

# ENVIRONMENT & INFRASTRUCTURE

## Communications

### POSTAL SERVICES

#### ROYAL MAIL

#### THE ROYAL MAIL OVERSEAS LETTER POST SCHEME 30 NOVEMBER 2015

##### 1. About This Scheme

1.1 This Scheme is a document that sets out the terms and conditions for some of the items that we handle. **We** (Royal Mail Group Ltd) are allowed to set out terms and conditions within a Scheme document by the Postal Services Act 2000 (and more specifically section 89 of that Act as amended by the Postal Services Act 2011 and in particular paragraph 24 of Schedule 12 of that Act).

1.2 Each time we alter the wording within a Scheme it has the effect of making a new Scheme. We publish our Schemes on our website ([www.royalmail.com](http://www.royalmail.com)).

1.3 This Scheme is known as 'The Royal Mail Overseas Letter Post Scheme 30 November 2015' and is referred to in this document as 'this Scheme'. The date in the title is the date that the Scheme took (or will take) effect. This Scheme replaced an old Scheme which was called the Royal Mail Overseas Letter Post Scheme 10th August 2015 which is no longer in force. This Scheme complies with requirements as set out by the Universal Postal Union ([www.upu.int](http://www.upu.int)).

##### 2. What This Scheme Applies To

2.1 This Scheme sets out the terms and conditions for:

(a) the services provided by us to the person, **business** or organisation asking for the service (**you**) when we accept items within the United Kingdom for postal delivery to an **address** outside the United Kingdom, the **Channel Islands** and the Isle of Man. The terms and conditions for the specific services listed below are contained within this Scheme:

- International Standard
- International Economy
- International Signed
- International Tracked & Signed
- International Tracked
- HM Forces Mail (with or without Special Delivery™ or Signed For™)
- Articles for the Blind

All product names offered under this Scheme are shown in this Scheme in red text; and

(b) **incoming items**.

##### 3. Definitions

3.1 You may not be familiar with some of the words or phrases we use in this document. When they are used for the first time, they are shown in **bold print** and explained in the relevant part of this document or in Annex A.

3.2 As mentioned in 1.3 above, this Scheme replaced a previous Scheme so any references in other documents to the Overseas Letters Scheme that was in force before this Scheme should now be interpreted as referring to this new Scheme.

##### 4. Our Ability To Provide Services

4.1 We will provide the services set out in this Scheme where the relevant terms and conditions contained in this Scheme for the service are complied with. We will provide the services in the manner that we deem to be most appropriate according to our operational requirements and an overarching need to secure the sustainability of the Universal Service.

4.2 We may decide to withdraw the provision of any of the services set out in this Scheme if the terms and conditions contained within this Scheme are not abided by or in the event of misuse or if providing the service may cause us reputational damage.

##### 5. What Can And Cannot Be Contained Within An Item

5.1 There are some items that we cannot carry through our postal network for legal or safety reasons. Items that we cannot carry through our postal network are known as **prohibited items**. Some other items can only be carried under certain circumstances. These are known as **restricted items** and details of those are contained after the section on prohibited items.

##### *Prohibited Items*

5.2 We would like to make it very clear that we will not accept any liability for any item that contains prohibited items.

5.3 As the list of prohibited items can change from time to time we maintain a full, up-to-date list on our website ([www.royalmail.com](http://www.royalmail.com)) which can be viewed at any time. The list quoted below was correct at the time of publication of this Scheme:

