



# Our services

**Your guide to our UK and International  
parcel and letter services**

Valid from 23 March 2020



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# 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 UK and International parcel and letter delivery services, so you can choose the most appropriate option for your needs.

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 services and prices' leaflet, available in Post Office® branches, or visit **[royalmail.com](https://royalmail.com)** or **[parcelforce.com](https://parcelforce.com)**

# 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
- Royal Mail Signed For® 2nd Class
- International Tracked & Signed
- International Tracked
- International Signed

## Obtain a Certificate of Posting

If you're posting an item at a Post Office® branch using any of the products above including 1st and 2nd Class Parcels, you will automatically receive a Certificate of Posting.

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:

- 1st Class Letters and Large Letters
- 2nd Class Letters and Large Letters
- International Standard
- International Economy

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

## Selling online

Are you selling goods through online marketplaces? We can help streamline your shipping process and help you find the best delivery options for your business.

Whether you've just started selling items or you're an established marketplace seller, we can help your business grow.

We have a range of delivery services to choose from, offering a choice of delivery speeds, plus options like tracking or a signature on delivery to give your customers added peace of mind.

Find out about the range of delivery services we can offer you at **[royalmail.com/growyourbusiness](https://royalmail.com/growyourbusiness)**

## Royal Mail at your fingertips

With the Royal Mail App you can track your item on the go, receive notifications on your deliveries and book a redelivery.

Or, use the Augmented Reality Parcel Sizer to help you find the right format size and price for your item.

You can also use the App to find your nearest parcel postbox, pillar box, Post Office® branch or Royal Mail Customer Service Point.

Download the Royal Mail App through the App Store® or Google Play.



Our Parcel and  
Letter services

# Sending a parcel or letter in the UK is easy



## Guaranteed

Timed next day delivery



## Signed

With signature on delivery



## Standard



Royal Mail Special Delivery  
Guaranteed by **9am**<sup>®</sup>

Royal Mail Special Delivery  
Guaranteed by **1pm**<sup>®</sup>

Parcelforce Worldwide  
express**9**

express**10**

express**AM**

express**24**

**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 Signed For<sup>®</sup>  
**1st Class**

Royal Mail Signed For<sup>®</sup>  
**2nd Class**

Parcelforce Worldwide  
express**48**

Parcelforce Worldwide  
express**48**<sup>large\*</sup>

**What's included:**

- Proof of delivery with signature
- 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**

Parcelforce Worldwide  
express**48**<sup>large\*</sup>

\*express**48**<sup>large</sup> is only available in certain Post Office<sup>®</sup> branches. Please contact your local branch for specific availability.

**What's included:**

- Includes free online delivery confirmation for 1st Class and 2nd Class parcels.
- Choice of next working day or 2-3 working day delivery
- Includes compensation

# Our Guaranteed UK 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

Sometimes the damage, delay or loss of an item can lead to greater loss than the actual value of the item itself. For such items you can buy our consequential loss cover of up to £10,000. This cover could be a wise choice for important legal documents or tax returns that may result in penalties if lost or not delivered on time. Just ask for consequential loss when you send your item by Special Delivery Guaranteed. Make sure your compensation claim is submitted to Royal Mail Customer Services within 14 days of posting. You'll need to include your Certificate of Posting in order to make a claim.

Consequential loss is not available for goods that are restricted. For more information please see the 'Prohibited and restricted items' leaflet.



We deliver throughout the UK, however, there are certain delivery restrictions in particular areas. For more information visit [royalmail.com/specialdelivery](https://royalmail.com/specialdelivery)



Royal Mail Special Delivery  
Guaranteed by **9am®**

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

- Choice of 9am\* or by 1pm delivery time
- Money back guarantee if your item 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
- You can track your item online at **royalmail.com/track**

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 express services include:**

- End-to-end tracking and signature on delivery
- Money back guarantee† if your item 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

\*We guarantee delivery by 9am to more than 98% of all UK addresses.

By 9am delivery is subject to recipient availability. Conditions apply.

Visit **royalmail.com/specialdelivery** for details.

\*\*On time delivery or your money back. Conditions apply. Visit **royalmail.com/specialdelivery** for details.

†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 **parcelforce.com** for further information.

