Our services

Your guide to our UK and international parcel and letter services and code of practice

Valid from 30th March 2015
Contents

Parcel services
Sending a parcel in the UK ............. 6
Guaranteed............................................. 8
Confirmed............................................... 10
Standard.................................................. 12
Sending an international parcel ... 14
Guaranteed............................................. 16
Confirmed............................................... 18
Standard.................................................. 20

Letter services
Sending a letter in the UK ............ 24
Royal Mail Special Delivery Guaranteed® ...... 24
Royal Mail Signed For® ....................... 25
Royal Mail 1st and 2nd Class........... 25
Sending an international letter .... 26
International Tracked & Signed .... 26
International Tracked ....................... 26
International Signed ......................... 26
International Standard ..................... 27
International Economy ...................... 27

Receiving and using our services
Redirection............................................. 30
Royal Mail Keepsafe® ......................... 30
Redelivery............................................. 31
PO Box® ................................................. 31

Using our services
Posting your mail.............................. 32
Delivering and returning your items........... 33
Addressing your item ......................... 34
Top tips for packaging ...................... 35
Packaging requirements ..................... 36
Prohibited and restricted goods............. 39
Working out your international postage price ........................................... 42
Service standards ............................... 44

If something goes wrong
Complaints, claims and compensation .... 46
Making a claim................................. 51
Complaints procedure ....................... 52
Contact us........................................... 54
Welcome to our services

Whether your item is urgent, requires proof of delivery on arrival or you simply want a standard service, we have a wide range of parcel and letter delivery services, so you can choose the most appropriate option for your needs.

**Guaranteed**
Ideal when you need to be absolutely sure your parcel or letter will arrive at its destination the next day or you are sending valuable items.

**Confirmed**
A great value option for the majority of today’s UK delivery requirements, when you need the added reassurance that your item has reached its destination.

**Standard**
The perfect solution for non–valuable items.

For information relating to the cost of sending parcels and letters in the UK or internationally, please refer to the Royal Mail 'Our prices' or the Parcelforce Worldwide 'UK and international parcel services and prices' leaflet, available in Post Office® branches or visit [www.royalmail.com](http://www.royalmail.com) or [www.parcelforce.com](http://www.parcelforce.com)
Our UK and international parcel services
Sending a **parcel in the UK** is as easy as **1,2,3...**

1. **Guaranteed**
   - Timed next day delivery

2. **Confirmed**
   - With proof of delivery

3. **Standard**
   - Great value delivery
What’s included:
- Full tracking
- Choice of 9am, 10am, 12 noon, 1pm or within 24 hour delivery times
- Proof of delivery with signature
- Includes compensation

Royal Mail Special Delivery Guaranteed by 9am®

Royal Mail Special Delivery Guaranteed by 1pm®

Parcelforce Worldwide express 9
express 10
express AM
express 24

Our Guaranteed UK parcel services

What’s included:
- Proof of delivery with signature
- Choice of next working day or 2–3 working day delivery
- Includes compensation

Royal Mail Signed For®
1st Class

Royal Mail Signed For®
2nd Class

Parcelforce Worldwide express 48

Our Confirmed UK parcel services

What’s included:
- Choice of next working day or 2–3 working day delivery
- Includes compensation

Royal Mail 1st Class

Royal Mail 2nd Class

Parcelforce Worldwide express 48

Our Standard UK parcel services
Our Guaranteed UK parcel services

Our Guaranteed services are ideal when you have a valuable gift or important item that absolutely has to be there tomorrow and you need to know it’s arrived safely and on time.

Choose our Guaranteed services when you need:

• the item to arrive next day
• to track important items online and get proof of delivery, including a signature
• compensation for your valuable items
• seller protection, if you are selling goods online.

We deliver throughout the UK; however, there are certain delivery restrictions in particular areas. For more information see page 45
Royal Mail Special Delivery
Guaranteed by **9am**

Royal Mail Special Delivery
Guaranteed by **1pm**

- Choice of by 9am* or by 1pm delivery time
- Money back guarantee if your parcel doesn’t arrive on time**
- Includes end-to-end tracking and signature on delivery
- Includes compensation
  - up to £500 for by 1pm service
  - up to £50 for by 9am service
- Additional compensation can be purchased up to £2,500 at the time of posting
- Ideal for sending urgent or valuable items such as money or jewellery
- Saturday delivery guarantee available for an additional fee
- Maximum weight
  - 2kg for by 9am service
  - 20kg for by 1pm service

Parcelforce Worldwide
express **9**
express **10**
express **AM**

- Guaranteed† and delivered next working day with a choice of delivery times: by 9am, by 10am or by 12 noon

express **24**

- Guaranteed† delivery next working day by close of business

**All our express services include:**

- Full end-to-end tracking and signature on delivery
- Money back guarantee† if your parcel doesn’t arrive on time
- Compensation
  - up to £200 for express **9**, **10** and **AM**
  - up to £100 for express **24**
- Additional compensation can be purchased up to £2,500 at the time of posting
- Saturday delivery available for an additional fee
- Maximum weight of 30kg

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* We guarantee delivery by 9am to more than 98% of all UK addresses depending on the service selected. By 9am delivery is subject to recipient availability. Conditions apply. See page 45 or visit [www.royalmail.com/specialdelivery](http://www.royalmail.com/specialdelivery)

** On time delivery or your money back. Conditions apply [www.royalmail.com/specialdelivery](http://www.royalmail.com/specialdelivery)

† Parcelforce Worldwide 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. Extended delivery times exist for outlying areas. Please visit [www.parcelforce.com](http://www.parcelforce.com) for further information.
Our Confirmed UK parcel services

When you need the extra peace of mind of proof of delivery with a signature, choose from our range of Confirmed services.

Choose our Confirmed services when you need:

• the item to arrive the next working day or within 2 or 3 working days
• proof of delivery and a signature from recipient
• online delivery confirmation
• compensation
• seller protection, if you are selling goods online.

† Parcelforce Worldwide 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. Extended delivery times exist for outlying areas. Please visit www.parcelforce.com for further information.
Royal Mail Signed For®

1st Class

• Aims to deliver your parcel the next working day

Royal Mail Signed For®

2nd Class

• Aims to deliver your parcel within 2–3 working days

Our Confirmed services:

• Include proof of delivery and signature from recipient
• Include compensation up to £50. Valuables (money and jewellery) and items of greater value should be sent by Royal Mail Special Delivery Guaranteed
• Allow you to check online if your parcel has arrived. You can check on your mobile wherever you are
• Are ideal for small and medium parcels weighing up to 2kg

Parcelforce Worldwide express48

• Guaranteed† delivery within 2 working days by close of business
• Money back guarantee† if your parcel doesn’t arrive on time
• Includes end-to-end tracking and signature on delivery
• Compensation cover up to £100
• Additional compensation can be purchased up to £2,500 at the time of posting
• Saturday delivery available for an additional fee
• Ideal for parcels over 2kg
• Maximum weight of 30kg

Price varies by size and weight:

Small Parcels can measure up to:
Length: 45cm  Width: 35cm  Depth: 16cm  Weight limit: 2kg

Medium Parcels can measure up to:
Length: 61cm  Width: 46cm  Depth: 46cm  Weight limit: 20kg

Large Parcels* can measure up to:
1.5m length and 3m length and girth combined  Weight limit: 30kg

*Only available on Parcelforce Worldwide services

For rolled and cylinder shaped items, the length of the item plus twice the diameter must not exceed 104cm, with the greatest dimension being no more than 90cm. For more information: www.royalmail.com/size

Does not apply to Parcelforce Worldwide. See ‘Large Parcels’ above for size restrictions.

For more information about how to present your mail please visit www.royalmail.com/size or ask at the counter.
Our **Standard**
UK parcel services

Our reliable Standard parcel services are easy to use and offer a range of delivery options for your non-valuable items.

**Choose our Standard services when you need:**

- the item to arrive the next working day or within 2 or 3 working days
- compensation
- a great delivery service for non-valuable items.

† Parcelforce Worldwide 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. Extended delivery times exist for outlying areas. Please visit [www.parcelforce.com](http://www.parcelforce.com) for further information.
Royal Mail 1st Class
• Aims to deliver your parcel the next working day

Royal Mail 2nd Class
• Aims to deliver your parcel within 2–3 working days

Our Standard services:
• Include compensation up to £20. Valuables (money and jewellery) and items of greater value should be sent by Royal Mail Special Delivery Guaranteed
• Are ideal for non-valuable, small and medium parcels weighing up to 2kg

Note: Proof of delivery is not available for items sent via a Royal Mail Standard service.

If sending items you have sold online, Standard services offer no seller protection.

