

## 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 08457 740 740 .

If you are deaf or hard of hearing, we offer a Textphone service on 08456 000 606 .

Alternatively, please visit our website [www.royalmail.com](http://www.royalmail.com) which has been designed with all of our customers in mind.

Although correct at the date this leaflet went to print (June 2011), postal fees and other conditions are subject to revision from time to time and services may be added to or withdrawn. Up-to-date information may be obtained by contacting Royal Mail Customer Services on 08457 740 740. All services referred to in this guide (with the exception of Special Delivery™ 9am, Royal Mail Sameday and Consequential Loss, which are subject to their own terms and conditions available at Post Office® branches) are provided under Schemes made or deemed to be made by Royal Mail Group Ltd. under section 89 of the Postal Services Act 2000. The Post Office is a registered trade mark of Post Office Ltd.



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RMLT21

# Mail made easy

## A guide to our UK and International postal services and Code of Practice

Valid from 1st July 2011





**Whether you're sending a parcel to Florida, or posting a letter to Farnham, you need to know what services are available to you. That's why we've created this booklet – to help make all of our UK and International postal services easy to understand.**

Of course, as helpful as this booklet is, we couldn't fit every single piece of information into it. So, if you want to see our postal prices, take a look at our **'pricing made easy'** leaflet. Alternatively, you can find out more by visiting **www.royalmail.com** or by calling Customer Services on **08457 740 740**. Textphone **08456 000 606** (for the deaf and hard of hearing).

For other formats of this booklet, please see the back cover.

<b>Services for sending mail within the UK</b>	<b>04</b>
<b>Services for sending mail abroad</b>	<b>10</b>
<b>How to work out your UK postage price</b>	<b>14</b>
<b>How to work out your International postage price</b>	<b>16</b>
<b>Customs information</b>	<b>19</b>
<b>Buying your postage</b>	<b>20</b>
<b>Special Stamps and Smilers®</b>	<b>22</b>
<b>How to address and package your item</b>	<b>23</b>
<b>Preparation and packaging guidelines</b>	<b>26</b>
<b>Prepaid packaging</b>	<b>28</b>
<b>Examples of prohibited items</b>	<b>29</b>
<b>Posting and receiving mail</b>	<b>30</b>
<b>Holding and redirecting mail</b>	<b>32</b>
<b>Service standards</b>	<b>34</b>
<b>Loss, damage, delay and compensation</b>	<b>35</b>
<b>Contact us</b>	<b>43</b>

Information contained in this booklet is correct at time of print (13th June 2011).



When it comes to sending your letters and parcels around the UK, there are plenty of services for you to choose from.

The one that suits you will depend on several things:

- How urgent is the mail you're sending?
- What are you sending?
- What is the item's value?

Here are all the options available to you.

What you need/ Product features	Special Delivery™ (9am or Next day)	1st Class	2nd Class	1st Class with Recorded Signed For™	2nd Class with Recorded Signed For™	Standard parcels	Standard parcels with enhanced compensation
Guaranteed next day delivery*	Yes	–	–	–	–	–	–
Item tracked from posting to delivery	Yes	–	–	–	–	–	–
1 working day after posting	–	Yes	–	Yes	–	–	–
3 working days after posting	–	–	Yes	–	Yes	Yes	Yes
Signature on delivery	Yes	–	–	Yes	Yes	–	–
Sending money, tickets, vouchers or jewellery**	Yes	–	–	–	–	–	–
Contents worth less than £46	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Contents worth more than £46	Yes	–	–	–	–	–	Yes

\*Guaranteed definition: delivered by 9am or 1pm or your money back.

\*\*Refer to definitions of money and jewellery on page 8.

## 1st Class

This is our fast UK post service for items that don't require a signature. We aim to deliver 93% of 1st Class items of mail the next working day after posting. Prices are the same no matter where you're sending to in the UK, and the amount you pay depends simply on the size and weight of the item you're sending.

## 2nd Class

This is our UK post service for items that are not so urgent and do not need a signature. We aim to deliver 98.5% of items by the third working day after posting. Prices are the same no matter where you're sending to in the UK, and the amount you pay depends entirely on the size and weight of the item you're sending.

N.B. All valuable items, especially money and jewellery, must be sent using our Special Delivery™ service. Please refer to page 35 for compensation information.

# Services for sending mail within the UK (cont.)

## Special Delivery™

This is our premium express service for sending urgent or valuable items such as money or jewellery.

## Special Delivery™ 9am

This service guarantees delivery to 98% of the UK by 9am the next working day\* or your money back. See map on the adjacent page for postcodes not covered by the Special Delivery™ guarantee.

Using this service you can get compensation for actual loss up to £50 or if your item is more valuable, you can purchase additional compensation up to £2,500.

\*Working days are Monday to Friday, not including Saturdays, Sundays and Bank or Public Holidays. We reserve the right to deliver on non working days, subject to capacity. Later times apply for remote parts of Scotland and for some other outlying districts in the UK.

\*\*The recipient's signature may not necessarily be the same as the addressee.

## Special Delivery™ Next Day

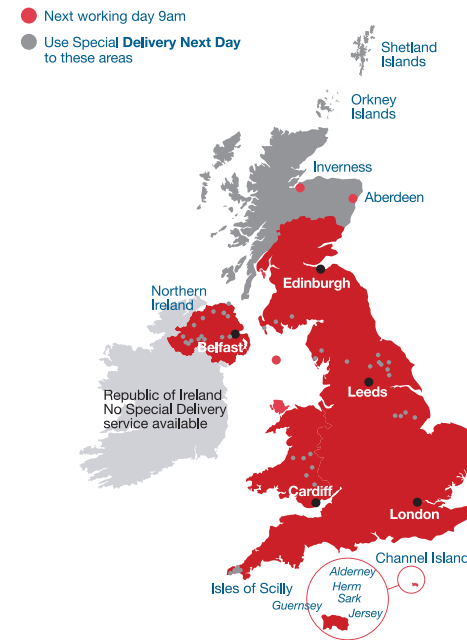
This service guarantees delivery to 99% of the UK by 1pm the next working day\* or your money back. See map on the adjacent page for postcodes not covered by the Special Delivery™ guarantee.

Using this service you can get compensation for actual loss up to £500 or if your item is more valuable, you can purchase additional compensation up to £2,500.

## Special Delivery™ Saturday guarantee

This service guarantees delivery on a Saturday for items posted on a Friday or your money back. It is available at all Post Office® branches for an additional fee.