# Our Signed UK services

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

## Choose our Signed services when you need:

- the item to arrive the next working day or within 2-3 working days
- online proof of delivery and a signature from recipient
- compensation cover up to £50 for Royal Mail Signed For®

### Royal Mail Signed For® **1st Class**

- Aims to deliver your item the next working day

### Royal Mail Signed For® **2nd Class**

- Aims to deliver your item within 2-3 working days

## Our Signed 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
- You can view proof of delivery and signature online by visiting **royalmail.com/signed**

### Parcelforce Worldwide express**48** and express**48**<sup>large\*\*</sup>

- Guaranteed\* delivery within 2 working days
- Money back guarantee\* if your item 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

\*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 **parcelforce.com** for further information.

\*\*express**48**<sup>large</sup> is only available in certain Post Office® branches. Please contact your local branch for specific availability.

# Our Standard UK services

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

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## Choose our Standard services when you need:

- the item to arrive the next working day or within 2 or 3 working days
- compensation cover up to £20
- a great delivery service for non-valuable items

### Royal Mail **1st Class**

- Aims to deliver your item the next working day

### Royal Mail **2nd Class**

- Aims to deliver your item 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
- Online delivery confirmation is available for 1st Class and 2nd Class Small and Medium Parcels. You can confirm delivery of your parcel by visiting **royalmail.com/confirm**
- Are ideal for non-valuable items
- Please note that online delivery confirmation is not available for Letter and Large Letter items or

when customers use 1st Class or 2nd Class stamps, or for items sent to the Channel Islands, Isle of Man or to British Forces Post Office (BFPO)

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

# Sending an International parcel or letter is easy



Guaranteed



Confirmed



Standard



Parcelforce Worldwide  
**globalexpress**

Parcelforce Worldwide  
**globalpriority**

#### What's included:

- Guaranteed delivery from next working day with **globalexpress**
- Delivery from 3 working days with **globalpriority**
- Full tracking and signature on delivery
- Compensation:
  - up to £200 for **globalexpress**
  - up to £100 for **globalpriority**
- Additional compensation can be purchased up to £2,500



Royal Mail International  
**Tracked & Signed**

Royal Mail International  
**Tracked**

Royal Mail International  
**Signed**

#### What's included:

- Full tracking, signature taken on delivery and online delivery confirmation with International Tracked & Signed
- Full tracking and online delivery confirmation with International Tracked
- Signature taken on delivery for International Signed
- Compensation of £50 included for all Confirmed services



Royal Mail International  
**Standard**

Royal Mail International  
**Economy**

Parcelforce Worldwide  
**globalvalue**

#### What's included:

- Aims to deliver to Europe within 3-5 working days and to the rest of the world within 6-7 working days with International Standard
- Delivery from 2 weeks with International Economy
- Delivery from 4 working days with **globalvalue**
- Compensation up to £100 for **globalvalue** with additional cover available for purchase up to £500

# Our Guaranteed International services

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

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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 globale**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 item 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 item 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

**i** Save 15% every time\*\*\* you send an item with Parcelforce Worldwide through joining Rewards4U.

To find out more and to join Rewards4U visit  
**[parcelforce.com/rewards4u](https://parcelforce.com/rewards4u)**

**i** Size and weight:



Maximum Length: 1.5m and 3m length and girth combined\*  
Weight limit: 30kg\*\*

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\*Weight and size limits vary by destination.  
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For more information see **[parcelforce.com/countries](https://parcelforce.com/countries)**

\*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 **[parcelforce.com](https://parcelforce.com)** for further information.

\*\*\*excludes global**value** and global**economy**

# Our Confirmed International services

When you need the extra peace of mind with proof of 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 **Signed**

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

Royal Mail International **Tracked**

- Full end-to-end tracking with online confirmation of delivery
- Receives priority handling in the UK and overseas

Service	Western Europe*	Rest of Europe	Rest of World
International Tracked & Signed	3-4 working days	3-5 working days	5-7 working days
International Tracked	3-4 working days	3-5 working days	5-7 working days
International Signed	N/A	3-5 working days	5-7 working days

\*Applies to Ireland, France, Germany , Spain , Italy, Netherlands, Switzerland, Belgium, Sweden, Austria and Luxembourg.



**All Royal Mail International  
Confirmed services offer:**

- Compensation of up to £50 included
- Additional compensation of £250 also available
- Free returns on undelivered items provided there is a UK return address on the item

**Note:** We recommend that you include the addressee's telephone number on the item, to assist in overseas delivery.

Please also include your address on the reverse of the item so that it can be returned in the event of non delivery.