Parcelforce Worldwide express 48
• Guaranteed† delivery within 2 working days by close of business
• Money back guarantee† if your parcel doesn’t arrive on time
• Includes end-to-end tracking and signature on delivery
• Compensation cover up to £100
• Additional compensation can be purchased up to £2,500 at the time of posting
• Saturday delivery available for an additional fee
• Ideal for parcels over 2kg
• Maximum weight of 30kg

Price varies by size and weight:

Small Parcels
- Can measure up to:
  - Length: 45cm
  - Width: 35cm
  - Depth: 16cm
  - Weight limit: 2kg

Medium Parcels
- Can measure up to:
  - Length: 61cm
  - Width: 46cm
  - Depth: 46cm
  - Weight limit: 20kg

Large Parcels*
- Can measure up to:
  - 1.5m length and 3m length and girth combined
  - Weight limit: 30kg

*Only available on Parcelforce Worldwide services

For rolled and cylinder shaped items, the length of the item plus twice the diameter must not exceed 104cm, with the greatest dimension being no more than 90cm. For more information: www.royalmail.com/size

For more information about how to present your mail please visit www.royalmail.com/size or ask at the Post Office® counter.
Sending an international parcel is as easy as 1,2,3...

1. Guaranteed
2. Confirmed
3. Standard
What's included:
• Guaranteed delivery from next working day with global express

• Delivery from 3 working days with global priority

• Full tracking and signature on delivery

• Includes compensation

Our Guaranteed international parcel services

Parcelforce Worldwide global express

Parcelforce Worldwide global priority

Royal Mail International Tracked & Signed

Royal Mail International Tracked

Royal Mail International Signed

Royal Mail International Standard

Royal Mail International Economy

Parcelforce Worldwide global value

What's included:
• Delivery to Europe within 3–5 working days and to the rest of the world within 5–7 working days with International Standard

• Delivery from 2 weeks with International Economy

• Delivery from 4 working days with global value
Our **Guaranteed** international parcel services

Ideal for guaranteed, fast and secure international parcel delivery, with the added security of end-to-end tracking and online confirmation of delivery.

**Choose our Guaranteed services when you need:**

- the item to arrive as quickly as possible
- signature on delivery and online confirmation
- to track important goods online every step of the way
- compensation cover for your valuable items.

† Parcelforce Worldwide 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. Extended delivery times exist for outlying areas. Please visit [www.parcelforce.com](http://www.parcelforce.com) for further information.
Parcelforce Worldwide global express

- Guaranteed† delivery from next working day to USA, Canada and Europe and from 2 working days to the rest of the world
- Money back guarantee† if your parcel doesn’t arrive on time
- End-to-end tracking to all destinations
- Signature on delivery, with online confirmation
- Includes compensation cover up to £200
- Additional compensation can be purchased up to £2,500 at the time of posting

Parcelforce Worldwide global priority

- Guaranteed† delivery from 3 working days to Europe and major destinations worldwide
- Money back guarantee† if your parcel doesn’t arrive on time
- End-to-end tracking to major destinations
- Signature on delivery, with online confirmation
- Includes compensation cover up to £100
- Additional compensation can be purchased up to £2,500 at the time of posting

**Size and weight:**

**Parcels**

- Maximum length 1.5m and 3m length and girth combined‡
- Weight limit: 30kg‡

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†Weight and size limits vary by destination.
For more information see www.parcelforce.com/countries
Our **Confirmed** international parcel services

When you need extra peace of mind with tracking or signature on delivery, choose from our range of confirmed services.

Choose our Confirmed services when you need:

- tracking and online delivery confirmation
- signature taken on delivery
- compensation included.
Royal Mail **International Tracked & Signed**
- Full end-to-end tracking, signature taken on delivery and online delivery confirmation
- Receives priority handling in the UK and overseas

Royal Mail **International Tracked**
- Full end-to-end tracking with online confirmation of delivery
- Receives priority handling in the UK and overseas

Royal Mail **International Signed**
- Tracked until the point the item leaves the UK
- Peace of mind as your item will only be handed over when a signature is taken on delivery

**All Royal Mail International Confirmed parcel services offer**
- Compensation of up to £50
- Additional compensation of £250 also available
- Delivery to Europe within 3-5 working days
- Delivery worldwide within 5-7 working days
- Free returns on undelivered items provided there is a UK return address on the item

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**Size and weight:**

- **Parcels**
  - measuring up to:
  - No single side can be longer than 60cm and the height + width + depth can be no more than 90cm
  - Weight limit: 2kg*

- **Tube / rolls**
  - measuring up to:
  - Length: 90cm
  - Length + 2 x diameter should not be more than 104cm
  - Weight limit: 2kg

*Printed Papers allowable up to 5kg and must be marked ‘PRINTED PAPERS’ on front of the item.

* For details of destinations for our International Confirmed services, please visit [www.royalmail.com/international](http://www.royalmail.com/international)
Our **Standard** international parcel services

Our reliable Standard parcel services are easy to use.

Choose our Standard services when you need:

- a reliable, non-urgent delivery
- great value for larger items
- compensation.
Royal Mail
**International Standard**
- Cost effective, reliable delivery worldwide
- Delivery to Europe within 3-5 working days and worldwide from 5-7 working days
- Free returns on undelivered items

Royal Mail
**International Economy**
- Ideal for heavier items where economy is more important than speed
- Delivery to Europe from 2 weeks and worldwide from 6 weeks

Parcelforce Worldwide
**global value**
- Delivery from 4 working days worldwide
- Includes compensation cover up to £100
- Additional compensation can be purchased up to £500 at the time of posting

**Size and weight:**

**Royal Mail International Standard and International Economy**
- Parcels measuring up to:
  - No single side can be longer than 60cm and the combined height + width + depth can be no more than 90cm
  - Weight limit: 2kg*

**Parcelforce Worldwide global value parcels**
- Maximum length 1.5m and 3m length and girth combined†
- Weight limit: 30kg†

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*Printed Papers allowable up to 5kg and must be marked 'PRINTED PAPERS' on front of the item.

† Weight and size limits vary by destination. For more information see www.parcelforce.com/countries
**UK and International Articles for the Blind**

UK Articles for the Blind can be posted 1st Class and free of charge by arrangement. We can also arrange to have items collected.

International Articles for the Blind can be posted using International Standard at no additional cost up to a weight of 7kg.

For further details, please contact Customer Services on 03456 076 140 or visit www.royalmail.com/articles-for-the-blind

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**HM Forces Mail**

You can send parcels to members of HM Forces, their families and civilians attached to HM Forces around the world.

To find out more, go to: www.royalmail.com/bfpo or visit your local Post Office® branch.

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**Prohibitions and Restrictions**

Some items are restricted or prohibited for legal or safety reasons – please see page 39.

Some countries have restrictions on the items they allow in by post (such as money), so please check at www.royalmail.com/countries-a-to-z or at your local Post Office® branch before you post.
Our UK and international letter services
Sending a letter in the UK

Whether you need a service that's Guaranteed to arrive next day, a signature on delivery, or a standard delivery for less urgent items – we have all the options you need to send your letters across the UK.

Royal Mail Special Delivery Guaranteed by 9am®

- Choice of by 9am* or by 1pm delivery time
- Money back guarantee if your letter doesn't arrive on time**
- Includes end-to-end tracking and signature on delivery
- Includes compensation
  - up to £500 for by 1pm service
  - up to £50 for by 9am service
- Additional compensation up to £2,500 can be purchased at the time of posting.
- Ideal for sending urgent or valuable items such as money or jewellery (see page 46)
- Saturday delivery guarantee available for an additional fee

Sometimes the damage, delay or loss of an item can lead to greater loss than the actual value of the item itself e.g. delayed legal documents

For such items you can buy Consequential Loss cover, offering compensation up to £10,000.

We deliver throughout the UK. However, there are certain delivery restrictions in particular areas.

For more information on our delivery area postcodes for Special Delivery Guaranteed, see page 45.

* We guarantee delivery by 9am to more than 98% of all UK addresses depending on the service selected. By 9am delivery is subject to recipient availability. Conditions apply. See page 46 or visit www.royalmail.com/specialdelivery

** On time delivery or your money back. Conditions apply www.royalmail.com/specialdelivery
Royal Mail **Signed For® 1st Class**

Royal Mail **Signed For® 2nd Class**

- Proof of Delivery including signature
- A choice of two delivery speeds
- Ability to check online or on your mobile to see when your letter has been delivered
- Compensation up to £50

Royal Mail **1st Class**

- You can trust 1st Class for a quick and efficient delivery across the UK
- We aim to deliver your letters the next working day, including Saturdays
- Includes compensation up to £20

Royal Mail **2nd Class**

- A great value option for your letters
- Delivery within 2-3 working days including Saturdays
- Includes compensation up to £20

**Price varies by size and weight:**

- **Letters**
  - can measure up to:
  - Length: 24cm
  - Width: 16.5cm
  - Thickness: Up to and including 0.5cm
  - Weight limit: 100g

- **Large Letters**
  - can measure up to:
  - Length: 35.3cm
  - Width: 25cm
  - Thickness: Up to and including 2.5cm
  - Weight limit: 750g

For information relating to the cost of sending parcels and letters in the UK and internationally, please refer to the ‘Our prices’ leaflet available in Post Office® branches or visit [www.royalmail.com](http://www.royalmail.com)
Sending an international letter

Whether you need a service for important letters with end-to-end tracking, a signature taken on delivery, or standard delivery for less important items – we have all the options you need to send your letters worldwide, with free returns for undelivered mail.

