including flammable, toxic and compressed gases (Gases including flammable, non-flammable toxic and compressed gases, new, used and empty gas cylinders, butane, ethane, refrigerants for lighters, fire extinguishers and scuba tanks, liquefied hydrogen and carbon dioxide (other than carbon dioxide) directly from the gas cylinder)</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Gases, including flammable, toxic and compressed gases</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Human and animal remains (including ashes) and dead animals (including preserved animal parts and skins)</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Illegal lottery tickets Tickets and related advertisements for illegal lotteries are prohibited.</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Indecent, obscene or offensive articles</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Infectious substances and pathogens (UN2814 or UN2900) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO).</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>International Civil Aviation Organization (ICAO).</td>
<td>✗️</td>
<td>✗️</td>
</tr>
<tr>
<td>Lighters and receipts containing flammable liquid or gas</td>
<td>✗️</td>
<td>✗️</td>
</tr>
</tbody>
</table>

For more information visit parcelforce.com | Join Rewards 4U - see back cover for details.
### Prohibited and restricted items

<table>
<thead>
<tr>
<th>Item</th>
<th>UK</th>
<th>INT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liquids over 1 litre (not classified as dangerous goods). Packaging guidelines: Items must be securely closed and placed in a leak-proof outer container, such as sealed polythene bag. Must be stated as “Liquids” on the label of the bag.</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Live creatures, insects and invertebrates. Certain living creatures are accepted only if enclosed in packs constructed so as to prevent injury to Parcelforce Worldwide staff or its agents, or damage to other packages. The following are accepted:</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>matches (including safety matches).</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Miscellaneous manufactured articles. Goods made in foreign prisons, other than those imported for a commercial purpose, or other items that are not manufactured in the United Kingdom, for threats in transit.</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Misleading endorsements. Parcels must not bear words, marks or designs which are unauthorised and which may reasonably lead the recipient to believe that the parcel has been sent On Her Majesty’s Service.</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Nail varnish, polish or gel. Packaging guidelines: Volume per item must not exceed 1.5 litres. No more than four items in any one parcel. Must be placed in strong outer packaging and cushioned to prevent breakage. Must be presented at the counter.</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Oxidising materials and organic peroxides. Including disinfectants, nitrates and hair dyes or colourants containing peroxide.</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Perishable foodstuffs and articles. Fresh fruit, meat, fish and other perishable items should be able to withstand transit times of at least 48 hours without next day service as minimum requirement within the UK. Parcels must be clearly labelled “PERISHABLE”. Packaging of fish should be smoked or chilled and sealed in vacuum packs before consignment.</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Plants. Live plants may only be sent in accordance with the terms and conditions set out in “Perishable foodstuffs and articles” above.</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Pesticides. (eg. weedkiller and any chemical used to control pests and insects including fly sprays).</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Poisons, toxic liquids, solids and gases (including substances that are liable to cause death or injury if swallowed or inhaled or by skin contact, including arsenic, cyanide, phenol, etc.).</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Prescription medicines and drugs sent for scientific or medical purposes (non-toxic and non-flammable including asthma inhalers). Packaging guidelines: Medicines must be securely closed and placed in a sealed polythene bag (for liquids) or a sealed proof container (for solids). Must be tightly packed in strong outer packaging and cushioned to prevent breakage.</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Radiotransparent materials and samples. (Classified as dangerous goods such as dyes, chemicals or similar products).</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Sharp objects. These items may only be posted if they are packaged appropriately so that they do not present a risk to employees, other packages or recipients.</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Waste, dirt, dirt or refuse. Waste, dirt, dirt or refuse (excluding household waste). Soil samples sent for analysis are permitted provided they are packaged so that any leaks and spills are contained in the outer packaging.</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Water-based paints, woods stains and enamels. Volume per parcel should not exceed 150ml.</td>
<td>✔</td>
<td>✘</td>
</tr>
<tr>
<td>Works of art. Works of art cannot be exported to certain destinations on the global priority and global value services. Works of art are excluded from compensation for loss and damage with global express although they can be sent using this service.</td>
<td>✔</td>
<td>✘</td>
</tr>
</tbody>
</table>

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### Sanctions

A number of countries and international organisations, including the UK, the European Union and the United Nations, impose certain restrictions, also known as sanctions, on what you can send to certain individuals, organisations or countries. We cannot accept – and customers must not send – parcels which are in breach of sanctions.