For signature services, formal identification may be captured in lieu of signature.

# Our Standard International services

Our reliable Standard services are easy to use.

Choose our Standard services when you need:

- a reliable, non-urgent delivery
- great value for larger items
- compensation included

## Royal Mail International **Standard**

- Cost effective, reliable delivery worldwide
- Aims to deliver your item to Europe in 3-5 working days and Rest of World in 6-7 working days
- Free returns for 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
- Letters to Europe must be sent by International Standard

Compensation up to a maximum of £20 for actual loss is available for International Standard and Economy services.

**Note:** Cash and valuables where allowable to the destination country should be sent using our Confirmed Services.

Please visit [royalmail.com/international-compensation](https://royalmail.com/international-compensation) for more information on compensation available for international posted items.

## 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

At the time of going to print we have provided information about mail to the EU based on the Government's current VAT and customs rules. Depending on the outcome of the UK leaving the EU, these rules may be subject to change. Please keep up to date at [royalmail.com](https://royalmail.com)

## International Articles for the Blind

International Articles for the Blind can be posted using International Standard up to a weight of 7kg.

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

## 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: **royalmail.com/bfpo** or visit your local Post Office® branch.

## Prohibitions and Restrictions

Some items are restricted or prohibited for legal or safety reasons. For more information, see our Prohibited and restricted items leaflet.

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

### International parcel sizes and weights



#### Royal Mail International parcels

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 globalvalue parcels measuring up to:

Maximum length: 1.5m and 3m length and girth combined\*\*  
Weight limit: 30kg\*\*



#### 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 item.

\*\*Weight and size limits vary by destination.


For more information, please visit **royalmail.com/international**



Using our  
services

# Using our services

## UK parcel sizes and weights

 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



**Parcelforce Parcels can measure up to:**

Length: 1.5m and 3m length and girth combined  
Weight limit: 30kg

**Parcelforce Large Parcels\*\* can measure up to:**


Length: 2.5m and 5m length and girth combined  
Weight limit: 30kg

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: [royalmail.com/size](https://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 [royalmail.com/size](https://royalmail.com/size) or ask at a Post Office® branch.

\*\*express48<sup>large</sup> is only available in certain Post Office® branches. Please contact your local branch for specific availability.

## UK Letter sizes and weights

 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

# Using our services

## When we can't deliver

Sometimes we can't deliver a parcel or letter because no-one's home and it's too big to fit through your letter box or a signature is required. We'll leave a 'Something for you card' to let you know where your item is. Where possible, we'll aim to leave your item with a neighbour\*, but if not we'll return it to your local Customer Service Point/Delivery Office.

You can either collect your item or you can arrange to have it redelivered to your own address or another local address in your area, free of charge.

Alternatively, for a small fee we can deliver your item to a local Post Office® branch.

You can request a redelivery online at **royalmail.com/redelivery** or by calling the telephone number on your 'Something for you card'.

To make sure your item is kept safe we'll ask you to provide proof of identification as well as your 'Something for you card' whenever you collect your item.

We will keep your items at your local Customer Service Point/Delivery Office for 18 days. After this time we will attempt to return items to the sender.

Where no sender can be found, we will retain the item in our National Return Centre for a period of one month.

### 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 Royal Mail 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 Royal Mail post box.

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\*If you would rather we did not leave your items with a neighbour or you would prefer not to accept items on their behalf register online at **royalmail.com/out** or call **03456 113 420**.

# Using our services

## Local Collect® and Return Services

### When you're out we're in

When buying online why not choose to have your items delivered directly to a Post Office® branch or a Royal Mail Customer Service Point/Delivery Office?

With our Click & Collect service, Local Collect, you can arrange to have your item sent to one of over 10,000 participating Post Office® branches, or 1,200 Royal Mail Customer Service Points/Delivery Offices nationwide, so you can choose a location that is convenient for you.

Look for the Local Collect delivery option when shopping online.

For more information about our Local Collect service visit **[royalmail.com/chooselocalcollect](https://royalmail.com/chooselocalcollect)**

### Return Services

Return parcels quickly and easily with Royal Mail. If you've ordered something online but need to return it because it doesn't quite fit or it's faulty, simply return it at one of the 11,500 Post Office® branches, 1,200 Royal Mail Customer Service Points or parcel posting boxes nationwide.