Royal Mail
International Tracked & Signed
- Full end-to-end tracking, signature taken on delivery and online delivery confirmation
- Receives priority handling in the UK and overseas

Royal Mail
International Tracked
- Full end-to-end tracking and online confirmation of delivery
- Receives priority handling in the UK and overseas

Royal Mail
International Signed
- Tracked until the point the item leaves the UK
- Peace of mind as your letter will only be handed over when a signature is taken on delivery

All Royal Mail International Confirmed letter services offer
- Compensation of up to £50
- Additional compensation of £250 also available
- Delivery to Europe within 3-5 working days
- Delivery worldwide within 5-7 working days
- Free returns on undelivered items provided there is a UK return address on the item

For details of destinations for our International Confirmed services, please visit www.royalmail.com/international
Royal Mail
**International Standard**
- Cost effective, reliable delivery worldwide
- Delivery to Europe within 3-5 working days and worldwide within 5-7 working days
- Free returns on undelivered items

Royal Mail
**International Economy**
- Delivery to worldwide destinations from 6 weeks
- Letters to Europe must be sent by International Standard

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**Price varies by size and weight:**

- **Letters**
  - can measure up to:
  - Length: 24cm
  - Width: 16.5cm
  - Thickness: Up to and including 0.5cm
  - Weight limit: 100g

- **Large Letters**
  - can measure up to:
  - Length: 35.3cm
  - Width: 25cm
  - Thickness: Up to and including 2.5cm
  - Weight limit: 750g
Special Stamps and Smilers®

Nearly every month we issue Special Stamps to celebrate the nation’s events and passions. Start the definitive collection, find the perfect and unique gift, or even give your mail a personal touch. We have something for everyone.

Smilers®

Smilers® combine your favourite photo with a stamp and are the perfect way to mark your special occasions. Order yours today by calling 03450 742 000 or visit www.royalmail.com/smilers

First Day Covers

Only ever available on the first day the special stamps are issued, these are highly collectable. They are individually addressed to you or your chosen recipient and feature each special stamp from the issue. Available from selected Post Office® branches, by calling 03457 641 641 or online at www.royalmail.com/stamps

Presentation Packs

Complete with the full set of Special Stamps, Presentation Packs tell the story behind each subject through a wealth of illustrations and information, they add a new depth to the collection. Available from selected Post Office® branches, by calling 03457 641 641 or online at www.royalmail.com/stamps
Receiving and using our services
Receiving services

Redirection

Need your mail delivered quickly to your new home? Want to help protect yourself against identity theft?

Our Redirection service ensures your mail safely reaches your new address, whether you are making a temporary move or relocating permanently.

You can redirect to any UK or international address for periods of up to 3, 6 or 12 months.

Action Fraud recommends you use the service for at least a year to reduce the risk of identity theft when you move house.

The law prevents us from redirecting certain items such as mail relating to benefits, and there are restrictions on the types of mail we can redirect internationally, such as mail items containing goods and items requiring a signature (e.g. Special Delivery Guaranteed™) overseas.

Mail can also be redirected for someone who has passed away or for whom you have power of attorney.

For this service you will need to fill out our 'Special Circumstances' application form.

Full terms and conditions, prices, service options and ID requirements can be found at www.royalmail.com/redirection or in any Post Office® branch.

Keepsafe

Going away? Don’t advertise your holiday plans with a pile of mail building up on the door mat.

We can hold onto your household or business mail for up to two months while you’re
**Redelivery**

Sometimes we can’t deliver an item to you because nobody was there to sign for it or it was too big for your letter box.

When you can’t get to your local Delivery Office, you can arrange a redelivery to your own address, another address in your postcode area, or for a fee, to your local Post Office® branch.

You can book a redelivery online or by phoning the telephone number on the 'Something for you' card.

gone and deliver it when you return.

Keepsafe takes just five days to set up and helps prevent identity fraud.

For more details visit [www.royalmail.com/keepsafe](http://www.royalmail.com/keepsafe)

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**PO Box®**

A PO Box® allows you to collect your parcels and letters at a time and place that is convenient for you.

It is a private and reliable delivery solution for people who travel abroad regularly, buy goods online, frequently receive confidential or private mail and for people living in shared accommodation.

Your mail is held at your local Delivery Office until you are ready to pick it up. For an additional fee, we offer extra services such as having your PO Box® mail delivered to your home address.

To order an application form for a PO Box® call **08457 950 950** and apply by post or download one at [www.royalmail.com/po-box](http://www.royalmail.com/po-box)
Using our services
Posting your mail

Where to post your mail
Mail can be posted into one of our many post boxes throughout the UK or at a Post Office® branch.

Mail is collected daily from Monday to Saturday.

The following items should be taken to a Post Office® branch for posting:

Royal Mail Special Delivery Guaranteed by 9am®, Royal Mail Special Delivery Guaranteed by 1pm®, Royal Mail Signed For®, 1st Class and Royal Mail Signed For® 2nd Class
International Tracked & Signed, International Tracked and International Signed

It is important that you retain your Certificate of Posting as it is your proof of posting.

Obtain a Certificate of Posting
To make any claim for compensation, you will need to provide a Certificate of Posting.

If you’re posting an item using any of the following products, you will automatically receive a Certificate of Posting:

• Royal Mail Special Delivery Guaranteed by 9am® and Royal Mail Special Delivery Guaranteed by 1pm®
• Royal Mail Signed For® 1st Class and Royal Mail Signed For® 2nd Class
• International Tracked & Signed
• International Tracked
• International Signed

If you’re posting an item using any of the following products you will need to request a Certificate of Posting at the Post Office® branch:

• Royal Mail 1st Class
• Royal Mail 2nd Class
• International Standard
• International Economy
Using our services
Delivering and returning your items

Whenever we can't deliver to you
If you’re not in when we try to deliver, we’ll leave your item with a neighbour wherever possible and pop a card through your door to tell you where you can pick up your parcel.

If you’d rather we didn’t leave your items with a neighbour, or you’d prefer not to accept items on their behalf, simply register online or call 03456 113 420 and we’ll send you a sticker to display near your letter box, or somewhere clearly visible to us.

Something for you
We’ll leave a card saying 'Something for you'. This card lets you know if we’ve taken your item back to our Delivery Office and tells you where and when you can pick it up.

To keep your mail as secure as possible, we require proof of identification as well as your ‘Something for you’ card when you collect your items.

Alternatively, you can arrange for the item to be redelivered free of charge by visiting www.royalmail.com/redelivery

Uncollected items
Uncollected items are retained at the local Delivery Office for 18 days. After this time we will return items to the sender.

Where no sender can be found, we will retain the item. Royal Mail Special Delivery Guaranteed™ items are held for four months. Other mail may be held for two months unless the item has perished. Thereafter, we may dispose of the item.

Returning items sent to a wrong address
For mail incorrectly delivered to you, write ‘Delivered to wrong address’ on the item and put it in any post box.

For mail correctly delivered but to someone who no longer lives there, write ‘Recipient no longer at this address’ and put it in any post box.
Using our services

Addressing your item

In order to deliver a parcel or letter, we need to have an accurate address complete with postcode. Please ensure the address is written clearly and is laid out like the diagram below and that you have included a return address on the reverse.

All lines of the address should be left justified with no punctuation separating the address elements.

<table>
<thead>
<tr>
<th>Line 1: Addressee’s name</th>
<th>Mr R Smith</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line 2: Name/number and street name</td>
<td>1 Chapel Hill</td>
</tr>
<tr>
<td>Line 3: Locality name, if required</td>
<td>Heswall</td>
</tr>
<tr>
<td>Line 4: POST TOWN, please print in capitals</td>
<td>BOURNEMOUTH</td>
</tr>
<tr>
<td>Line 5: POSTCODE, please print in capitals, in full, and on a separate line</td>
<td>BH1 1AA</td>
</tr>
</tbody>
</table>

You do not need to include a county name provided the POST TOWN and POSTCODE are used.

When sending an item internationally, the country name should be written in CAPITALS, in English, as the last line of the address. It’s also a good idea to include a return address on the mail – somewhere where it can’t be confused with the destination address – so it can be returned to you if there’s a problem delivering it.

Ideally, the destination address should contain:

<table>
<thead>
<tr>
<th>Line 1: Name of the person and/or organisation you are sending the package to</th>
<th>Sr. C. Fernandez</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line 2: Building number and street or road name</td>
<td>Av das AAugsa Livres</td>
</tr>
<tr>
<td>Line 3: Place name</td>
<td>Monté Trigo</td>
</tr>
<tr>
<td>Line 4: Name of province, state, department and postal code (if appropriate)</td>
<td>7220 Portel</td>
</tr>
<tr>
<td>Line 5: Name of the COUNTRY in capitals</td>
<td>PORTUGAL</td>
</tr>
</tbody>
</table>

Lines should all start at the same point. Do not centre or stagger them.