Sanctions can take many forms but are generally aimed at preventing certain goods, services, finance and knowledge being supplied to particular recipients. Parcels containing certain kinds of items may be prohibited from being sent to, or from countries which are subject to sanctions, unless you obtain a licence from the appropriate Government department.

These countries currently include Iran, Syria, Belarus and North Korea, although there are many others and the list changes. Sanctions also restrict any dealings with certain designated individuals and organisations, wherever they are based (including the UK), for example by sending them money or goods.

Further information about sanctions can be found at parcelforce.com/sanctions. This website includes links to the UK Government’s dedicated sanctions website which will give you the up to date position on the countries, individuals and organisations concerned. You should check these websites before posting.

### What if I ignore the rules?

Failure to comply with Parcelforce Worldwide prohibitions and restrictions or with sanctions may affect your ability to claim compensation. Posting prohibited goods or restricted goods (where you do not comply with the relevant terms and conditions) or items which are in breach of sanctions, could result in prosecution. If we identify a parcel containing prohibited goods or restricted goods (where you do not comply with the relevant terms and conditions) or which does not comply with sanctions, Parcelforce Worldwide may deal with that parcel as it sees fit, including but not limited to disposing of the parcel concerned, in whole or in part (without incurring any liability to the customer or recipient). It shall be entitled to charge the customer with the costs of disposal and all other costs reasonably incurred and additionally the sum of £20, if it chooses to return the consignment or any part of it.

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Please note: any items that are wet, leaking or emit an odour of any kind cannot be sent on any of our UK or international services.

*Guarantee definition: A refund of the whole or a proportionate part of the consignment charges in the event of late delivery in line with our UK or International Conditions of Carriage for Retail Services. Delivery time begins from date of collection.*

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*For more information visit parcelforce.com | Join Rewards 4U - see back cover for details.*
Claiming compensation or refunds

Occasionally life creates unexpected difficulties. When this happens, our first priority is to put things right for you as quickly as we can.

Compensation for loss or damage
Compensation for loss and damage is included in the price you pay. This ranges from £100 to £200 per parcel, depending on the service used. No compensation is included for the global economy service. See page 16.

• Enhanced compensation is available for an additional fee on most services to a maximum of £2,500. (£500 for the global value). See page 16. Enhanced compensation is not available on musical instruments. Proper packing is really important.

• If your goods are not packaged properly and become damaged, we won’t pay compensation. We often look at packaging before deciding whether to pay a claim for damage. Please keep the parcel and its packaging until your claim is settled. See page 17.

The lowest of the costs/sale price will be used to settle a claim subject to the maximum compensation and allowing for wear and tear and depreciation where appropriate. VAT will be reimbursed in appropriate cases. Indirect or consequential loss including any labour costs is not covered. Postage costs are not paid for damage claims.

Compensation exclusions
Items excluded from compensation for loss and damage:

1. Dangerous, prohibited or restricted goods (where you do not comply with the relevant terms and conditions), or goods sent in breach of sanctions (see pages 18-21)

2. Money:
• Money, coins, financial documents (money’s equivalent).
This includes bank drafts, current bank notes, currency notes or coins, postal orders, cheques or dividend warrants, bearer securities including share warrants, scrips or subscription certificates, bonds or relative coupons, unfranked postage stamps or revenue stamps (except revenue stamps embossed or impressed on an instrument which has been provisionally charged).

3. Valuables:
• All tickets, including travel and events, or tickets which are or relative coupons, unfranked postage stamps or revenue stamps (except a revenue stamp embossed or impressed on an instrument which has been provisionally charged).
• All stamps.
• Fossils, fraganite, and stone items
• Fossils, fraganite, and stone items
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• Fossils, fraganite, and stone items

4. Perishable foodstuffs and articles:
All perishable items, including food, eggs, cakes, plants, flowers, seeds and seeds and nuts only be sent in accordance with the terms and conditions set out under the heading “Perishable foodstuffs and articles” in the “Restricted Goods” section of this document. In the case of consignments for delivery in the UK which contain perishable foodstuffs or articles, these must be sent by a guaranteed next day service as a minimum requirement, and be able to withstand transit times of at least 48 hours. Claims for damage will not be accepted where the goods have inherently fragile nature and the parcel was delivered within 48 hours. Claims for damage caused by late delivery will not be accepted where this was outside of our control. In the case of consignments containing perishable foodstuffs or articles sent using our international services, we will not pay compensation for loss of or delay of the consignment or damage to the items.