With our Tracked Returns service you can return items from many retailers for free. Simply, apply the label provided onto the item, or create and print your returns label online before

applying to the parcel and posting at any Post Office® branch, Royal Mail Customer Service Point or parcel posting box. Your item will be tracked on its way back to the retailer.

Want to create the label online but have no printer? No problem. If your retailer uses Royal Mail's Labels to Go service you can simply show a returns QR code from your mobile device at any Post Office® branch or a participating Royal Mail Customer Service Point. We'll scan it, then print and attach a label for you. It's that easy.

Visit **[royalmail.com/services-near-you](https://royalmail.com/services-near-you)** or download the Royal Mail App to search for your nearest location and opening times to drop off your return parcel.

For more information about our returns services visit **[royalmail.com/returns](https://royalmail.com/returns)**

# 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.

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 **[royalmail.com/redirection](https://royalmail.com/redirection)**

## 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® visit **[royalmail.com/poboxes](https://royalmail.com/poboxes)**

## Royal Mail 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 gone and deliver it when you return.

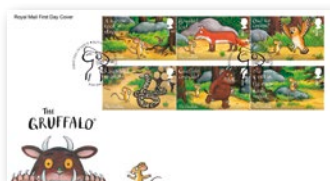
Keepsafe takes just five days to set up and helps prevent identity fraud.

For more details visit **[royalmail.com/keepsafe](https://royalmail.com/keepsafe)**



# Special Stamps and Souvenirs

Each year we create a range of beautiful Special Stamp issues to celebrate the nation's great events and passions, from the biggest film releases, pop icons, anniversaries, Royal Weddings, wildlife, flowers and fauna. So whether you're looking for a thoughtful gift – or you'd like to add to your own collection – we have a magnificent range of options for all ages and every interest.



## Stamp Souvenirs

Perfect as gifts or keepsakes, Stamp Souvenirs feature the Special Stamps from each issue on specially designed envelopes. They also come complete with a special postmark with the date of issue and an information card to tell you all about the subject. Visit [royalmail.com/stamps](https://royalmail.com/stamps)

## 2019 Stamps Yearpack

A great way to buy all of the Special Stamps from 2019 in one go. This contains the entire 2019 Special Stamp programme, all in stunning mint condition. They come in a decorative, protective folder to keep all the stamps in perfect condition. A perfect gift or an excellent way for you to collect.



## Presentation Packs

Each richly illustrated Presentation Pack contains all of the issue's Special Stamps, together with a wealth of information provided by an acknowledged expert on the subject of the stamps. Available from selected Post Office® branches.

# 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. Remember to include a return address on the reverse of the parcel or letter, in case there are any issues when we try to deliver.

## UK Address

<b>All lines of the address should be left justified with no punctuation separating the address elements.</b>	
Mr R Smith	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.	

## International Address

When sending an item internationally, the country name should be written in CAPITALS, in English, as the last line of the address.

<b>Ideally, the destination address should contain:</b>	
 Include an Airmail sticker if being sent by Airmail	Line 1: Name of the person and/or organisation you are sending the package to
Sr. C. Fernandez	Line 2: Building number and street or road name
Av das A'Augsas Livres	Line 3: Place name
Monté Trigo	Line 4: Name of province, state, department and postal code (if appropriate)
7220 Portel	Line 5: Name of the COUNTRY in capitals
PORTUGAL	Lines should all start at the same point. Do not centre or stagger them.

Please include a return address on the letter or parcel – 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. For parcels, it's helpful to include the addressee's telephone number to assist in delivery.

**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 36.

# What you can and cannot send through the post

## General Prohibitions and Restrictions

There are certain items and substances that we cannot accept and must not be sent by customers. This is to comply with national and international regulations governing the carriage of mail, to protect the health, safety and wellbeing of our employees, customers and the general public.

### What are the prohibitions?

“Dangerous Goods” form the largest proportion of prohibited items and they are articles or substances which are capable of posing a risk to health, safety, property or the environment. Regulations prohibit the majority of dangerous goods in the mail. We also prohibit other items for legal reasons, or where in our opinion they may be harmful or dangerous to our customers or employees. All countries that you post to Internationally will have their own prohibitions and restrictions, so you should check specific country restrictions before sending your parcel.

### What are the restrictions?

There are some items that can be carried only when specific requirements are met. All restricted items must be presented at a Post Office® branch so we can confirm your item meets these conditions.

If you are posting to international destinations there may be other specific items that are not accepted

by certain countries.