N.B. Royal Mail has no liability to pay any compensation if the reason why an item could not be delivered is because it does not contain a full and accurate address, including the postcode. For more details please refer to page 46.
Using our services

Top tips for packaging

1. To reduce postage cost consider folding A4 paper to fit into smaller envelopes

2. Use padded envelopes for sharp edges or odd shapes to prevent the items cutting through the outer packaging

3. Use an outer carton strong enough for the weight of the contents and made of strong ply cardboard

4. Make sure fragile items do not touch each other or the sides of the outer carton. Pack with bubble wrap, polystyrene chips or crushed paper to a depth of at least 5cm around each item

5. Use a FRAGILE sticker if necessary

6. Write the sender’s name and address clearly on the outer packaging so we can return the item if it is undelivered

7. Seal the package securely using strong tape along all the openings

8. Flatten any sharp ends of staples and cover with tape

9. If you re-use cardboard boxes or any other container which was previously used to transport items, please ensure that these boxes / containers have not been weakened so that contents could get damaged. This would affect any compensation claim

10. Consider using reinforced corners if the contents of the packet are heavy

11. If your item is perishable use a PERISHABLE sticker

12. For guidelines and examples of items that need to be wrapped and packed more carefully, please see page 36.
## Packaging requirements

There are certain items that need to be packed more carefully before they are sent through the post. This table sets out a summary of some of our packaging requirements. Royal Mail prohibits or restricts certain items from our network. Additional packaging, volume, quantity, labelling and product restrictions will apply to restricted items to ensure they can be sent safely through the post. It is your responsibility to check whether or not an item is prohibited or restricted and any applicable conditions. Up to date information may be obtained at [www.royalmail.com/restrictedgoods](http://www.royalmail.com/restrictedgoods) or [www.royalmail.com/prohibitedgoods](http://www.royalmail.com/prohibitedgoods).

### Item Preparation* & Packaging* Table

<table>
<thead>
<tr>
<th>Item</th>
<th>Preparation*</th>
<th>Packaging*</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aerosols for toiletry or medicinal purposes</strong></td>
<td>Volume per item must not exceed 500ml. No more than two items in any one parcel, tightly packed.</td>
<td>Valves must be protected to prevent inadvertent release of the contents. The sender’s name and address must be clearly visible on the outer packaging. Must be presented at the Post Office® counter.</td>
</tr>
<tr>
<td><strong>Alcoholic beverages containing not more than 70% alcohol by volume (ABV)</strong></td>
<td>Volume must not exceed 1 litre per item. For items with alcohol content greater than 24% ABV, no more than two items in any one parcel. Wrap in polythene and seal with tape. Surround with absorbent material and cushioning to prevent breakage.</td>
<td>Place in a suitable rigid outer container. Mark as “FRAGILE” when sending glass bottles. The sender’s name and return address must be clearly visible on the outer packaging. Must be presented at the Post Office® counter.</td>
</tr>
<tr>
<td><strong>Batteries (except those classified as dangerous goods)</strong></td>
<td>Batteries, specifically new alkaline metal, nickel metal hydride (NiMh), nickel cadmium (NiCd) and zinc-air. Must be new and sent unopened in their original retail packaging.</td>
<td>Surround with cushioning material e.g. bubble wrap. The sender’s name and return address must be clearly visible on the outer packaging.</td>
</tr>
<tr>
<td><strong>Batteries - new, wet, non-spillable</strong> (e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries)</td>
<td>(e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries)</td>
<td>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. Outer packaging must be marked “NOT RESTRICTED” and “SPA67/ SP238”.</td>
</tr>
<tr>
<td><strong>Books</strong></td>
<td>The binding and corners of books can get damaged and should be sent with sufficient packaging material to ensure no damage is incurred.</td>
<td>Small books: padded envelope. Large books: corrugated fibreboard book pack. with 2.5cm clearance at each end.</td>
</tr>
<tr>
<td><strong>Christmas crackers</strong></td>
<td>Can only be sent new in their made up form in their original retail packaging.</td>
<td>Place in suitable outer packaging to protect against crushing.</td>
</tr>
<tr>
<td><strong>Computer disks, audio and DVDs and CDs</strong></td>
<td>Wrap soft packing material at least 2cm thick around each item.</td>
<td>A rigid purpose made container. We recommend screened envelopes for computer disks.</td>
</tr>
<tr>
<td><strong>Electronic devices sent with lithium batteries (including mobile phones, digital cameras, etc) where the battery is not connected to/contained in the device.</strong></td>
<td>Surround with a minimum of 5cm (1cm for small items such as mobile phones etc) of cushioning e.g., bubble wrap, polystyrene chips or polyblocks to protect from knocks and vibration. Remove all additional or loose parts and wrap each item individually, including plugs. Place in a rigid container and cushion to avoid movement. Packaging must be of adequate size and securely sealed.</td>
<td>The maximum number of batteries allowed in each parcel is the number that may be connected to the equipment plus two spares. The maximum net quantity of cells or batteries is 5kg per parcel. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. 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 III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. Cells and batteries must be packed in inner packagings that completely enclose the cell or battery. Cells and batteries must be protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packaged in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Lithium battery handling label must be applied. The sender’s name and address must be clearly visible on the outer packaging. Must be presented at the Post Office® counter.</td>
</tr>
</tbody>
</table>

*Note: *Packaging requirements commensurate with their responsibilities.

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*Post Office®* counter.

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*Post Office®* counter.

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*Post Office®* counter.
<table>
<thead>
<tr>
<th>Item</th>
<th>Preparation*</th>
<th>Packaging*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic devices that contain or are connected to lithium batteries (including mobile phones, digital cameras etc)</td>
<td>Surround with a minimum of 5cm (1cm for small items such as mobile phones etc) of cushioning e.g., bubble wrap, polystyrene chips or polyblocks to protect from knocks and vibration. Remove all additional or loose parts and wrap each item individually, including plugs. Place in a rigid container and cushion to avoid movement. Packaging must be of adequate size and securely sealed.</td>
<td>Each parcel must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per parcel. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. 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 III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that Dangerous Goods Dangerous Goods have been damaged, are forbidden. Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. Cells and batteries must be protected against 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. The sender’s name and address must be clearly visible on the outer packaging. Must be presented at the Post Office® counter.</td>
</tr>
<tr>
<td>Films</td>
<td>Seal in polythene with address details clearly visible. Pack in a strong inner container.</td>
<td>Pack loosely in a padded envelope and seal securely. Write the sender’s name and address clearly on the outer packaging.</td>
</tr>
<tr>
<td>Fish, fruit, meat, vegetables and frozen or chilled foodstuffs</td>
<td>Should be able to withstand a journey of up to 48 hours.</td>
<td>Use 1st Class as the minimum service. Must be suitably sealed to prevent leakage or tainting of other items such as sealed in vacuum packs. Strong corrugated board box or purpose designed polystyrene pack. Parcel must be clearly labelled “PERISHABLE”. The sender’s name and return address must be clearly visible on the outer packaging.</td>
</tr>
<tr>
<td>Flowers</td>
<td>Pack in layers separated by tissue paper. Use waterproof wrapping if including damp moss or phials of water. Should be able to withstand a journey of up to 48 hours.</td>
<td>Must be suitably sealed to prevent leakage or tainting of other items. Strong corrugated board box or purpose designed polystyrene pack. Parcel must be clearly labelled “PERISHABLE”. The sender’s name and return address must be clearly visible on the outer packaging.</td>
</tr>
<tr>
<td>Keys</td>
<td>Attach a label with a contact name and telephone number. Wrap in cardboard.</td>
<td>Should be sent in a padded envelope or rigid outer packaging and packed to prevent movement.</td>
</tr>
<tr>
<td>Liquids over 1 litre</td>
<td>Wrap in polythene, seal with tape. Surround with absorbent material such as sawdust or newspaper.</td>
<td>Items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag. Mark as “FRAGILE” when sending glass bottles. The sender’s name and return address must be clearly visible on the outer packaging.</td>
</tr>
<tr>
<td>Living creatures (e.g. insects and invertebrates)</td>
<td>Bees, caterpillars, cockroaches, crickets, destroyers of noxious pests, earthworms, fish fry and eggs, leeches and other parasites, kyprometers, maggots, mealworms, pupae and chrysalids, rag worms, silkworms, spiders, stick insects and some other insects are allowed.</td>
<td>Must be boxed and packaged to protect the creatures, our staff and our customers from harm. Use 1st Class as the minimum service. Items must be clearly marked “URGENT - LIVING CREATURES - HANDLE WITH CARE”. The sender’s name and return address must be clearly visible on the outer packaging.</td>
</tr>
<tr>
<td>Magazines and newspapers</td>
<td>You can fold or roll publications in a paper wrapper but this is not ideal.</td>
<td>Up to 1cm thick: padded bag, heavy-duty cardboard envelope or polystyrene shrink-wrap. Up to 5cm thick: corrugated paper, thick paper or polystyrene shrink-wrap. Seal in polythene with address details clearly visible.</td>
</tr>
<tr>
<td>Magnetised material</td>
<td>With a field strength of 0.418A/metre or more at a distance of 4.6 metres from the outside of the parcel. Wrap in soft packing material at least 2cm thick around each item.</td>
<td>Mark the sender’s name and address clearly on the outer wrapping. Should be sent individually as can damage other items they travel with, i.e. discs, tapes, etc. Strong corrugated board box or purpose designed polystyrene pack.</td>
</tr>
<tr>
<td>Nail varnish, polish or gel</td>
<td>Items must be cushioned to prevent breakage.</td>
<td>Volume per item must not exceed 30ml. 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 Post Office® counter. Sender’s name and address must be clearly visible on the parcel.</td>
</tr>
<tr>
<td>Perfumes and aftershaves</td>
<td>Must be sent in its original retail packaging.</td>
<td>Volume per item must not exceed 150ml. No more than four perfumes or aftershaves can be sent in any one parcel. The perfume or aftershave must be within its original retail packaging and then placed in strong outer packaging. The inner packagings must be packed, secured or cushioned to prevent breakage or leakage of their contents into the outer packaging. The sender’s name and return address must be clearly visible on the outer packaging. Must be presented at the Post Office® counter.</td>
</tr>
</tbody>
</table>
**Packaging requirements**