## Special Delivery™ 9am



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

**See adjacent map for Special Delivery™ Next Day**  
AB30-39, 41-45, 51, 53-56, AB52, BD23-24, BT35, BT44, BT47, BT51, BT53-54, BT70-71, BT76-77, BT81, BT92-94, DG9 7-9, GY1-9, HG3, HS1-9, IM-All (except IM1), IV-All (except IV1), LA18, LA20, LD1-4, LD6, LN4, LN10 5-6, KA27, KA28, KW-All, PA20-49, PA60-78, PH15-50, PL29 3, SY25, TR12-13, TR17-26, YO41, YO43, YO51, YO60-62, ZE1-3, PO30-41

Please note that **Special Delivery™** 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.

## Special Delivery™ Next Day



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

**Next working day 5.30pm**  
**Mainland:** AB30-56-Aberdeen, IV21-28, 40, 52-54-Inverness, KW1-14-Caithness, PA28-38-Argyll, PH15, 17-26, 31-40-Perthshire, PH49-Balachulish, PH50-Kinlochleven  
**Islands:** HS1-Stornoway (Lewis), KA27-Arran, KA28-Cumbrae, KW15-Kirkwall, KW16-Stornness, Town only, PA20 (0 & 9), PA4141 Gigha, PA 42-49 Islay, PA 60-Jura, PA77-Tiree, ZE1-Lerwick (Shetlands), HS3-Harris, HS4-Scalpay, HS5 Leverburgh, HS6-N.Uist, HS7-Benbecula, HS8-Eriska, HS8-S, Uist, HS9-Castlebay (Barra), IV41-51, 55-56-Skye

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

**Three working days 5.30pm**  
KW-16-17-Orkney, PH30-Corrou, PH41-Mallaig, PH42-Eigg & Muck, PH43-44-Isle of Rum & Canna

Please note that **Special Delivery™** 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.

## Features of Special Delivery™

- Mail is sent through a dedicated secure network and is treated separately from standard post
- You can check on the progress of your item through to its destination on our Track and Trace system
- You get a proof of posting receipt
- You can see an electronic copy of the signature of the recipient\*\*

- You can buy Consequential Loss compensation up to £10,000, see page 9 for details
- Prices are the same to anywhere in the UK
- We do not guarantee the delivery time for items to an address for which a person has paid for our redirection services. The item will be forwarded to the new address using Special Delivery™ but the money back guarantee does not apply.

## Services for sending mail within the UK (cont.)

### Track and Trace

We track Special Delivery™ items throughout the delivery network, using barcodes attached to individual items. We scan the barcode at the start of its journey and at least eight key stages in the delivery process, until it reaches its final destination. Therefore, we should be able to provide you with information about where an item is during its journey.

You can check on the progress of Special Delivery™ and Royal Mail Tracked™ items and find out when the item was delivered at [www.royalmail.com/trackandtrace](http://www.royalmail.com/trackandtrace) or call **0845 700 1200** (Textphone **08456 000 606**) after 10.30am on the day of delivery for the 9am service or after 2.30pm for Next Day (by 1pm). You can also see a copy of the recipient's signature on the website, which is normally available 72 hours after your item was delivered.

### Examples of items covered by Special Delivery™ compensation

#### Money as defined below:

- Coins and Bank notes that are current legal tender (British and foreign)
- 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 other investment certificates
- Coupons, vouchers, tokens, cards, stamps and other documents that can be exchanged for money, goods or services.

#### Jewellery as defined below:

- 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.

### Optional Consequential Loss

Sometimes, the damage, delay or loss of an item can lead to greater loss than the actual value of the item itself. Delayed legal documents or damaged photographic transparencies are two examples. If you're sending such an item by Special Delivery™, you can opt for Consequential Loss for an extra fee which may entitle you to compensation up to £10,000. You can purchase this at any Post Office® branch.

### Royal Mail Sameday®

If you need an important package delivered on the same day you can use our Sameday service. Royal Mail Sameday® guarantees\* delivery of urgent items on the same day to almost anywhere in the UK and is available 24 hours a day, every day of the year. For more information, please call our dedicated helpline on **0845 850 5522** or visit [www.royalmail.com/sameday](http://www.royalmail.com/sameday)

### Standard Parcels

This service is for sending non urgent parcels within the UK. We aim to deliver 90% of parcels within three to five working days after posting. For added protection, enhanced compensation options

up to £500 are available for a small fee. Please note that we do not pay compensation for damage to certain items, e.g. if glassware and ceramics are sent through the post using this service. Please refer to page 35 for further compensation information.

### Recorded Signed For™

This is an additional service you can add to your 1st or 2nd Class item if you want your item signed for\*\* on delivery. This is not appropriate for urgent or valuable items.

Recorded Signed For™ items are sorted and delivered with 1st and 2nd Class post and are not track and traced in the same way as Special Delivery™. Compensation is the same as our 1st Class service. Please refer to page 35 for further compensation information.

**N.B.** All valuable items, especially money and jewellery, must be sent using our Special Delivery™ service. Please refer to page 35 for compensation information.

\*Guarantee definition: same day delivery or your money back.

\*\*The recipient's signature may not necessarily be the same as the addressee.

# Services for sending mail abroad



When it comes to sending your letters and packets abroad there are a range of services to choose from.

The one that suits you will depend on several things:

- How urgent is the mail that you're sending?
- What are you sending?
- What is the item's value?
- Where are you sending it?
- Do you want extra security?

Services	FEATURES					POSTAGE RATE	
	Tracking in UK	Tracking abroad	Signature on delivery	Priority handling	Available with compensation up to £500**	Letter	Small packet
Airmail	-	-	-	-	-	Yes	Yes
Surface Mail	-	-	-	-	-	Yes*	Yes
Airsure *	Yes	Yes	-	Yes	Yes	Yes	Yes
International Signed For™	Yes	-	Yes	Yes	Yes	Yes	Yes

\* Letter rate is not available for surface mail items sent to European destinations.

\*\* For an additional fee.

## Airmail

This is our recommended service for sending mail anywhere in the world quickly and cheaply. Airmail can be used with Airsure or International Signed For™. Our Airmail delivery aims are:

- Western Europe  
3 days following day of posting
- Eastern Europe  
5 days following day of posting
- Outside Europe  
5-7 days following day of posting

N.B. Delivery times are not guaranteed.

## How to use

Stick our branded Airmail sticker (available free from all Post Office® branches) on your item of mail or alternatively, you can simply write 'BY AIRMAIL – PAR AVION' in the front top left corner. Apply the correct postage and post it in any post box or Post Office® branch.