5. Items excluded from compensation for damage:
• All automotive vehicle parts and body work for example doors, bumpers and headlights
• Cases of all types
• Cases including suitcases and musical instrument cases when used as external packaging
• Ceramic or composites wholly or partially made of china and/or porcelain
• Computer monitors – including laptops, all-in-one desktops and Macs
• Eggs
• Fossils, fraganite, and stone items
• Marble or any stone derivatives including granite
• All furniture – flat packed and ready built including chairs
• Glass – items partially or wholly made of glass, for example picture frames that are made of glass or bottles
• Lighting – fluorescent tubes, neon lighting, X-ray tubes, light bulbs etc., or any other inherent hazard
• Plant items – including plastik of parks, fibre clay
• Resin items – including amorphite, amber and composites
• Televisions – including CRT, LCD, LED and Plasma screens.

Musical instruments
Musical instruments are excluded from enhanced compensation.

Auction websites
To process claims made for items purchased using an auction website, the transaction reference number and final receipts of purchase will be required.

Collectable items
Items which have appreciated in value either due to their scarcity or due to their being out of production are not excluded from cover. However, any loss of, or damage to any collectable shall be limited to the actual price paid for the collectable and shall not exceed Parcelforce Worldwide’s worldwide estimated compensation as set out in the compensation table, subject to the customer providing satisfactory written or printed evidence.

Refunds for late delivery
You may claim a refund of the whole or a proportionate part of the cost of the charged charge if your consignment does not arrive at its destination within the specified guaranteed delivery time (see page 16). Refunds for delay on consignments where there is more than one parcel on a specific delivery run will be calculated pro rata.

When our delivery speed guarantee does not apply
We may, from time to time, suspend guarantees from any of the compensation arrangements due to circumstances beyond our control. The customer is not entitled to a refund for late delivery in any of the following circumstances.

• The delivery was attempted within the service times.
• The parcel(s) are returned to the sender after attempting to deliver to the recipient. This includes the cost of postage.
• The consignment is held up in a customs clearance process.
• Documentation or address is incomplete or incorrect.
• The consignment is seized by a customs or governmental authority or by any regulatory agencies.
• The consignment is not in compliance with the terms and conditions – and as a result the consignment is not accepted by the international transportation service we have selected.
• The consignment requires collection by the recipient.
• The consignment is addressed to a PO Box on any UK service and for some selected destinations on our international services – please ask at your local Post Office® branch for details.
• An item is sent directly to a local post office overseas.
• The consignment has not been packed adequately.
• The consignment contains prohibited goods or restricted goods (where you have not complied with the relevant terms and conditions).
• The consignment includes parcels which are in breach of sanctions.
• The consignment does not have a full address, zip code and telephone number for the shipper and recipient or does not have all relevant customs packs and labels on.
• Any computer system is affected directly or indirectly by any virus
• Parcels have been strapped together or bound to another parcel
• Force majeure. Anything outside the control of Parcelforce Worldwide including (but not limited to): fire; flood; explosion; accident; adverse weather conditions; traffic congestion; mechanical breakdown; obstruction of any private or public highway; riot; governmental act; act of God; terrorism; war; or any industrial dispute whatsoever
• When indicated on the country-specific information that the guarantee does not apply. This information can be found at parcelforce.com/countries or ask at the counter.

Please refer to parcelforce.com for up to date information on any changes to service guarantees.

* Guarantee definition: A refund of the whole or a proportionate part of the consignment charge in the event of late delivery on lines within the UK or UK International Markets for Commercial or Retail Services. Delivery time begins from date of collection.
Join Rewards 4U
For special discounts off our services and other rewards

Rewards 4U is our way of thanking you for using our services.

Sign up today to enjoy regular discounts on sending parcels and a range of other great offers.

To join, simply visit parcelforce.com/rewards4u and enter your latest consignment number. We’ll be in touch each month to update you on the discounts and other offers you can access online.

How to contact us

Go to parcelforce.com
For Parcelforce Worldwide prices and services call 03448 00 44 66*
To find your nearest Post Office® branch call 03457 22 33 44*
If you would like a free copy of this guide in an alternative format (large print) please call us on 03448 00 44 66*. Textphone is available on 08000 85 58 54.*

*Calls may be monitored and recorded for training purposes. Local call rates apply. Call costs may vary depending on your service provider. Although correct as at 30th March 2015, Parcelforce Worldwide prices, compensation, destinations and other conditions are subject to revision from time to time, and services may be added or deleted. All prices included in this guide are inclusive of VAT at the appropriate rate.