<table>
<thead>
<tr>
<th>Item</th>
<th>Preparation*</th>
<th>Packaging*</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Powders and fine grains (e.g. tea, coffee)</strong></td>
<td>Place inside a strong container such as strong polythene bag and seal securely with tape. Place inside a second container and seal again.</td>
<td>The double-wrapped item should then be packed inside a rigid corrugated box to prevent leakage or tainting of other items. The sender's name and return address must be clearly visible on the outer packaging.</td>
</tr>
<tr>
<td><strong>Prescription medicines and drugs sent for scientific or medical purposes</strong></td>
<td>May be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution.</td>
<td>Medicines must be securely closed and placed in a sealed polythene bag (for liquids) or a siftproof container (for solids). Must be tightly packed in strong outer packaging and cushioned to prevent breakage. Sender's name and address must be visible on the parcel.</td>
</tr>
<tr>
<td><strong>Prints, frames and mounted canvas</strong></td>
<td>Wrap cushioning material at least 5cm thick around each item. Place between thick board or polystyrene giving 2.5cm clearance at each end.</td>
<td>If glass is in the frame there needs to be a surround of a minimum of 30cm of cushion material and placed in a rigid container.</td>
</tr>
<tr>
<td><strong>Prints (unframed)</strong></td>
<td>Wrap in tissue paper.</td>
<td>Place in a heavy duty cardboard envelope or if possible roll and send in a rigid tube, seal and clearly mark parcel PHOTOGRAPHS - DO NOT BEND.</td>
</tr>
<tr>
<td><strong>Records (vinyl discs)</strong></td>
<td>Place between thick card and surround with cushioning material at least 2.5cm longer than the item.</td>
<td>Wrap in strong paper, seal with tape and clearly mark the parcel RECORDS - DO NOT BEND.</td>
</tr>
<tr>
<td><strong>Scissors, knives and other sharp items</strong></td>
<td>Wrap heavy cardboard around all sharp edges and points, strong enough to ensure that the contents do not pierce the outer packaging. Then wrap each item with cushioning material.</td>
<td>Place in a suitable outer container such as a padded envelope. The sender's name and return address must be clearly visible on the outer packaging.</td>
</tr>
<tr>
<td><strong>Water-based paints, wood stains and enamels</strong></td>
<td>Volume per item should not exceed 150ml. Wrap in polythene and seal with tape to ensure that any leakage is contained within the outer packaging. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage.</td>
<td>Surround with cushioning material and place in a suitable rigid outer container. The sender's name and return address must be clearly visible on the outer packaging.</td>
</tr>
</tbody>
</table>

*If these guidelines are not followed then this may affect your eligibility for compensation. International customers should note that the rules may be different for International post and that other countries may have different restrictions. We cannot accept responsibility for loss or damage to items if they are not sent in accordance with the restrictions applicable in the country you post them to.
Using our services

Prohibited and restricted goods

To comply with national and international regulations governing the carriage of mail, and ensure that mail in transport does not present a danger to the general public, we restrict or prohibit certain items from our network. A summary of some of the prohibitions and restrictions is set out below. You are responsible for checking whether or not an item is prohibited or restricted and any applicable conditions for acceptance. Up to date information may be obtained at www.royalmail.com/restrictedgoods or www.royalmail.com/prohibitedgoods or www.parcelforce.com/help-and-advice/sending/prohibitions-and-restrictions

Prohibited items

- Aerosols other than toiletry or those for medicinal purposes including spray paints, lacquers, solvents, air fresheners, oven cleaners, etc. Aerosols for personal grooming or medicinal purposes are allowed in the UK (including deodorants, body sprays, hair sprays, shaving and hair removal creams) but subject to packaging, volume, quantity and labelling restrictions. Please see www.royalmail.com/restrictedgoods
- Alcoholic beverages with an alcohol content greater than 70% ABV. Alcoholic beverages with an alcohol content of 70% ABV or less are allowed in the UK (including whisky, vodka and most spirits and liqueurs) but subject to packaging, volume and quantity restrictions. Please see www.royalmail.com/restrictedgoods
- Batteries that are classified as dangerous goods and certain used batteries (including wet spillable lead acid/lead alkaline batteries such as car batteries), used alkaline metal, nickel metal hydride (NiMH), nickel cadmium (NiCd), zinc-air batteries, and damaged batteries of any type.
- Batteries, specifically new and used lithium batteries when not sent with or connected to an electronic device.
- Clinical and medical waste including contaminated dressings, bandages and needles.
- Controlled drugs and narcotics including cannabis, cocaine, heroin, methadone, LSD, opium and amyl nitrate.
- Corrosives including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal.
- Counterfeit currency, bank notes and stamps including any false instrument, or copy of a false instrument (within the meaning of section 5 of the Forgery and Counterfeiting Act 1981) except copies of old denominations, which are now obsolete and worthless except for collectable value and cannot be passed as tender. Please see www.royalmail.com/restrictedgoods
- Environmental waste including used batteries and used engine oil.
- Explosives. Any chemical compound, mixture or device capable of producing an explosive or pyrotechnic effect with substantial instantaneous release of heat and gas is prohibited e.g. ammunition, blasting caps, Christmas cracker snaps, fireworks, flares, fuses, igniters, nitro-glycerine and party poppers. Items that appear to be prohibited explosive ordnance may be subject to additional checks and delays.
- Flammable liquids. This includes mixtures of liquids or liquids containing solids in solution or suspension which give off a flammable vapour and includes acetone, benzene, cleaning compounds, lighter fuel, paint thinners and removers, petroleum, solvents, varnishes, enamels and nail varnish removers. Nail varnish, perfumes and aftershaves are allowed in the UK but subject to packaging, volume, quantity and labelling restrictions. Please see www.royalmail.com/restrictedgoods
- Flammable solids. Solid materials which are liable to cause fire by friction, absorption of water, spontaneous chemical changes or retained heat from manufacturing or processing, or which can be readily ignited and burn vigorously e.g. some adhesives, calcium carbide, cellulose nitrate products, fire-lighters, matches, metallic magnesium, nitro-cellulose based film, phosphorous, potassium, sodium, sodium hydride, zinc powder, zirconium hydride.
- Foreign lottery tickets.
- Gases including flammable, non-flammable, toxic, and compressed gases such as gas cylinders for camping stoves, butane, ethane, hydrogen, methane, propane, fire extinguishers, chlorine, carbon dioxide, neon and nitrogen.
- Human remains including ashes.
- Infectious substances and pathogens UN2814 or UN2990 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).
- Infectious wastes including used needles.
- Lighters and refills containing flammable liquid or gas including used butane, petrol cigarette and cigarette lighters.
- Living creatures, animals and reptiles (except certain insects). Please see www.royalmail.com/restrictedgoods
- Magnetically material with a magnetic field strength of 0.418A/m or more at a distance of 4.6m from the outside of the parcel.
- Matches including safety matches and windproof matches.
- Obscene publications and unlawful indecent images and pornography including obscene or extreme pornography as detailed in Part 5 of the Criminal Justice and Immigration Act 2008 and indecent photographs or pseudo-photographs of a child as detailed in sections 160 and 161 of the Criminal Justice Act 1988.
- Oxidising materials and organic peroxides. These are substances that may cause or contribute to combustion of other substances. They may also be liable to explosive decomposition, react dangerously with other substances and injure health e.g. bromides, chlorates, components of fibreglass repair kits, disinfectants, nitrates, per chlorates, permanganates and peroxides, including hair dyes and colourants containing peroxide.
- Pesticides including weed killer and any chemical that is used to kill pests and insects such as fly sprays.
- Radioactive material and samples that are classified as dangerous goods. Classified as dangerous goods such as luminous dials from aircraft.
- Waste, dirt, filth or refuse including household waste.
- Weapons including Section 5 firearms, CS gas and pepper sprays, flick knives, other knives that are banned knives under UK laws, tasers and stun guns.