- 1) Any article or substance classified as dangerous goods (other than specified lithium batteries contained in equipment);
- 2) Aerosols;
- 3) Alcoholic beverages with an alcohol content greater than 24% ABV;
- 4) Ammunition (excluding lead pellets and other airgun and airsoft projectiles);
- 5) Asbestos;
- 6) Batteries that are classed as dangerous goods by the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO), when sent in mail including:
  - i) non-spillable batteries that meet Special Provision A67 (e.g. sealed lead-acid, absorbed glass mat and gel cell batteries); and
  - ii) spillable lead acid/lead alkaline batteries (e.g. car batteries), used alkaline and nickel metal hydride batteries, lithium batteries when not sent in equipment and damaged batteries of any type;
- 7) Balloons filled with non-flammable gas;
- 8) Biological substances including diagnostic specimens (e.g. blood, urine, faeces and animal remains). Biological substances, Category B (UN3373) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO);
- 9) Clinical and medical waste (e.g. contaminated dressings, bandages and needles);
- 10) Controlled drugs and narcotics (such as cannabis, cocaine, heroin, LSD, opium, and amyl nitrate). Those discovered in transit will be stopped and handed to Customs or the Police who may take legal action against the sender and/or recipient;
- 11) Corrosives (including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal);
- 12) Counterfeit currency, bank notes and stamps (including any false instrument, or copy of a false instrument within the meaning of section 5 of the Forgery and Counterfeiting Act 1981);
- 13) Dry ice (UN1845) when used as a coolant for UN3373 or for other perishable items;
- 14) Electronic items sent with lithium batteries of any kind (including laptops, mobile phones, digital cameras, MP3 players, portable DVD players and Sat Navs etc) when not installed in the electronic item;
- 15) Environmental waste (including used batteries and used engine oil);
- 16) Explosives (including fireworks, flares, blasting caps, and Christmas cracker snaps);
- 17) Flammable liquids (including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels and acetones including nail varnish removers);
- 18) Flammable solids (including magnesium, phosphorous, potassium, sodium, zinc and fire lighters);
- 19) Foreign Lottery tickets;
- 20) Frozen water (e.g. packs of ice);
- 21) Gases including flammable, non-flammable, toxic and compressed gases new, used and empty gas cylinders, butane, ethane, refills for lighters, fire extinguishers and scuba tanks, life jackets, nitrogen dioxide and carbon dioxide canisters (culinary foaming devices & soda stream gas cylinders);
- 22) Goods made in foreign prisons, except those imported for a non-commercial purpose, of a kind not manufactured in the United Kingdom, or those in transit;
- 23) Human and animal remains including ashes;
- 24) Obscene publications and unlawful indecent images and pornography, including pornography as detailed in Part 5 of the Criminal Justice and Immigration Act 2008 and indecent photographs or pseudo-photographs of a child as detailed in section 160 and 161 of the Criminal Justice Act 1988;

- 25) Infectious substances and pathogens (UN2814 or UN2900) as classified in the latest Edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO);
- 26) Lighters and refills containing flammable liquid or gas (including used butane and petrol cigar and cigarette lighters);
- 27) Liquids over 1 litre;
- 28) Live animals and reptiles (e.g. snakes, mice and rodents);
- 29) Live creatures, insects and invertebrates classified as dangerous within the Dangerous Wild Animals Act 1976 (e.g. venomous spiders);
- 30) Magnetised material with a magnetic field strength of 0.159A/metre or more at a distance of 2.1 metres from the outside of the package (e.g. PA systems);
- 31) Matches;
- 32) Medicines and drugs classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) including Cytotoxic medicines;
- 33) Nail varnish or polish;
- 34) Oxidising materials or organic peroxides (including disinfectants, nitrates, and hair dyes or colourants containing peroxide);
- 35) Perfumes and aftershaves (including eau de parfum and eau de toilette);
- 36) Perishables (including flowers, fresh fruit, vegetables and frozen or chilled foodstuffs);
- 37) Pesticides (including weed killer and any chemical used to kill pests and insects, including fly sprays);
- 38) Poisons, toxic liquids, solids and gases (including substances that are liable to cause death or injury if swallowed or inhaled or by skin contact such as arsenic, beryllium, cyanide, fluorine and rat poison);
- 39) Radioactive material and samples that are classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) such as luminous dials from aircraft;
- 40) Solvent-based paints, wood varnishes and enamels;
- 41) Waste, dirt, filth or refuse (including household waste) Note - soil samples sent for analysis are permitted provided they are packaged so that any leaks and spills are contained in the outer packaging; and
- 42) Weapons (including Section 5 firearms, CS gas and pepper sprays, flick knives and other knives that are banned knives under UK laws, taser and stun guns).