## Surface Mail

This is our economical postal service for sending non-urgent International mail. Please note, the size and weight restrictions for Surface Mail are the same as for Airmail.

- Our Surface Mail delivery aims are:
- Western Europe \*  
2 weeks following day of posting
- Eastern Europe \*  
4 weeks following day of posting
- Outside Europe  
8-12 weeks following day of posting

N.B. Delivery times are not guaranteed.

## How to use

Surface Mail items should be addressed as normal with SURFACE written on the front top left corner of the envelope.

\*See over for definition of Western and Eastern Europe.

## Services for sending mail abroad (cont.)

### Countries defined by Royal Mail as Western Europe

Andorra, Austria, Belgium, Denmark (including Faroe Islands and Greenland), France (including Monaco), Finland, Germany, Greece, Gibraltar, Iceland, Republic of Ireland, Italy (including San Marino and Vatican City), Liechtenstein, Luxembourg, Netherlands, Norway, Portugal (including Azores and Madeira), Spain (including Canary Islands), Sweden and Switzerland.

All other European countries are defined as Eastern Europe. For a full list of all European Countries see page 18.

### Further information

For more information, including any exclusions or exceptions on our Airmail and Surface Mail services, please visit [www.royalmail.com/international](http://www.royalmail.com/international) or call Customer Services on 08457 740 740 .

### Airsure<sup>®</sup>

If the item you want to send is urgent, use our Airsure<sup>®</sup> service. Your mail will leave the UK on the earliest possible flight, receive priority handling abroad and be electronically tracked so you can check it has been delivered. Delivery

times for Airsure<sup>®</sup> can be up to a day earlier than standard Airmail, but delivery times are not guaranteed.

### Other Airsure information:

- The item is electronically tracked, which means that you can check the progress of your item and confirm it has been delivered by visiting [www.royalmail.com/trackandtrace](http://www.royalmail.com/trackandtrace) or by calling 0845 609 2609
- Please note that Airsure<sup>®</sup> items are not signed for on delivery
- Compensation of up to £500 is available at the time of posting for an additional fee
- Airsure<sup>®</sup> is available to over 30 countries and destinations worldwide. You can find out more by visiting [www.royalmail.com/airsure](http://www.royalmail.com/airsure)

### International Signed For<sup>™</sup>

If you want your item to be signed for at its destination, then use our International Signed For<sup>™</sup> service.

This service can be used with Airmail or Surface Mail and the fee is a flat rate on top of the standard postage price.

### Other International Signed For<sup>™</sup> information:

- If sent by Airmail, your International Signed For<sup>™</sup> items will be sent on the earliest possible flight
- International Signed For<sup>™</sup> is available to all worldwide destinations which receive an Airmail service
- If sent by Surface Mail, your International Signed For<sup>™</sup> items have the same delivery aims as our standard Surface Mail service
- Items are electronically tracked up to the point they leave the UK. You can visit [www.royalmail.com/trackandtrace](http://www.royalmail.com/trackandtrace) for more information
- Your item will be signed for by the recipient (not necessarily the addressee) but we cannot supply a copy of this signature
- Compensation up to £250 or £500 (depending on the country) is available at the time of posting for an additional fee.

### Sending valuable items?

If you're sending valuable items abroad (like jewellery or precious metals), you should use the Letters or Small Packets postage rates together with either Airsure<sup>®</sup> or International Signed For<sup>™</sup> .

### Are there any restrictions?

Some countries have different restrictions on the items they allow in by post which include money, so please check by visiting [www.royalmail.com/countriesAtoZ](http://www.royalmail.com/countriesAtoZ) or at the Post Office<sup>®</sup> counter before you post. There are limits on the compensation you can claim if cash or mobile phones are posted – please see page 39.

### HM Forces Mail

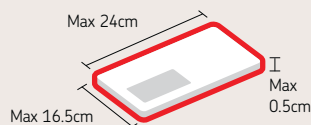
You can send letters or packages to members of HM Forces, their families and civilians attached to HM Forces around the world. To find out more, visit your local Post Office<sup>®</sup> branch, call the British Forces Post Office (BFPO) helpline on 08457 697 978 , or go to [www.royalmail.com/bfpo](http://www.royalmail.com/bfpo)

## How to work out your UK postage price

Once you have chosen the right service for your needs, you then need to consider how big and heavy the item is. This is because these two factors will affect how much postage you have to pay.

Here are the formats we use to work out the postage. Each format has its own size, thickness and weight criteria. The guide below will help you work out which format your item will fall into.

To calculate the exact cost of sending your Letter, Large Letter or Packet, please refer to the 'pricing made easy' leaflet available in Post Office® branches or visit [www.royalmail.com/size](http://www.royalmail.com/size)



### Letters

Most letters, postcards, bills, statements, greetings cards, and small brochures will be classed as a letter.

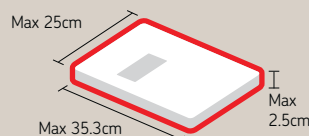
Dimensions are:

**Length:** 24cm max

**Width:** 16.5cm max

**Depth:** 0.5cm max

**Weight:** 100g max



### Large Letters

A4 letters and documents, brochures, magazines, CDs, DVDs, and larger greetings cards (with or without badges) will be classed as Large Letter items.

Dimensions are:

**Length:** 35.3cm max

**Width:** 25cm max

**Depth:** 2.5cm max

**Weight:** 750g max

### Packets

Items and gifts including books, mechanical parts, product samples, and posters or prints in cylindrical tubes will be classed as Packets. Dimensions are:

**Length:** over 35.3cm OR

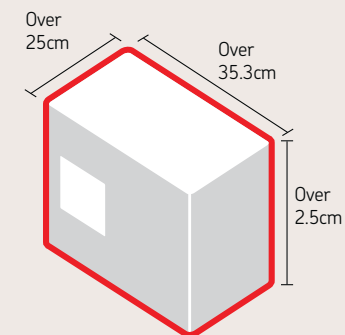
**Width:** over 25cm OR

**Depth:** over 2.5cm OR

**Weight:** over 750g

There is no weight limit for items sent 1st Class. The weight limit for 2nd Class items is 1kg.

Items do not have to be box-shaped, and anything larger than a Large Letter will be classed as a Packet.



### Maximum size for packets

The maximum dimensions for rectangular items are 61cm x 46cm x 46cm. Items over these dimensions should be sent using our Standard Parcels service.