International customers should note that the rules may be different for International post and that other countries may have different restrictions. We cannot accept responsibility for loss or damage to items if they are prohibited in the country you post them to. We reserve the right to refuse any other item banned by law or that in our opinion is potentially harmful or dangerous to our customers or employees. If you send prohibited goods or restricted goods (and you do not comply with the relevant terms and conditions) we may deal with the goods as we see fit, including but not limited to, disposing of the parcels concerned (in whole or in part).

As the list of prohibited and restricted items can change from time to time, full up to date lists can be found at www.royalmail.com/restrictedgoods and www.royalmail.com/prohibitedgoods
Our customers send mail around the world every day. However, a number of countries and international organisations, including the United Kingdom and the European Union, impose certain restrictions, also known as sanctions, on what you can send to certain individuals, organisations or countries.

Sanctions can take many forms but are generally aimed at preventing certain goods, services, finance and knowledge being supplied to particular recipients.

It is your responsibility to check whether the item you wish to post breaks any sanctions rules.

If you break the sanctions rules, we can deal with your postal items in a number of ways including disposing of them.

You may also face investigation by the relevant authorities.

Where can I find out more information?

If you are sending mail from the United Kingdom, the UK Government’s dedicated sanctions website at www.gov.uk/sanctions-embargoes-and-restrictions provides useful information, including links to relevant information, published by the United Nations (UN) and the European Union (EU).

The Government’s website includes information on:

Countries that are subject to sanctions

Over recent years these countries have included those listed below.

However, the list changes and you should check a country’s status before posting an item.

Afghanistan, Azerbaijan, Armenia, Belarus, Burma (Myanmar), China, Democratic Republic of Congo, Egypt, Eritrea, Republic of Guinea
Using our services
International sanctions

(Conakry), Guinea-Bissau, Haiti, Iran, Iraq, Ivory Coast, North Korea, Lebanon, Liberia, Libya, Sierra Leone, Somalia, South Sudan, Sudan, Syria, Tunisia, and Zimbabwe.

For countries subject to sanctions, there are specific restrictions in place on sending certain types of goods. These are often goods that can be used for military or dual use purposes. If you are posting items to any sanctioned country you must make sure you are allowed to send the item.

Individuals and organisations that are subject to sanctions

The UK Government maintains a list of individuals and organisations (for example, banks or utility companies or terrorist organisations) that are subject to sanctions, recognised by the UK (which includes sanctions originating from the EU and the UN).

It is generally prohibited to have dealings with these “designated” individuals and organisations, for example, sending money or goods to them.

They are often individuals and organisations linked to, or based in, the countries mentioned above.

However, they may be based anywhere in the world, including the UK. You should seek specialist advice if you wish to post items to a designated individual or organisation.

The list of designated individuals and organisations can be found at: www.gov.uk/government/publications/financial-sanctions-consolidated-list-of-targets

Please note that none of the above is intended as legal advice and is not be seen as an exhaustive description of the sanctions rules that may apply to you, or the items you are posting.
Using our services

Working out your international postage price

To calculate the exact cost, please refer to the ‘Our prices’ leaflet, or visit www.royalmail.com/international

Where is it going?

There are three postal zones: Europe, World zone 1 and World zone 2. The postage price for your item will be affected by the zone you are sending it to.

N.B. The Republic of Ireland is an (EU) international destination and should be treated as such when addressing your item and paying for its postage.

Postal zones

The map below shows our Europe and World zones. European destinations appear in the table opposite and World zone 2 generally covers Australasian destinations. The remaining countries fall into World zone 1. For a full list of country destinations by zone, please go to www.royalmail.com/world-zones or ask at your local Post Office® branch.

Europe

<table>
<thead>
<tr>
<th>Country</th>
<th>Country</th>
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<tbody>
<tr>
<td>Albania</td>
<td>Latvia (EU)</td>
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<td>Andorra</td>
<td>Liechtenstein</td>
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<td>Armenia</td>
<td>Lithuania (EU)</td>
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<tr>
<td>Austria (EU)</td>
<td>Luxembourg (EU)</td>
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<tr>
<td>Azerbaijan</td>
<td>Macedonia (Former Yugoslav Rep.of)</td>
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<tr>
<td>Azores (EU)</td>
<td>Madeira (EU)</td>
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<td>Balearic Islands (EU)</td>
<td>Malta (EU)</td>
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<td>Belarus</td>
<td>Moldova</td>
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<td>Belgium (EU)</td>
<td>Monaco (EU)</td>
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<td>Bosnia Herzegovina</td>
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<td>Bulgaria (EU)</td>
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<td>Canary Islands</td>
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<td>Ukraine</td>
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<td>Kazakhstan</td>
<td>Uzbekistan</td>
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<td>Kosovo</td>
<td>Vatican City State</td>
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<tr>
<td>Kyrgyzstan</td>
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</tr>
</tbody>
</table>

Key

- **UK**
- **Europe**
- **World zone 1**
- **World zone 2**

Please note that Singapore is in World zone 2.

42 Using our services
### Check if you need to fill in a Customs declaration form

#### Do you need a Customs declaration form?

**You DON’T need to complete a Customs declaration form if you’re sending:**

- Letters, postcards and documents alone
- Small packets and packages containing goods to countries marked ‘EU’ and listed under Europe on page 42

**You DO need to complete a Customs declaration form if you’re sending:**

- Small packets and packages containing goods to countries not marked ‘EU’ and listed under the Europe Zone on page 43
- Packages containing goods to the Channel Islands (even though the postage rates to the Channel Islands are the same as for the UK)
- If you are sending items to countries outside the EU or Channel Islands by the Printed Papers service, we advise you to complete and sign a Customs declaration form. It’s compulsory if you are sending books to many destinations

### General Customs information

- All mail items, including those addressed to EU countries, may be examined by Customs
- Mail containing only letters, documents or other forms of correspondence do not require a Customs declaration form
- You must not send any item addressed to a country in which the item is prohibited. Restrictions vary from country to country. You are responsible for checking whether an item is prohibited. See [www.royalmail.com/countries-a-to-z](http://www.royalmail.com/countries-a-to-z)
- Goods up to the value of £270 - if you do need a Customs declaration form, you should use the CN22 form. You’ll need to fill in all the details on the Customs declaration and ensure that it is signed and dated. The CN22 should be placed as close as possible to the top left hand corner on the front of the item and you should also write or type your name and address adjacent to it
- Goods worth more than £270 – in this case you should use the CN23 form. The CN23 form must include details of postage and other fees such as insurance
- Ask for the adhesive plastic envelope SP126 to attach the form to your package
- Depending on the value of the goods, you may need one or two copies of Customs declarations. Please check at your Post Office® branch
- Customs declaration forms are available from any Post Office® branch or, if you prefer, you can download them from [www.royalmail.com/customs](http://www.royalmail.com/customs)

### VAT requirements for businesses

For proof of export purposes, you should provide HM Revenue and Customs with proof of posting (you can get this from any Post Office® branch). Alternatively, a Customs Certificate of Posting form can be obtained by calling HM Revenue and Customs National Advice Service on 0300 200 3700 or visiting [www.hmrc.gov.uk](http://www.hmrc.gov.uk) These forms must be signed and date stamped by a member of Post Office® staff at the time of posting

### Export licences

For some goods, you need an export licence from the Department for Business before you are allowed to export them. To find out which goods are affected, just call 0207 215 4594

For more useful information on HM Revenue and Customs, have a look at [www.hmrc.gov.uk](http://www.hmrc.gov.uk) You can also contact the HM Revenue and Customs National Advice Service on 0300 200 3700
Using our services
Service standards

We are committed to delivering you a great service. That’s why we consistently check our service standards.

We will:
• Measure our parcel and letter delivery service independently, locally and nationally
• Publish our parcel and letter delivery results for each of the 121 postcode areas served by Royal Mail nationwide
• Respond to your enquiries and complaints in a timely and professional manner
• Provide the phone number and address of Customer Services on post boxes and at Post Office® branches

Find out more at www.royalmail.com/standards

Where is it going?
We deliver daily to over 99.9% of the 29 million addresses in the UK. However, there are a few addresses where we are unable to deliver due to exceptional circumstances and where the safety of our staff may be at risk. Our exceptions policy has been agreed with our regulator.

Find out more at www.royalmail.com/uso
call Customer Services on 03457 740 740, or Textphone 03456 000 606 (for the deaf and hearing impaired).

Postcode changes
Our Postcode Address File (PAF) holds details of every address and postcode in the UK. On rare occasions, we are required to change postcodes.

If this becomes necessary we will write to you directly and advertise the change in the local press.