5.4 Any item which resembles a prohibited item may be subject to additional scrutiny which may cause delay.

5.5 Failure to comply with these conditions could result in your prosecution which might result in you facing a fine or imprisonment.

5.6 If you **post** an item that contains a prohibited item or if the item is an incoming item that contains a prohibited item, we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the **addressee**) including destroying or otherwise disposing of the relevant item (in whole or in part).

5.7 The sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item.

5.8 The sender is responsible for checking whether an item is prohibited. We may also take appropriate action, including refusing to carry an item, if an item is banned by law (including under sanctions laws) or which, in our opinion, may be harmful or dangerous to our customers or employees (whether or not an item is prohibited).

5.9 All countries have their own rules regarding prohibitions on what they will allow in the post. These rules can vary from country to country, and can sometimes apply to items which you may think are ordinary. You are responsible for checking whether an item you send is prohibited in the country you are sending it to.

5.10 It is your responsibility not to send prohibited items in the post. If you are in any doubt you may seek information from our website ([www.royalmail.com](http://www.royalmail.com)).

#### **Restricted Items**

5.11 There are some items, known as restricted items that we can, for legal or safety reasons, only carry through our postal network if you meet all our requirements for the acceptance of the item. Our requirements include packaging requirements as well as other requirements.

5.12 We will not accept any liability for any item that contains restricted items that we do carry if the requirements for the acceptance of those items are not met and we may refuse to carry and deliver those items.

5.13 As the list of restricted items and requirements for each can change from time to time we maintain a full, up-to-date list on our website ([www.royalmail.com](http://www.royalmail.com)) (which can be viewed at any time). The list and details quoted below were correct at the time of publication of this Scheme.

a) **Alcoholic beverages with an alcohol content less than 24% ABV** (e.g. wine and champagne): Volume per item should not exceed 1 litre per container. Wrap in polythene and seal with tape. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from breakage. Mark as "FRAGILE" when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging.

b) **Batteries, specifically new and used lithium metal and lithium alloy when sent in equipment** (e.g. non-rechargeable): Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged are prohibited. Any person preparing or offering cells or batteries in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. Each package must contain no more than four cells or two batteries installed in equipment. The lithium content of a lithium metal/alloy cell or battery must not be more than 1g per cell or 2g per battery. For lithium ion/polymer cells and batteries, the watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging. Each package is subject to the maximum weight limits of 2kg (see section 6.2).

c) **Batteries, specifically new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd)**: Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.

d) **Christmas crackers**: Can only be sent new in their made up form in their original retail packaging. The sender's name and return address must be clearly visible on the outer packaging.

e) **Currency, bank notes and stamps**: Do not write or indicate in any way that cash or coins are enclosed within the package. The sender's name and return address must be clearly visible on the outer packaging.

f) **Financial instruments** (e.g. cheques and postal orders): Do not write or indicate in any way that cheques or postal orders are enclosed within the package.

g) **Guns for sporting use**: The sender's name and return address must be clearly visible on the outer packaging.

h) **Lighters (when new, empty and unused)**: Must be sent unopened in their original retail packaging. The sender's name and return address must be clearly visible on the outer packaging.

i) **Live creatures, insects and invertebrates** (e.g. bees, caterpillars, and stick insects): Bees, caterpillars, cockroaches, crickets, destroyers of noxious pests, earthworms, fish fry and eggs, leeches and other parasites, lugworms, maggots, mealworms, pupae and chrysalides, rag worms, silkworms, spiders, stick insects and some other insects are allowed. Must be boxed and packaged to protect the creatures, our staff and our customers from harm. Use International Standard as the minimum service. Items must be clearly marked "URGENT - LIVING CREATURES - HANDLE WITH CARE". The sender's name and return address must be clearly visible on the outer packaging.

j) **Magnetised materials, other than those that are prohibited (including loud speakers)**: The magnetised material must have a magnetic field strength of less than 0.159A/m at a distance of 2.1m from the outside of the package. Wrap soft packing material at least 2cm thick around each item. The sender's name and return address must be clearly visible on the outer packaging.