The maximum length for rolled or cylindrical items is 90cm, and the length plus twice the item diameter must be no more than 104cm.

### Standard Parcels

Standard Parcels is ideal for items up to 1.5m long and 20kg in weight, provided the combined length and girth doesn't exceed 3m.



Once you have chosen the right service for your needs, you can work out the postage price based on the size, weight, contents and destination of your item.

To calculate the exact cost, please refer to the 'pricing made easy' leaflet, or visit [www.royalmail.com/international](http://www.royalmail.com/international)

There are two\* main postage rates for International Mail: Letters and Small Packets.

## Letters (including postcards)

If you are sending letters to Europe they can only be sent by Airmail. Letters can be sent to destinations outside Europe by Airmail or Surface Mail.

## Small Packets

If you're sending gifts, goods or commercial samples, this postage rate offers you a cheaper price. Just write 'SMALL PACKET' in the top left corner and, where necessary, you should also attach a customs declaration as shown on page 19.

## International size and weight limits

Please note, the International size and weight limits are not the same as the UK size and weight limits. The main rule for size is that your item should not be more than 60cm in length. That's approximately two sheets of A4 paper laid end-to-end. The maximum weight\* you can send is 2kg – that's the same weight as 2 litres of water. Heavier and large items can be sent by Parcelforce.

	Minimum	Maximum
Letters or Packets	One surface at least 9cm x 14cm.	Length not over 60cm.
Tube/Rolls	Length plus 2 x diameter should be at least 17cm. No single side can be shorter than 10cm.	Length plus 2 x diameter should not be more than 104cm. Length not over 90cm.

\*Prices for printed papers such as books and magazines are identical to Small Packets for items up to 2kg. Books and pamphlets only may be posted by Airmail or Surface Mail up to 5kg. Write 'PRINTED PAPERS' in the top left corner and include a customs declaration for destinations outside the EU.

## Where is it going?

There are two postal zones, Europe and Rest of World. The postage price for your item will be affected by the zone you are sending it to.

**N.B.** The Irish Republic is an international destination and should be treated as such when addressing your item and paying for its postage.

## Rest of World

Rest of World covers all countries not listed in Europe.

There are no Airmail services to the French Southern and Antarctic Territories.

Europe	
Albania	Kyrgyzstan
Andorra	Latvia (EU)
Armenia	Liechtenstein
Austria (EU)	Lithuania (EU)
Azerbaijan	Luxembourg (EU)
Azores (EU)	Macedonia (Former Yugoslav Rep.of)
Balearic Islands (EU)	Madeira (EU)
Belarus	Malta (EU)
Belgium (EU)	Moldova
Bosnia Herzegovina	Monaco (EU)
Bulgaria (EU)	Montenegro
Canary Islands	Netherlands (EU)
Corsica (EU)	Norway
Croatia	Poland (EU)
Cyprus (EU)	Portugal (EU)
Czech Republic (EU)	Romania (EU)
Denmark (EU)	Russia
Estonia (EU)	San Marino
Faroe Islands	Serbia
Finland (EU)	Slovakia (EU)
France (EU)	Slovenia (EU)
Georgia	Spain (EU)
Germany (EU)	Spitzbergen
Gibraltar	Sweden (EU)
Greece (EU)	Switzerland
Greenland	Tajikistan
Hungary (EU)	Turkey
Iceland	Turkmenistan
Irish Republic (EU)	Ukraine
Italy (EU)	Uzbekistan
Kazakhstan	Vatican City State
Kosovo	

## 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 the Europe Zone on the previous page.

**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 the previous page.
- 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.

The image shows a sample of a Customs Declaration form (CN 22) titled 'DECLARATION EN DOUANE'. It includes fields for 'Quantity and detailed description of contents (1)', 'Weight (2)', and 'Value (3)'. There are also checkboxes for 'Gift/Cadeau' and 'Commercial sample/chantillon commercial'. A signature line is at the bottom.

## 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.

- 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 **0845 010 9000** 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 Enterprise and Regulatory Reform before you are allowed to export them. To find out which goods are affected, just call **020 7251 4539**.

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 **0845 010 9000**.

## Buying your postage



**It's always a good idea to check the size and weight of your item before you post it. Otherwise you could get the postage amount wrong – which could delay the delivery of your letter or packet and a surcharge may be levied.**

You can get your item measured and weighed at your local Post Office® branch.

### **Where to buy your stamps**

Stamps are available from any Post Office® branch and other retail outlets. Stamps for mailing in the UK can be purchased individually or in books of six and twelve marked 1st or 2nd Class. Large Letter stamps are available in books of four. Stamps to mail internationally are available from Post Office® branches and can be purchased individually or in books.

### **Services for sending mail within the UK**

You can purchase postage for our UK services from all Post Office® branches. For alternative ways to buy Special Delivery™ please visit: [www.royalmail.com/specialdelivery](http://www.royalmail.com/specialdelivery) Royal Mail Sameday® is only available by calling **08458 505 522**.

### **Services for sending mail abroad**

You can purchase postage for our International services from all Post Office® branches. If you want to find out more information about alternative ways to purchase postage for our International services, then please visit [www.royalmail.com/international](http://www.royalmail.com/international)

### **Print postage from home**

For occasional use, you can also print postage directly from our website. You only need a pc/mac, internet access and a printer. Our online calculator will help ensure you pay the correct amount to any destination. Postage can be printed onto an envelope, a sticky label or a piece of plain paper which can be attached to a package. Payment is by prepay account, credit or debit card. For more information, visit our website at [www.royalmail.com/onlinepostage](http://www.royalmail.com/onlinepostage)

### **Mail with insufficient postage**

UK mail without postage or with not enough postage may still be delivered, but only if the recipient pays the excess amount plus a handling fee. However, some mail may be returned to sender or disposed of. International mail with insufficient postage may be returned or delayed.

### **UK and International Articles for the Blind**

This is our service for items specially produced or adapted for blind or partially-sighted people. 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 Airmail or Surface Mail for free - up to a weight of 7kg. For further details, please contact our Customer Services on **08457 740 740**.

### **Solutions for eBay users**

Whether you're new to eBay or a PowerSeller, Royal Mail has selected mailing products, services and tools for eBay users. Royal Mail could help to enhance your reputation and save time. For more information visit [www.royalmail.com/ebay](http://www.royalmail.com/ebay)

Whether you want to commemorate an event in history or make your mail more personal, we've got a wide range of products to suit. Here are just a few of them.



