



Royal Mail specific terms for Standard Tariff Services

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Royal Mail specific terms and conditions for Standard Tariff Services

In addition to the terms and conditions relevant to the provision of Standard Tariff Services that are contained in the relevant Scheme, and the Royal Mail general terms and conditions, the terms below apply to the following products when you buy them in connection with your account with us:

- First Class Letters
 - First Class Large Letters
 - First Class Packets
 - Second Class Letters
 - Second Class Large Letters
 - Second Class Packets
 - Recorded Signed For Services
 - International Letters
 - International Printed Papers
 - International Small Packets
 - International Signed For™
 - International Airsure
 - Special Delivery (standard tariff)
- 1 You must incur a minimum of £5,000 in postage on Standard Tariff Services, invoiced through your account, over any 12 month period preceding a review by us of postage spent on the account.
 - 2 Postings must only be undertaken from a point agreed to in writing by us and in accordance with the latest acceptance times advised to you from time to time by us. You must not undertake any out of area postings or any postings from any point not agreed to by us.
 - 3 If you are posting both inland and international mailings at the same time, you must segregate the two,
 - 4 Items must be separately presented: according to class, rate of postage, service type, format (i.e. letter, large letter or packet); in bundles of convenient size; with addresses the same side up and facing the same way; and in a condition generally suitable for posting. You must ensure that any bag, tray, container, vessel or other receptacle used by you to present mail to us is identifiable, based on the above categories, through use of appropriately marked and securely fastened tags or labels approved for use by us.
 - 5 If no-one is available to receive and sign for a Recorded Signed For item, the maximum period which it will be held in at our local premises pending collection or re-delivery instructions is 18 days.
 - 6 Our responsibility to you for delay**
 - 6.1 This clause 6 only applies to First Class Letters, First Class Large Letters, First Class Packets, Second Class Letters, Second Class Large Letters and Second Class Packets, including where sent Recorded Signed For, (the **relevant Standard Tariff Services**).

- 6.2.1 Each year we will measure how we have performed in the previous year against the quality of service targets for delivering certain services, including the relevant Standard Tariff Service items, on time (**targets**). These services are grouped into three **service groupings** depending on the class of delivery speed. The **due date** for first class is the first working day after posting; for second class, three working days from the date of posting; and for third class, seven working days from the date of posting. An item will be regarded as delayed if we have not attempted to deliver it at the place to which it is addressed by the due date. The results we produce for each service grouping will be an average of the results for all the services in that service grouping.
- 6.3 If we miss our target for a service grouping by more than 1% in a year we will pay you an amount equal to 0.1% of the amount you spent with us (excluding VAT) on any services in that service grouping in that year for each 0.1% above 1% that we are below the relevant target. We will not pay you compensation of more than 4% of the amount you spend with us (excluding VAT) in that year for each service grouping.
- 6.4 We will confirm the results within six months following the end of the year and, if applicable, we will tell you how much compensation you will get no later than three months after that date. We will publish a notice on our website to inform you of when these notifications have occurred.
- 6.5 We will pay you any compensation by crediting your account against future payments to us within one month of us telling you how much compensation you will get. We will credit the account that we invoiced for the services you used. If, at the time at which we are due to pay you compensation you no longer have an account, you can ask us to pay you by cheque.
- 6.6 If you do not agree with any of the decisions we make in relation to compensation you must tell us within three months of the date that we notify customers of any compensation due.
- 6.7 We will not pay you compensation:
- 6.7.1 if you have paid less than 80% of your invoices by three working days after the date payment was due during the year;
 - 6.7.2 in relation to items you posted with another postal operator; or
 - 6.7.3 where the total compensation due to you is less than £20.
- 6.8 In measuring quality of service we will exclude items delayed by industrial action and other matters beyond our reasonable control.
- 6.9 In this clause 6, **year** is our financial year, which is currently a period of twelve months ending on or around 31 March.
- 6.10.1 You can find more information on this compensation scheme at www.royalmail.com/compensation

7. Our responsibility to you for loss or damage

- 7.1 No compensation for lost or damaged items will be payable where items were not posted under either our International Signed For service, International Airsure service or our Special Delivery service.

- 7.2 If any item you have posted under our International Signed For service or International Airsure service is lost or damaged while it is with us, and you provide satisfactory proof that you posted it and we received it, we will pay you compensation for the item and its contents based on the actual loss you suffer. The compensation will not be more than the lower of:
- 7.2.1 the market value of the item (not including the market value of any message or information it carries) at the time the item was lost; or
 - 7.2.2 £50 or the maximum amount of additional compensation you have paid for (where we make additional compensation available for you to buy).
- 7.2 If any item you have posted under our Special Delivery services is lost or damaged while it is with us, and you provide satisfactory proof that you posted it and we received it, we will pay you compensation for the item and its contents based on the actual loss you suffer. The compensation will not be more than the lower of:
- 7.2.1 the market value of the item (not including the market value of any message or information it carries) at the time the item was lost; or
 - 7.2.2 £50 for Special Delivery 9am, £500 for Special Delivery Next Day or the maximum amount of additional compensation you have paid for (where we offer additional compensation).
- 7.3 You must make a claim for loss or damage as soon as possible after the incident and in any case within six months of the date of posting for our International Signed For service or International Airsure service and within 80 days of the date of posting for our Special Delivery service. We will not accept responsibility for claims made after this time.
- 7.4 You must submit your request for us to provide proof of delivery within 3 months of the date the Special Delivery or Recorded Signed For item was posted, otherwise we will not provide you with proof of delivery and you will only be able to obtain it from our website, subject to clause 7.5. You must make any claim for us failing to provide proof of delivery in writing within 3 months of the date the item was posted, otherwise we do not have to refund your proof of delivery fee.
- 7.5 You can obtain proof of delivery on our website for 12 months after the date of posting.