For more information on postcode changes, download the PAF Code of Practice from: www.royalmail.com/postcode-finder and refer to the ‘Need help’ section.
Royal Mail Special Delivery Guaranteed postcode delivery areas

Next working day (after posting) 9am*
All UK postcodes in England, Wales, Northern Ireland and mainland Scotland except those listed below.

See adjacent map for Special Delivery Guaranteed by 1pm
postcode delivery areas

See adjacent map for Special Delivery Guaranteed by 1pm
postcode delivery areas

Exceptions to the 9am guarantee apply - please visit
www.royalmail.com/special-delivery-9am

Next working day (after posting) 1pm
All UK postcodes in England, Wales, Northern Ireland and mainland Scotland except those listed below.

Next working day (after posting) 5.30pm
Two working days 5.30pm
Three working days 5.30pm

Next working day (after posting) 5.30pm

Two working days (after posting) 5.30pm
GY1-Herm only (Channel Islands), GY9-Sark (Channel Islands), HS2-Lewis, PA61-Coosay, PA62-75-Mull, PA78-Coll, ZE2-3-Shetlands

Three working days (after posting) 5.30pm
KW16-17-Orkney, PH30-Corrour, PH41-Mallaig, PH42-Eigg & Muck, PH43-44-Ile of Rum & Canna

Please note that Special Delivery Guaranteed cannot be used when sending an item to an Admail address. N.B. Deliveries to the Channel Islands and the Isle of Man can be delayed by Customs.

If you’re sending money in the post, here’s how to make sure it arrives safely:
If you need to send money or jewellery, you must use Special Delivery Guaranteed as this will enable you to claim compensation in the unlikely event of loss or damage. Money should be packaged securely and should not be visible from the outside. Do not indicate anywhere on the packaging that money is enclosed. Coins should never be sent in envelopes - our automated sorting machinery may damage envelopes containing coins, which can lead to delay in delivery and increase the likelihood of the contents being lost.
If something goes wrong
Complaints, claims and compensation

If an item of mail you have posted with Royal Mail is lost, damaged or delayed and you have met the conditions of posting, you may have a claim for compensation. This section covers what compensation is available and how you can make a claim for lost, damaged or delayed stamped and franked items. There are different rules for items sent by customers who have a Royal Mail business account. For more information please visit www.royalmail.com/terms-and-conditions

Please note Royal Mail is not obliged to pay compensation or provide a postage refund where the terms of its services are not met, nor in circumstances beyond its control.

Where compensation is excluded:
• Incorrectly addressed mail items
• Where there is insufficient postage
• Where the packaging is inadequate for the contents
• Where valuables such as money* or jewellery* are sent via a service other than Royal Mail Special Delivery Guaranteed
• Where the item is posted with another postal operator
• In severe weather conditions
• Acts of terrorism or vandalism
• Items with contents that are either prohibited or restricted where the requirements for the acceptance of those items have not been met

Please note Royal Mail may change compensation terms.

- Coins and bank notes of any currency which are legal tender at the time of posting; • postal orders, cheques and dividend warrants uncrossed and payable to bearer; • unused postage and revenue stamps and National Insurance stamps; Exchequer bills, bills of exchange, promissory notes and credit notes; Bonds, bond coupons and any other investment certificates; and • coupons, vouchers, tickets, tokens, cards, stamps and other documents that can be exchanged in whole or in part for money, goods or services.

- Any precious metal that has been manufactured in such a way as to add value to the raw material, including coins used for ornament; • diamonds and precious stones; • watches - the cases of which are made wholly or mainly of precious metal; • similar articles with an intrinsic value other than the value of the workmanship.
<table>
<thead>
<tr>
<th>Our UK Services</th>
<th>Compensation available for lost items†</th>
<th>Compensation available for damaged or partly lost items‡</th>
<th>Compensation available for delayed items††</th>
</tr>
</thead>
<tbody>
<tr>
<td>Royal Mail 1st Class</td>
<td>A postage refund plus compensation on the basis of actual loss, where evidence of posting and value can be provided. This is subject to the maximum payable being the lower of the market value of the item and the maximum of £20. Postage fee refund (a minimum of six x 1st Class letter stamps at the first weight step) shall be payable where only basic evidence is provided or the item is of no intrinsic value. Claims must be submitted within 80 days from the date of posting.</td>
<td>A postage refund plus compensation on the basis of actual loss, where evidence of posting and value can be provided. This is subject to the maximum payable being the lower of the market value of the item and the maximum of £20. Six x 1st Class letter stamps at the first weight step shall be payable where only basic evidence is provided or the item is of no intrinsic value. All the damaged packaging and contents must be retained and presented to Royal Mail upon request. Claims must be submitted within 80 days from the date of posting.</td>
<td>For stamped and franked items, six x 1st Class stamps at the first weight step if the item is delivered three* working days or more after the due date where basic evidence is provided. If the sender is claiming they must apply within three months of posting. If the recipient is claiming they must apply within one month of receipt.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Royal Mail 2nd Class</th>
<th>Level of compensation is same as 1st Class. See above for details.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Royal Mail Signed For®</td>
<td>Postage fee refund plus compensation for loss or damage on the basis of actual loss, where evidence of posting and evidence of value is provided, up to the maximum payable being the lower of the market value of the item or £50. See 1st Class for more information and delay compensation details.</td>
</tr>
</tbody>
</table>

| Articles for the Blind | Compensation for loss or damage on the basis of actual loss, where evidence of posting and evidence of value is provided, up to the maximum payable being the lower of the market value of the item or £46. See 1st Class for more information and delay compensation details. |

See page 48 and 49 for general notes and terms and conditions. Please visit www.royalmail.com/compensation
## Our UK Services

<table>
<thead>
<tr>
<th>Compensation available for lost items†</th>
<th>Compensation available for damaged or partly lost items††</th>
<th>Compensation available for delayed items††</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redirected Mail – sent using the above services</td>
<td>Where Royal Mail’s redirection service has been used, level of compensation is as specified for the service used.</td>
<td>For items redirected using the Royal Mail redirection service six x 1st Class stamps at the first weight step if the item is delivered six working days or more after the due date where basic evidence is provided. If the sender is claiming they must apply within three months of posting. If the recipient is claiming they must apply within one month of receipt.</td>
</tr>
</tbody>
</table>

### General Notes:

(i) In order to make a claim for postage refund or compensation claim for items you will need to supply the following information: these items will ensure your claim can be processed accurately.

- Names and addresses of the sender, addressee and claimant.
- Royal Mail service used, postage paid and method of postage.
- Date and place of posting.
- The posting details relating to the item – such as postmark date (if legible/available), certificate of posting (if available) and the product documentation for Special Delivery Guaranteed by 9am and by 1pm and Royal Mail Signed For®.
- Date of delivery
- Description of the packaging and condition of the mail item itself.

(ii) Claimants must also retain all of the packaging and contents of damaged items or items subject to part loss for possible inspection at Royal Mail’s discretion.

(iii) Claims for loss of and damage to Special Delivery Guaranteed™ items with an intrinsic value should be made on Royal Mail’s claim form and supported by additional evidence (evidence of posting and evidence of value). Postage refund or stamps are not payable for Special Delivery Guaranteed™ claims.

(iv) Evidence of posting includes: the item with envelope or packing including the postage paid, the original certificate of posting and a Smartstamp® or on-line certificate of posting validated at a Post Office® Branch. Where a certificate of posting is provided as part of product acceptance (Special Delivery Guaranteed™) this must be supplied with the claim.

(v) Evidence of value includes but is not limited to original receipts, invoices, PayPal® records, manufacturing costs, auctioneer’s valuation and repair costs in the case of damage claims.

(vi) In order to make a compensation claim for loss, damage or delay to an item posted with Royal Mail you must have met the appropriate conditions of posting.

† Items sent by 1st Class, Articles for the Blind, 2nd Class and Royal Mail Signed For® are not classed as lost until 15 working days (working days are defined as Monday to Saturday) after the due date. Special Delivery Guaranteed by 1pm™ items are not classed as lost until 10 working days after the due date.

†† See Page 46 for details relating to compensation exclusions.