### Smilers®

The ideal way to personalise your mail, Smilers® let you attach a personal photo to one of a specially designed set of stamps. To find out more, pick up a leaflet at your Post Office® branch, call our Smilers helpline on **08450 742 000** or visit [www.royalmail.com/smilers](http://www.royalmail.com/smilers)



### First Day Covers

First Day Covers are decorative envelopes specially designed to complement the design of a new Special Stamp. They are addressed personally, stamped and postmarked on the very first day of issue and cancelled with a pictorial postmark. They are available from selected Post Office® branches on the first day of issue.

### Presentation Packs

Each stamp issue has a Presentation Pack that contains a set of mint condition uncanceled stamps mounted in a folder that also contains facts about the issue. Presentation Packs are available from selected Post Office® branches.



For more information about our great products and to buy online, visit [www.royalmail.com/shop](http://www.royalmail.com/shop)



**By following a few simple guidelines, like making sure the address is written clearly, it means we can get your letters and packets to their destinations quickly and safely.**

Overleaf are a few tips on how to prepare your mail before posting.

# How to address and package your item (cont.)

## Addressing your mail


In order to deliver a piece of post, 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.

Miss S Pollard	Line 1: Addressee's name
1 Chapel Hill	Line 2: Name/number and street name
Heswall	Line 3: Locality name, if required
BOURNEMOUTH	Line 4: POST TOWN, please print in capitals
BH1 1AA	Line 5: POSTCODE, please print in capitals, in full, and on a separate line

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

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

When sending an item abroad, 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.

 Include an Airmail sticker if being sent by Airmail	Ideally, the destination address should contain:
Sr. C. Fernandez	Name of the person and/or organisation you are sending the package to
Av das A'Augsa Livres	Building number and street or road name
Monté Trigo	Place name
7220 Portel	Name of province, state, department and postal code (if appropriate)
PORTUGAL	Name of the country in capitals

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 on it including the postcode. For more details please refer to page 35.

## Top tips for packaging

- To reduce postage cost consider folding A4 paper to fit into smaller envelopes.
- Use padded envelopes for sharp edges or odd shapes to prevent the items cutting through the outer packaging.
- Use an outer carton strong enough for the weight of the contents made of strong ply cardboard.
- Use a FRAGILE sticker if necessary.
- Make sure fragile items do not touch each other or sides of the carton.
- For fragile items, pack with bubble wrap, polystyrene chips or crushed paper at least 5cm surrounding each item and make sure that the item cannot touch the sides of the inner carton.
- Include a return address on the item so we can return it to you if it's undelivered.
- Seal the item securely using strong tape along all the openings.
- Flatten any sharp ends of staples and cover with tape.
- We suggest you do not re-use cardboard boxes or any other container which was previously used to transport items, as these may be weakened and the contents could get damaged. This would affect any compensation claim.
- Consider using reinforced corners if the contents of the packet are heavy.
- Use a PERISHABLE sticker if necessary.
- For guidelines and examples of items that need to be wrapped and packed more carefully – please see page 26.

For more information on packaging visit [www.royalmail.com/packaging](http://www.royalmail.com/packaging)

# Preparation and packaging guidelines

There are certain items that need to be wrapped and packed more carefully before they're sent through the post to ensure they arrive safely. Here are some examples:

Item	Preparation*	Packaging*
Alcoholic beverages with an alcoholic content less than 70%*	Wrap in polythene, seal with tape. Surround with absorbent material such as sawdust or newspaper.	Fibreboard or polystyrene.
Articles for the Blind	"Articles for the Blind" must be written, printed or appear on a label on the front cover. You must also show a sender's name and address.	All mail posted using this service is subject to inspection and so must be left open, be easy to open and re-seal or the contents must be visible through the packaging. Exceptions may be made for heavy; up to 7kg, or fragile items that may be unsafe or impractical to remain unsealed. These items may be sent sealed provided prior notification is given to Royal Mail, please notify us on 0845 607 6140 or 0845 600 0606 (textphone).
Batteries (except lead acid batteries)	Batteries should only be sent in retail packaging.	Surround with cushion material and place in a suitable outer container.
Books	No special preparation needed.	Small books: padded envelope. Large books: corrugated fibreboard book pack, with 2.5cm clearance at each end.
Computer disks, audio and video cassettes, and CDs	Wrap soft packing material at least 2cm thick around each item.	A rigid purpose made container. We recommend screened envelopes for computer disks.
Diagnostic specimens	The total sample volume/mass in any parcel should not exceed 50ml/g. Diagnostic specimens are only permitted for destinations within the UK	All diagnostic specimens must be posted in packaging that complies with Packaging Instruction 650, such as our Safebox. Contact us for more details.
Drugs for medical or scientific purposes - must only be sent by medical practitioners, in an emergency*	Pack in a strong inner container.	Mark the sender's name and address clearly on the outer wrapping.
Electronics Small electronic items eg mobile phones, iPods, sat nav etc	Surround with at least 1cm of cushioning eg, bubble wrap. Wrap each item inc plugs individually.	All electronic items may be sent in their original packaging if the battery is removed or not charged. Place items in a rigid container or secure packaging and cushion to avoid movement. Packaging must be of adequate size and securely sealed.
Electronics Medium - Large electronic items, eg iPads, portable DVD players, laptops, flatscreen TV's etc	Surround with at least 5cm of cushioning eg, bubble wrap, polystyrene chips or blocks to protect from knocks and vibration. Wrap each item inc plugs individually.	Place items securely in a strong, rigid outer container eg corrugated fibreboard box and cushion to avoid movement. Packaging must be of adequate size and securely sealed.

\*Mandatory packaging requirements. If these guidelines are not followed then this may affect your eligibility for compensation.