k) **Prescription medicines and drugs sent for scientific or medical purposes** that are not classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) including asthma inhalers: May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. The medicines must be securely closed and placed in a leak-proof container such as a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. The sender's name and return address must be clearly visible on the outer packaging.

l) **Radioactive material and samples** that are not classified as dangerous goods in the latest edition of the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization's Technical Instructions (ICAO) e.g. samples of granite rock: Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.

m) **Sharp objects and instruments** (including scissors, kitchen knives and utensils): Wrap heavy cardboard around sharp edges and points, strong enough to ensure that the contents do not pierce the outer packaging. Wrap each item with cushioning material. Place in a suitable outer container such as a padded envelope. The sender's name and return address must be clearly visible on the outer packaging.

n) **Vaccines** that are not classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO): May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. Must be tightly packed in strong outer packaging and must be secured or cushioned to contain any leakage and to prevent any damage to the individual items contained within the package. The sender's name and return address must be clearly visible on the outer packaging.

o) **Water-based paints, wood stains and enamels:** Volume per item should not exceed 150ml. In the case of water-based paints, wood stains and enamels, there is no restriction on the number of items than can be sent in each package. Wrap in polythene and seal with tape. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. The sender's name and return address must be clearly visible on the outer packaging.

5.14 Any item which resembles a restricted item may be subject to additional scrutiny which may cause delays.

5.15 If you post an item that contains a restricted item (and you do not comply with the relevant restrictions or requirements) or if the item is an incoming item and is discovered not to comply with the relevant restrictions or requirements, we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including destroying or otherwise disposing of the relevant item (in whole or in part).

5.16 The sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item.

5.17 The sender is responsible for checking whether an item is restricted and, if it is, for making sure the requirements for that type of restricted item are met. We may also refuse to accept or deliver any item which is not a restricted item but which is banned by law or which in our opinion may be harmful or dangerous to our customers or employees.

5.18 All countries have their own rules regarding restrictions on what they will allow in the post. These rules can vary from country to country, and can sometimes apply to items which you may think are ordinary. You are responsible for checking whether an item is restricted in the country you are sending it to and for making sure it complies with any requirements in that country.

5.19 It is your responsibility to ensure that restricted items are sent correctly and that you meet the requirements for acceptance. If you are in any doubt as to whether an item is one of the restricted items you can seek guidance from our website ([www.royalmail.com](http://www.royalmail.com)).

#### **Sanctions Laws**

5.20 You must make sure that any items you wish us to handle and deliver are not prohibited under applicable sanctions laws, for example because of their contents, their intended recipient or the country to or from which they are to be sent. Information about sanctions can be found on our website at [www.royalmail.com/international-sanctions](http://www.royalmail.com/international-sanctions) (or any replacement URL). Further information on trade controls and economic sanctions can be found on the UK Government's web pages at <https://www.gov.uk/overview-of-export-control-legislation> and <https://www.gov.uk/sanctions-embargoes-and-restrictions>.

5.21 If your items need a licence under applicable sanctions laws it is your responsibility to obtain it and (if we ask for it) you must provide us with acceptable evidence that you have it.

5.22 If we have reasonable suspicion that, because of its contents, an item does not comply with sanctions laws we may open that item or delay processing and delivery.

5.23 If you post an item which does not comply with sanctions laws we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you, your intended recipient and/or, to the extent not prohibited by applicable law, any third party), including destroying or otherwise disposing of such item in whole or in part, or returning the relevant item to you. We are entitled to charge you:

- the cost of disposal and/or destruction;
- the standard postage price;
- all other costs reasonably incurred by us; and/or
- for any losses or damage we suffer or liability we incur as a result of you not complying with sanctions laws.

5.24 We will bear no responsibility in the event that you or your agents send an item with the wrong licence required under sanctions laws.

#### **Ability to claim compensation**

5.25 If you fail to comply with any of the conditions in this section 5, your ability to claim compensation for any item (in circumstances where you might ordinarily be entitled to compensation) may be lost, despite any of the other sections in this Scheme which deal with compensation.