* For items posted in the Christmas period (first Monday in December to the first working day following the New Year public holiday) a further working day will be added to the due date for delivery before compensation for delay is payable. For redirected mail visit the Compensation pages for delayed mail at [www.royalmail.com/compensation](http://www.royalmail.com/compensation)
### Our UK Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Compensation available for lost items†</th>
<th>Compensation available for damaged or partly lost items‡‡</th>
<th>Compensation available for delayed items‡‡</th>
</tr>
</thead>
<tbody>
<tr>
<td>Royal Mail Special Delivery Guaranteed®</td>
<td>Basic compensation for actual loss, where evidence of posting and evidence of value is provided: Up to £50 for the by 9am service and £500 for the by 1pm service or the market value, whichever is the lower and the fee repaid. Enhanced compensation is available at time of purchase for £1,000 or £2,500 at an additional cost. Evidence of purchase is required. Claims must be submitted within 80 days from the date of posting.</td>
<td>Basic compensation for actual loss, where evidence of posting and evidence of value is provided: Up to £50 for the by 9am service and £500 for the by 1pm service or the market value, whichever is the lower and the fee repaid. Enhanced compensation is available at time of purchase for £1,000 or £2,500 at an additional cost. Evidence of purchase is required. Claims must be submitted within 14 days of posting.</td>
<td>A refund of your Special Delivery Guaranteed fee/postage if your item arrives later than the due time of delivery. Claims must be submitted within 14 days of posting. For Special Delivery Guaranteed by 1pm, additional compensation of £5 if the item is delivered more than 24 hours (Mon–Fri) after the guaranteed time. Or an additional £10 if delivered seven or more working days (Mon–Fri) after the guaranteed time. Evidence of posting is required. If the sender is claiming they must apply within three months of posting. If the recipient is claiming they must apply within one month of receipt. Consequential Loss for up to £10,000 is available to purchase at the time of posting at an additional cost. Evidence of Consequential Loss purchase is required. Claims must be submitted within 14 days of posting. There is no compensation where the Special Delivery Guaranteed item has been redirected.</td>
</tr>
</tbody>
</table>

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The details in the table above are correct at the time of going to print (March 2015). The latest information on compensation can be found on the Royal Mail website [www.royalmail.com](http://www.royalmail.com) or by calling Customer Services on 03457 740 740.

† Items sent by 1st Class, Articles for the Blind, 2nd Class and Royal Mail Signed For® are not classed as lost until 15 working days (working days are defined as Monday to Saturday) after the due date. Special Delivery Guaranteed by 1pm items are not classed as lost until 10 working days after the due date.

‡‡See Page 47 for details relating to compensation exclusions.
<table>
<thead>
<tr>
<th>Our International Services</th>
<th>Compensation for loss***</th>
<th>Compensation for damage and part loss***</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>International Standard and International Economy</strong></td>
<td>Postage refund, plus compensation on the basis of actual loss, where evidence of posting and value can be provided. This is subject to the maximum payable being the lower of the market value of the item and £20. A postage fee refund shall be payable where the item has no intrinsic value. Claims must be submitted within six months of posting.</td>
<td>Compensation on the basis of actual loss, where evidence of posting and value can be provided. This is subject to the maximum payable being the lower of the market value of the item and £20. Claims must be submitted within 6 months of posting. All the damaged packaging and contents must be retained and presented to Royal Mail upon request.</td>
</tr>
<tr>
<td><strong>International Tracked &amp; Signed</strong></td>
<td>Postage fee refund, plus compensation on the basis of actual loss, where evidence of posting and value can be provided. This is subject to the maximum payable being the lower of the market value of the item and £50. If enhanced compensation has been purchased, the maximum payable is the lower of the market value of the item and £250. Evidence of purchase is required. A postage fee refund shall be payable where the item has no intrinsic value. There are restrictions to sending cash and other items to some destinations. Please visit <a href="http://www.royalmail.com/countries-a-to-z">www.royalmail.com/countries-a-to-z</a> for further information. The maximum compensation available for loss or damage to cash, securities or instruments to the bearer is £100. Enhanced compensation is not available for mobile telephones. Claims must be submitted within six months of posting. All the damaged packaging and contents must be retained and presented to Royal Mail upon request.</td>
<td>Compensation on the basis of actual loss, where evidence of posting and value can be provided. This is subject to the maximum payable being the lower of the market value of the item and £50. If enhanced compensation has been purchased, the maximum payable is the lower of the market value of the item and £250. Evidence of purchase is required. There are restrictions to sending cash and other items to some destinations. Please visit <a href="http://www.royalmail.com/countries-a-to-z">www.royalmail.com/countries-a-to-z</a> for further information. The maximum compensation available for loss or damage to cash, securities or instruments to the bearer is £100. Enhanced compensation is not available for mobile telephones. Claims must be submitted within 6 months of posting. All the damaged packaging and contents must be retained and presented to Royal Mail upon request.</td>
</tr>
</tbody>
</table>

†††Proof of Posting must be obtained as without it no compensation for loss or damage will be paid. No Consequential Loss cover is available for international services. Loss claims should not be submitted until after 20 working days after the due date for items going to Europe and after 25 working days after the due date for rest of the world.
If something goes wrong
Making a claim

How much can you claim?

You can claim the actual cost of the item to you, i.e. what it cost you to acquire, purchase or manufacture the item (or repair in the event of damage) – up to a maximum of its market value or up to the maximum compensation payable for the service, whichever is the lower of these.

To support any claim we will require both the original evidence of posting and evidence of the cost to you such as original receipts, invoices, PayPal® records, manufacturing costs, auctioneer’s valuation and repair costs in the case of damage claims.

How to make a claim

Complete a ‘Loss, Damage and Delay’ claim form online at www.royalmail.com/claims

Alternatively you can pick up a form at any Post Office® branch or by contacting Customer Services on 03457 740 740 (Textphone 03456 000 606).

- For UK (inland) items post the completed form with any supporting evidence to: Freepost ROYAL MAIL CUSTOMER SERVICES

- For international items post the completed form with any supporting evidence to: Freepost ROYAL MAIL CUSTOMER SERVICES
If something goes wrong
Complaints procedure

Not happy with our service?

This section relates to Royal Mail products and services only. If you are unhappy with a product or service provided by Royal Mail, you can get in touch with our Customer Services team by telephone, email or in writing, and we will do our best to resolve your issue.

Our complaints handling procedure

Royal Mail has a complaints handling procedure which conforms to the postal industry guidelines laid down by our regulator.

You can obtain a copy of our complaints handling procedure by visiting our website at www.royalmail.com/customer-services or by contacting our Customer Services team.

We will try to resolve your issue when you initially contact our Customer Services team.

However, if you are not satisfied with the response you receive, you can ask to have your complaint escalated.

Royal Mail has an internal review panel which can take a fresh look at your complaint if you remain unhappy with the outcome.

Royal Mail aims to acknowledge and resolve all problems as quickly as we can. However, some enquiries can take longer to conclude, particularly if they concern lost post.

We aim to resolve enquiries relating to UK (inland) postal services, including getting our response to you, within 30 calendar days of receipt of your initial complaint and supply of all necessary information.
Many straightforward claims will be resolved more quickly. Claims relating to international postal services often take in excess of three months to resolve because international postal operators have up to three months in which to respond to a request for information.

If your issue cannot be resolved under our complaints handling procedure, Royal Mail is a member of the ‘Postal Redress Service’ (‘POSTRS’). This is an independent body to which you can refer a complaint relating to certain products and services if:

- Our complaints handling procedure has been exhausted without your issue being resolved to your satisfaction, or
- Your issue is not resolved within the time period set out in our complaints handling procedure

If your complaint reaches a stage where access to POSTRS is an appropriate option, we will provide you with full details of the service, so that you can decide whether you wish to refer your complaint.

For free, independent, confidential and impartial advice on consumer issues visit www.adviceguide.org.uk or call the Citizens Advice® consumer helpline on 03454 040 506.

Citizens Advice® is an independent organisation which can offer you free advice on how to complain. However, they cannot make a complaint or claim on your behalf, nor provide general advice on specific Royal Mail products and services.
Contact us

For general Royal Mail enquiries
write to:

**Freepost ROYAL MAIL CUSTOMER SERVICES**

Phone
**03457 740 740**

Textphone
**03456 000 606**
(for the deaf or hearing impaired).

For more information on
Parcelforce Worldwide
services visit

[www.parcelforce.com](http://www.parcelforce.com)
or call **03448 004 466**

Although correct at the date this leaflet went to print (March 2015), postal fees, compensation arrangements and other terms and conditions are subject to revision from time to time and services may be added or withdrawn. Up-to-date information may be obtained by contacting Royal Mail Customer Services on 03457 740 740. All services referred to in this guide (with the exception of Royal Mail Special Delivery Guaranteed by 9am, Royal Mail Sameday and Consequential Loss, and all Parcelforce Worldwide services which are subject to their own terms and conditions) are provided under Schemes made or deemed to be made by Royal Mail Group Ltd, under section 89 of the Postal Services Act 2000, as amended by the Postal Services Act 2011. All rights reserved. Post Office is a registered trade mark of Post Office Ltd. Royal Mail, the cruciform, Parcelforce Worldwide, the Parcelforce Worldwide globe and all marks indicated with © are registered trade marks of Royal Mail Group Ltd. © Royal Mail Group Ltd 2015. All rights reserved. Royal Mail Group Ltd, registered in England and Wales, number 4138203, registered office: 100 Victoria Embankment, London, EC4Y 0HQ.
To help you

Royal Mail can arrange for alternative formats of this booklet to be sent to you in:

- Large print
- Braille
- Audio CD
- Audio cassette

To obtain a free copy call Customer Services on 03457 740 740.

If you are deaf or hearing impaired, we offer a Textphone service on 03456 000 606.

Alternatively, please visit our website www.royalmail.com which has been designed with all of our customers in mind.