Item	Preparation*	Packaging*
Films	Pack in a strong inner container.	Mark the sender's name and address clearly on the outer wrapping.
Fish, fruit, meat and other perishables*	Items must be clearly marked PERISHABLE.	Must be sent 1st Class as a minimum requirement.
Flowers	Pack in layers separated by tissue paper. Use waterproof wrapping if including damp moss or phials of water.	Strong corrugated board box or purpose-designed polystyrene pack.
Keys	Attach a label to the key with a contact name and telephone.	Padded envelope.
Liquids and cream*	Wrap in polythene, seal with tape. Surround with absorbent material such as sawdust or newspaper.	Fibreboard or polystyrene.
Living creatures (e.g. insects)	Please contact Customer Services for more information on 08457 740 740 .	
Magazines and newspapers	You can fold or roll publications in a paper wrapper but this is not ideal.	Seal in polythene with address details clearly visible.
Magnets (e.g. in loudspeakers or magnetic media)	Wrap soft packing material at least 2cm thick around each item.	Strong box.
Maps, plans and drawings	No special preparation needed.	Rigid cardboard or plastic tube (maximum length 90cm).
Powders and fine grains* (e.g. tea, coffee)	All powders and fine grains should be placed inside a robust container such as a strong polythene bag and securely sealed with tape. This should then be placed inside a second container and securely sealed again.	The double-wrapped item should then be packed inside a rigid corrugated box to prevent leakage or tainting of other items.
Prescriptions and Over the Counter Medicines (must only be sent with prior approval from Royal Mail)	Pack in a tamper proof container.	Mark the sender's name and address clearly on the outer wrapping.
Prints (framed)	Surround with at least 5cm of soft material (e.g. bubble wrap). Sandwich between stout board or polystyrene that is at least 2.5cm longer at each end.	Wrap in corrugated paper. Wrap in brown paper.
Prints (unframed)	Wrap in tissue paper.	Place in a heavy duty cardboard envelope, seal and clearly mark package PHOTOGRAPHS - DO NOT BEND.
Records (vinyl discs)	Place between thick card and surround with cushioning material at least 2.5cm longer than the item.	Wrap in strong paper, seal with tape and clearly mark package RECORDS - DO NOT BEND.
Scissors, knives and other sharp items*	Wrap heavy cardboard around all sharp points and edges.	Heavy cardboard should be strong enough to ensure that the contents do not pierce the cover.
Water based paints	The volume should not exceed 150ml.	Surround with cushion material and place in a suitable rigid outer container.

## Special Delivery™ prepaid packaging



Special Delivery™ prepaid packaging comes in a range of sizes for both our 9am and Next Day (by 1pm) services. The envelopes are complimentary so you will only be charged the relevant Special Delivery™ fee for the weight of your item.

Simply place your item inside the bag, write the address on the front and post at the counter of your nearest Post Office® branch.

## International prepaid packaging

Our range of international pre-paid packaging is designed to make life easier if you regularly send mail abroad.

## Airpacks



Airpacks can be posted in a post box or in any Post Office® branch.

## Airsure® packs and International Signed For™ packs



If you wish to use these, they must be posted at a Post Office® branch.

## How to order prepaid packaging

Prepaid packaging is available at selected Post Office® branches. You can also order it by visiting [www.royalmail.com/shop](http://www.royalmail.com/shop) or by calling **08457 782 677**.

There are some things we're not able to carry in the UK for legal and safety reasons. If we do find a prohibited item it will either be returned to the sender or disposed of. In some cases the sender could be prosecuted.

Prohibited items	
<b>Aerosols</b> for inhalers of a volume of 50ml or less	<b>High strength magnets</b> (except credit cards, audio and video cassettes, floppy disks and loudspeakers)
<b>Asbestos</b>	<b>Indecent, obscene or offensive material</b>
<b>Batteries</b> which are not in their retail packaging. Lead acid batteries are prohibited	<b>Infectious substances</b> Class 6.2 Infectious substances of Category A that have been assigned to UN2814 or UN2902
<b>Clinical and medical waste</b>	<b>Living creatures</b> (except fish-fry and insects for the use of food for exotic pets) contact Customer Services for more information on <b>08457 740 740</b>
<b>Compressed or flammable gases</b> (e.g. Butane lighters - filled or refills)	<b>Oxidising material and organic peroxide</b> (e.g. disinfectants, hair colorants)
<b>Corrosives</b> (e.g. dyes, sulphuric acid)	<b>Pesticides</b>
<b>Counterfeit currency and bank notes, counterfeit postage stamps</b>	<b>Radioactive materials</b> please contact us for more information
<b>Drugs</b> unless sent in an emergency for medical or scientific purposes (for prescription and over the counter medicines see page 27, 'Preparation and packaging guidelines')	<b>Toxic and other dangerous substances</b> (e.g. rat poison)
<b>Dry ice</b>	<b>Weapons and Ammunition</b> (e.g. handguns, shotguns, pistols, flick knives, pepper sprays). Although, weapons if intended for sporting purposes may be sent as long as accompanied by appropriate documentation required by law (e.g. a DTI Export Licence) and provided that importation is not prohibited by the destination country
<b>Environmental waste</b>	
<b>Explosives</b> (e.g. fireworks, ammunition)	
<b>Filth</b> (e.g. dirt, waste or refuse)	
<b>Flammable liquids or solids</b> (e.g. certain adhesives, alcoholic beverages with an alcoholic content greater than 70%, solvent based paints, varnishes and enamels, matches of any kind)	
<b>Foreign lottery tickets</b>	

In addition to the above, we won't carry any item prohibited by law or which is harmful to our employees or other mail.

For more information please visit [www.royalmail.com/prohibitions](http://www.royalmail.com/prohibitions)

## Posting and receiving mail

### Where to post your mail

Mail can be posted into one of our many post boxes throughout the UK or network of Post Office® branches. Mail is collected daily from Monday to Saturday. All Special Delivery™ or Recorded Signed For™ items should be taken to a Post Office® branch for posting.

### Evidence of posting

If you're posting a Special Delivery™, Recorded Signed For™, Airsure® or International Signed For™ item, you'll automatically be given a receipt as evidence of posting. If you're sending something 1st Class, 2nd Class, Standard Parcels, Airmail or Surface Mail and want compensation in the event of loss, you need to post the item at a Post Office® branch and ask for a Certificate of Posting at the time of posting. It is important to retain your evidence of posting, as this will have to be supplied in support of a claim for compensation.

### What happens if we can't deliver to you?

If a piece of mail being delivered won't fit through your letterbox, or if a signature is required and there's no one in, we'll leave you our card saying 'Something for you'.

This card lets you know that we've taken the item back to our Delivery Office and tells you where and when you can pick it up. Alternatively, you can arrange for the item to be redelivered by visiting [www.royalmail.com/redelivery](http://www.royalmail.com/redelivery)

Uncollected items are retained at the local Delivery Office for a period of three weeks (one week for Recorded Signed For™ items). After this time we will return items to the sender address details provided on the external cover of the envelope or packet.

Where no external return address is provided, and where the letter does not bear a Printed Postage Impression or franking mark then the item will be forwarded to the National Returns Centre in Belfast where items are opened to identify a sender. If identified and as long as the contents are not newspapers, advertising materials or magazines then they may be returned to sender. Where no sender can be found, details of the item are retained and items stored pending a customer claim.