Prohibited and restricted items include, but are not limited to; **aerosols, alcoholic beverages, all types of batteries, Christmas crackers, electronic items, lighters, liquids, matches, medicines, nail varnish, paints, perfumes and perishables.** You are responsible for checking whether or not an item is prohibited or restricted. Information is available from the “Prohibited and restricted items” leaflet in Post Office® branches, which details some of the more common prohibitions and restrictions. Up to date information is available from **royalmail.com/prohibitedandrestricted** or **parcelforce.com/help-and-advice/sending/prohibitions-and-restrictions**

If you send prohibited items or restricted items (and you do not comply with the relevant restricted requirements) 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). Failure to comply with the regulations could result in prosecution.

### Packaging and wrapping

There are certain items that need to be packed more carefully before they are sent through the post. Wrapping and packaging advice, both general and item specific can be found at **royalmail.com/wrapping**

# Using our services

## International sanctions

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.

### Rules on sanctions

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 **[gov.uk/sanctions-embargoes-and-restrictions](https://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 the following:

### 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 (Conakry), Guinea-Bissau, Haiti, Iran, Iraq, Ivory Coast, North Korea, Lebanon, Liberia, Libya, Sierra Leone, Somalia, South Sudan, Sudan, Syria, Tunisia, Ukraine (Crimea/Sebastopol) 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 to that country.

### 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 earlier.

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: **[royalmail.com/international-sanctions](https://royalmail.com/international-sanctions)**

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 prices

To calculate the exact cost, please refer to the **'Our prices'** leaflet, or visit **[royalmail.com/price-finder](https://royalmail.com/price-finder)**

### Where is it going?

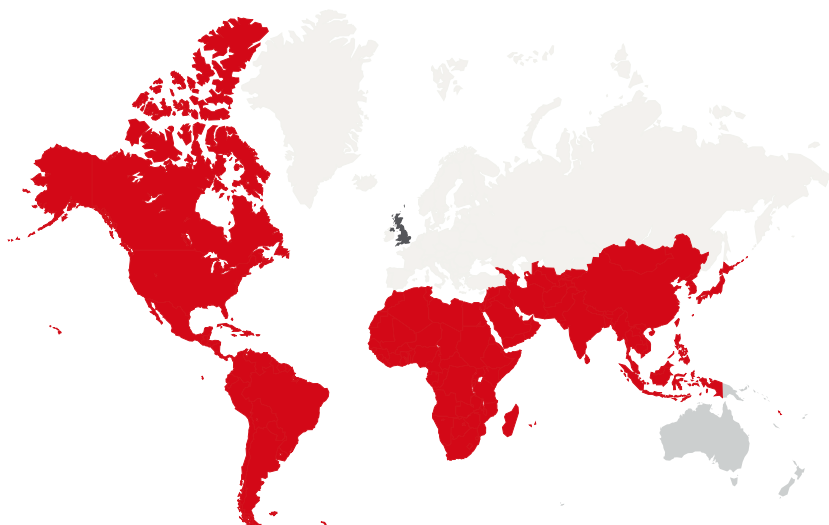
There are three postal zones: Europe, World zone 1 and World zone 2. The postage price for your item will be affected by the zone you are sending it to.

Please note that 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. The remaining countries fall into World Zone 1 and World Zone 2. For a full list of country destinations by zone, please go to **[royalmail.com/world-zones](https://royalmail.com/world-zones)** or ask at your local Post Office® branch.

**Key** ■ UK ■ Europe ■ World zone 1 ■ World zone 2  
Please note that Singapore is in World zone 2.



At the time of going to print we have provided information about mail to the EU based on the Government's current VAT and customs rules. Depending on the outcome of the UK leaving the EU, these rules may be subject to change. Please keep up to date at **[royalmail.com](https://royalmail.com)**

## 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 (inc Spitzbergen)
Croatia (EU)	Poland (EU)
Cyprus (EU)	Portugal (EU)
Czech Republic (EU)	Republic of Ireland (EU)
Denmark (EU)	Romania (EU)
Estonia (EU)	Russia
Faroe Islands	San Marino
Finland (EU)	Serbia
France (EU)	Slovakia (EU)
Georgia	Slovenia (EU)
Germany (EU)	Spain (EU)
Gibraltar	Sweden (EU)
Greece (EU)	Switzerland
Greenland	Tajikistan
Hungary (EU)	Turkey
Iceland	Turkmenistan
Italy (EU)	Ukraine
Kazakhstan	Uzbekistan
Kosovo	Vatican City State

# Using our services

## 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 31

### 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 31
- 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 Customs Declaration form must be completed correctly and clearly, otherwise items may be delayed or even returned by customs authorities in the receiving country.

### Parcelforce Worldwide

For up to date information on the documents required when sending with Parcelforce Worldwide, please visit **[parcelforce.com/customs](https://www.parcelforce.com/customs)**

CN22



CN23

### 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 **[gov.uk](https://www.gov.uk)** These forms must be signed and date stamped by a member of Post Office® staff at the time of posting.



## 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 **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. If you are sending an item using either International Tracked, Tracked & Signed, or the Signed only option use the unbarcoded CN22. If you are sending items using International Standard or Economy use the CN22 with the barcode on the bottom of the 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.

At the time of going to print we have provided information about mail to the EU based on the Government's current VAT and customs rules. Depending on the outcome of the UK leaving the EU, these rules may be subject to change. Please keep up to date at **royalmail.com**

- Goods worth £270 or more – 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. If you are using either International Tracked & Signed, International Tracked or International Signed you can also download them from **royalmail.com/customs**

## 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 **gov.uk**

You can also contact the HM Revenue and Customs National Advice Service on **0300 200 3700**.

**i Check if you need to fill in a Customs declaration form**

# 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  
**[royalmail.com/standards](https://royalmail.com/standards)**

### Where is it going?

We aim to deliver daily to over 99.9% of the 30 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 **[royalmail.com/uso](https://royalmail.com/uso)**

### 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: **[royalmail.com/postcode-finder](https://royalmail.com/postcode-finder)** and refer to the 'Need help' section.

### 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 [royalmail.com/terms-and-conditions](https://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.

For more information on Royal Mail's retail compensation policy for lost items please visit: [royalmail.com/retail-compensation-policy-loss](https://royalmail.com/retail-compensation-policy-loss)

For more information on Royal Mail's retail compensation policy for delay please visit: [royalmail.com/retail-compensation-policy-delay](https://royalmail.com/retail-compensation-policy-delay)

For more information on Royal Mail's retail compensation policy for damage and part loss please visit: [royalmail.com/retail-compensation-policy-damage](https://royalmail.com/retail-compensation-policy-damage)

For more information on Royal Mail's available compensation for lost or damaged International items posted using Stamps, Franking and VAT exempt account mail please visit: [royalmail.com/international-compensation](https://royalmail.com/international-compensation)

# 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 evidence of posting and evidence of the cost to you such as receipts, invoices, PayPal® records, manufacturing costs, auctioneer's valuation and repair costs in the case of damage claims.

### How to make a claim

Our online claim form makes claiming for loss, damaged or delayed items easy. Visit **royalmail.com/claims** and complete the easy-to-use form. This gives you the option to make multiple claims with minimal effort. You'll also find all the supporting information you need such as our loss, damage and delay compensation policies, or to find out more about our complaint handling standards.

Alternatively you can get in touch with our Customer Services Team by telephone however you'll still need to send us your supporting claim evidence.

If you need to make a claim with Parcelforce Worldwide, log on to **parcelforce.com** or collect a claim form from the counter. All UK claims must be received within 30 days of dispatch. International claims must be made within the following timescales: 15 days of dispatch for **globalexpress**; 30 days of dispatch for **irelandexpress** and **globalpriority**; and 120 days of dispatch for **globalvalue** and **BFPO**. For further information relating to Parcelforce's claims please visit **parcelforce.com**

### **The Royal Mail definition of money includes:**

- 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.

### **The Royal Mail definition of jewellery includes:**

- 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.

# If something goes wrong

## Complaints procedure (how to get in touch)

### 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 in a number of ways, including email, letter and telephone.

### 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 **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.

**i** For free, independent, confidential and impartial advice on consumer issues visit **[adviceguide.org.uk](https://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.

# 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 **royalmail.com** which has been designed with all of our customers in mind.

# Contact us

For more information on Royal Mail services visit **royalmail.com**

For more information on Parcelforce Worldwide services visit **parcelforce.com** or call **03448 004 466**.

Correct at going to print on 24 January 2020

Although correct at the date this leaflet went to print (24 January 2020), 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 2020. All rights reserved. Royal Mail Group Ltd, registered in England and Wales, number 4138203, registered office: 100 Victoria Embankment, London, EC4Y 0HQ.