The storage period is dependant on the product. Special Delivery™ items are held for four months. Ordinary mail, including Recorded Signed For™, may be held for two months, unless the item has perished, or depending on the product used. Thereafter Royal Mail may dispose of such items as it sees fit.

### Returning unwanted mail

1. For mail incorrectly delivered to you, write 'delivered to wrong address' on the envelope and put it in any post box.
2. For mail correctly delivered but to someone who no longer lives there, write 'recipient no longer at this address' on the envelope and put it in any post box.

### Incorrectly addressed mail

For mail correctly delivered to you although it was incorrectly addressed (sender addressing error), please contact the sender and notify them of your correct address details.

## Holding and redirecting your mail



### Every now and then, you may want your post to be held securely for you or even sent elsewhere.

That's why we have a range of services to meet these needs.

#### UK Redirection

Moving home? We can redirect your mail from your old address to your new home for up to two years.

#### International Redirection

Moving abroad? We can redirect your letters from your old address to your new home abroad.

However, only letters containing printed paper up to 2.5cm thick and 100g weight can be redirected abroad.

We are unable to redirect any other items because:

- Goods sent to non-EU destinations require a CN22 or CN23 customs declaration which cannot be completed by Royal Mail as it requires a signature from the sender.
- Royal Mail will not know what the contents of the package are and there are restrictions which vary by country.
- Size limits for international post are smaller so some packages will be too large to post abroad.

#### How to set up a redirection

To set up a redirection just complete a short form online at [www.royalmail.com/redirection](http://www.royalmail.com/redirection) Alternatively, you can call **08457 740 740** or pop into any Post Office® branch to pick up an application form.

#### Keepsafe™

Going away? We can hold onto your household mail for up to two months while you're gone and deliver it when you return. Visit [www.royalmail.com/keepsafe](http://www.royalmail.com/keepsafe) for more details.

#### Local Collect

Local Collect allows you more choice by letting you pick up your mail from a local Post Office® branch. Some companies who sell products over the phone or internet may offer this service. You can also use Local Collect when we send you a 'Something for you' card – for a small fee we'll deliver the item to a participating Post Office® branch for you to collect rather than returning the item to the Delivery Office.

Either way, you'll need proof of identification when picking up your Local Collect mail. Please note that not all Post Office® branches offer this service. Visit [www.royalmail.com/localcollect](http://www.royalmail.com/localcollect) for more details.

#### PO Box®

A PO Box® gives you a short and easy to remember alternative address. Your mail is held at your local Delivery Office until you are ready to pick it up. For an extra fee, we offer extra services such as having your PO Box® mail delivered to your home address. To apply for a PO Box® call **08457 950 950**.

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

We will:

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

All of this information can be accessed online at [www.royalmail.com/qofs](http://www.royalmail.com/qofs)

### Our universal service

We deliver daily to over 99.9% of the 28 million UK addresses. 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 Postcomm, our Regulator.

For more information, visit us at [www.royalmail.com/uso](http://www.royalmail.com/uso) or call Customer Services on **08457 740 740**, or Textphone **08456 000 606** (for the deaf and hard of hearing).

### Postcode changes

We try our best not to change Postcodes. However, sometimes it can't be helped. For example, new homes are built and old ones demolished, roads are renamed and we simply run out of Postcodes. Should this ever have to happen where you live, we will write to you directly and advertise the change in the local press. If we don't give you sufficient notice of the change and you suffer a financial loss, you may be entitled to compensation. For more information, see our Postcode Address File (PAF) Code of Practice. To get a copy, call Customer Services or visit [www.royalmail.com/pafcode](http://www.royalmail.com/pafcode)



**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.**

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

Some examples are:

- Incorrectly addressed mail items
- Where there is insufficient postage
- Where the packaging is inadequate for the contents
- Where money\* or jewellery\* is sent in a service other than Special Delivery™
- Where the item is posted with another postal operator
- In severe weather conditions
- Acts of terrorism or vandalism
- Items with contents that are prohibited or restricted.

\*Please see page 8 for definition.

## Loss, damage, delay and compensation (cont.)

Our UK Services	Compensation available for lost items <sup>†</sup>	Compensation available for damaged or partly lost items <sup>††</sup>	Compensation available for delayed items <sup>††</sup>
<b>1st Class</b>	<p>For stamped and metered items a postage refund plus compensation on the basis of actual loss, where evidence of posting and evidence of value can be provided. This compensation is subject to the maximum payable being the lower of the market value of the item and statutory maximum of 100 x 1st Class stamps at the first weight step.</p> <p>Postage refund (a minimum payment 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.</p> <p>Claims must be submitted within 12 months of posting.</p>	<p>For stamped and metered items a postage refund plus compensation on the basis of actual loss, where evidence of posting and evidence of value can be provided. This compensation is subject to the maximum payable being the lower of the market value of the item and statutory maximum of 100 x 1st Class stamps at the first weight step.</p> <p>A payment 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.</p> <p>All the damaged packaging and contents must be retained and presented to Royal Mail upon request.</p> <p>Claims must be submitted within 12 months of posting.</p>	<p>For stamped and metered 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.</p> <p>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.</p>
<b>Articles for the Blind</b>	Level of compensation is same as 1st Class. See above for details.		
<b>2nd Class</b>	Level of compensation is same as 1st Class. See above for details.		
<b>Recorded Signed For™</b>	Level of compensation is same as 1st Class. See above for details.		

See page 37 and 38 for general notes and terms and conditions.

Our UK Services	Compensation available for lost items <sup>†</sup>	Compensation available for damaged or partly lost items <sup>††</sup>	Compensation available for delayed items <sup>††</sup>
<b>Standard Parcels</b>	<p>Level of compensation is same as 1st Class. See opposite for details.</p> <p>Enhanced compensation above the statutory maximum is available at time of purchase for £100, £250 or £500 at an additional cost. Evidence of purchase is required.</p>	<p>Level of compensation is same as 1st Class. See opposite for details.</p> <p>Enhanced compensation above the statutory maximum is available at time of purchase for £100, £250 or £500 at an additional cost. Evidence of purchase is required.</p> <p>All the damaged packaging and contents must be retained and presented to Royal Mail upon request.</p>	<p>Level of compensation is same as 1st Class. See opposite for details.</p>
<b>Redirected Mail – sent using the above services</b>	<p>Where Royal Mail's redirection service has been used, level of compensation is same as 1st Class. See opposite for details.</p>		<p>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.</p> <p>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.</p>

### General Notes:

**(i)** In order to make a compensation claim you will need to supply the following information: these items make up Basic Evidence and 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™ Next Day, Recorded Signed For™ and Standard parcels with enhanced compensation. • Date of delivery (for damage, delay and part loss). • 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 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). If only Basic Evidence can be provided, then only postage refund or stamps can be considered, as set out in the tables above. Postage refund or stamps are not payable for Special Delivery™ 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®. Where a certificate of posting is provided as part of product acceptance (Special Delivery™/Recorded Signed For™/Standard Parcels) 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.

## Loss, damage, delay and compensation (cont.)

Our UK Services	Compensation available for lost items <sup>†</sup>	Compensation available for damaged or partly lost items <sup>††</sup>	Compensation available for delayed items <sup>††</sup>
<b>Special Delivery™</b>	<p>Basic compensation for actual loss:</p> <p>Up to £50 for the 9am service and £500 for the Next Day (by 1pm) service or the market value, whichever is the lower and the fee repaid.</p> <p>Enhanced compensation is available at time of purchase for £1,000 or £2,500 at an additional cost. Evidence of purchase is required.</p> <p>Evidence of posting is required. Claims must be submitted within 12 months of posting.</p> <p>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.</p> <p>There is no compensation where the Special Delivery™ item has been redirected.</p>	<p>Basic compensation for actual loss:</p> <p>Up to £50 for the 9am service and £500 for the Next Day (by 1pm) service or the market value, whichever is the lower and the fee repaid.</p> <p>Enhanced compensation is available at time of purchase for £1,000 or £2,500 at an additional cost. Evidence of purchase is required.</p> <p>Evidence of posting is required. Claims must be submitted within 12 months of posting.</p> <p>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.</p> <p>All the damaged packaging and contents must be retained and presented to Royal Mail upon request.</p> <p>There is no compensation where the Special Delivery™ item has been redirected.</p>	<p>A refund of your Special Delivery™ fee/postage if your item arrives later than the due time of delivery. Claims must be submitted within 14 days of posting.</p> <p>For Special Delivery™ Next Day, 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.</p> <p>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.</p> <p>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.</p> <p>There is no compensation where the Special Delivery™ item has been redirected.</p>

The details in the table above are correct at the time of going to print (June 2011). 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 08457 740 740.

\*Royal Mail operates a Bulk mail compensation scheme for senders of delayed non stamped and non franked items. For more information contact Customer Services.

\*\*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](http://www.royalmail.com)

† Items sent by 1st Class, Articles for the Blind, 2nd Class, Standard Parcels and Recorded 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™ Next Day items are not classed as lost until 10 working days after the due date.

†† See Page 35 for details relating to compensation exclusions.

Our International Services	Compensation available for damaged or lost items <sup>†††</sup>
<b>Airmail</b>	Actual loss up to 100 x 1st Class letter stamps at the first weight step or the market value, whichever is the lower. Certificate of posting required. Apply within six months from posting.
<b>Surface Mail</b>	Actual loss up to 100 x 1st Class letter stamps at the first weight step or the market value, whichever is the lower. Certificate of posting required. Apply within six months of posting.
<b>Airsure®</b>	<p>Actual loss up to 100 x 1st Class letter stamps at the first weight step or the market value, whichever is the lower. Unless enhanced compensation has been purchased in which case compensation up to the market value or £250 or £500 (depending on destination) whichever is lower, may be paid. Enhanced compensation is not available for mobile telephones.</p> <p>There are restrictions to sending cash and other items to some destinations. Please visit <a href="http://www.royalmail.com/countriesAtoZ">www.royalmail.com/countriesAtoZ</a> for further information.</p> <p>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. Certificate of posting required. Apply within six months of posting.</p>
<b>International Signed For™</b>	<p>Actual loss up to 100 x 1st Class stamps at the first weight step or the market value, whichever is the lower. Unless enhanced compensation has been purchased in which case compensation up to the market value or £250 or £500 (depending on destination) whichever is lower, may be paid. Enhanced compensation is not available for mobile telephones.</p> <p>There are restrictions to sending cash and other items to some destinations, please visit <a href="http://www.royalmail.com/countriesAtoZ">www.royalmail.com/countriesAtoZ</a> for further information on restrictions and prohibitions. The maximum compensation available for loss or damage to cash, securities or instruments payable to the bearer is £100.</p> <p>Certificate of posting required. Apply within six months from posting.</p>

††† 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.

## Loss, damage, delay and compensation (cont.)

### 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.

### Example to illustrate

Mrs. Smith (the end purchaser) bought a pair of jeans from a shop and paid £25 for them. If she posts them on and they go missing she can claim what it cost her to purchase the jeans, i.e. £25.

The Shop (the Retailer) that sells the jeans buys them from the manufacturer for £15. If they post them and they go missing they can claim what it cost them to acquire the jeans, i.e. £15.

The Factory (the Manufacturer) that supplies the shop makes the jeans for £10. If they post them and they go missing, they can claim what the item cost them to manufacture, i.e. £10.

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, available from any Post Office® branch or downloadable online at [www.royalmail.com/customerservices](http://www.royalmail.com/customerservices) or by contacting Customer Services on **08457 740 740** (Textphone **08456 000 606**).
- **For Inland items post the completed form with any supporting evidence to:** Royal Mail Customer Services, FREEPOST, PO Box 740, PLYMOUTH, PL9 7YB
- **For International items post the completed form with any supporting evidence to:** International Claims, Royal Mail Customer Services, FREEPOST, Trent House, Media Way, STOKE ON TRENT, ST1 5ST

**Royal Mail reserves the right to inspect the item and packaging and/or request additional documentation or information to protect against unwarranted or duplicate claims.**

### Not happy with our service?

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 Postcomm.

You can obtain a copy of our complaint handling procedure by visiting our website at [www.royalmail.com/customerservices](http://www.royalmail.com/customerservices) 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 also established 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 domestic 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.

If you are not sure how to make a complaint, or how you should proceed, you can contact Consumer Direct on **08454 040 506**, or through their website **[www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)**

Consumer Direct 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.



For general enquiries write to:

**Royal Mail Customer Services**  
FREEPOST  
20 Turner Road  
St. Rollox Business & Retail Park  
GLASGOW  
G21 1AA

Phone: **08457 740 740**  
Textphone: **08456 000 606**  
(for the deaf and hard of hearing).