#### **Valuables**

5.26 **Valuables** should only be sent using International Signed, International Tracked & Signed and International Tracked. Valuables sent under the HM Forces service shall be sent using the Special Delivery™ service.

#### **6. Size and Weight Limits and How To Package An Item**

6.1 As well as the specific packaging and other requirements that relate to restricted items, there are some general rules set out below that must be followed for all items. The rules cover the weight, size, thickness and packaging of items.

6.2 Items sent using the International Standard, International Economy, International Signed, International Tracked & Signed and International Tracked services may weigh up to 2 kilograms unless the item is a letter or large letter, in which case section 6.3 applies. Items sent as Printed Papers may weigh up to 5 kilograms. Items sent using the Articles for the Blind service may weigh up to 7 kilograms.

6.3 The maximum size of any item with the length, width and depth combined must not exceed 900mm with the greatest dimension not exceeding 600mm. For a cylinder shaped item the length plus twice the diameter may not exceed 1040mm with the greatest dimension being no more than 900mm. To be sent as a letter the maximum weight must not exceed 100grams and size must not exceed 240 x 165mm with a maximum thickness of 5mm. To be sent as a large letter the maximum weight must not exceed 750g, and size must not exceed 353mm x 250mm with a maximum thickness of 25mm. (please note that the letter and large letter sizes quoted here mirror standard UK letter and large letter dimensions). To be sent as a postcard the maximum size must not exceed 120 x 235mm.

6.4 The minimum thickness for any item is 0.25mm. We may refuse to accept or to deliver an item that is less than 0.25mm thick.

6.5 All items must be packaged so that, in our opinion, the item will not be likely to cause damage or harm to other items, equipment or individuals (including any recipient).

6.6 The **cover** and the protective material of the item must be appropriate to the contents so that we can convey it to its destination undamaged without having to take precautions over and above those normally taken by us with an item of mail. Packaging guidelines are available on our website ([www.royalmail.com](http://www.royalmail.com)) and in booklets held by Post Office® branches.



6.7 Apart from items that are sent using the Articles for the Blind service (which is discussed in more detail in section 22) all items must be securely sealed or fastened.

6.8 As well as the requirement to provide sufficient protection both for the item itself and so as not to be likely to cause damage or harm to other items, equipment or individuals (as set out in sections 6.5 and 6.6), any item that contains anything breakable should be placed in a strong box filled with appropriate protective materials and must be clearly and legibly marked with the words 'FRAGILE – HANDLE WITH CARE' in capital letters above the address.

6.9 As well as the requirement to provide sufficient protection for the contents (as set out in sections 6.5 and 6.6) any item that has contents that may be damaged by bending must be clearly and legibly marked with the words 'DO NOT BEND' in capital letters above the address.

6.10 The latest packaging guidelines which apply to all items can also be found on our website ([www.royalmail.com](http://www.royalmail.com)).

## 7. How To Address An Item

7.1 Each item must be fully and correctly addressed. All the elements of the address (see section 7.2 for guidance) must be written clearly and legibly on the front or on a label securely attached to the front of the cover (or in another way so that the address is clearly visible in its entirety as if it had been written on the front of the cover) of the item.

7.2 You must ensure that addresses take the following format when added to an item. Please do not use commas or full stops and note that the LOCALITY NAME, **ZONE NUMBER** or POST OFFICE BOX NUMBER and the COUNTRY NAME should be in CAPITAL LETTERS in English. The text that makes up the address should be aligned to the left as it is in the example below. It should not be staggered or centred.

Example Name

House name or number and road name  
LOCALITY NAME and ZONE NUMBER if one exists  
COUNTRY

The text set out in the example above and taken as a whole is known as the address block.

7.3 The address block must not be obscured or made difficult to read in any way including by the manner in which the contents are enclosed in the item.

7.4 For items sent using the International Standard service, our branded Airmail sticker (available free of charge from all Post Offices®) should be placed on the address side, in the top left hand corner. Alternatively the words "BY AIRMAIL – PAR AVION" should be written in capital letters in the same position.

7.5 Putting a correct address in the correct format in the correct location helps our sorting machines process the mail as quickly as possible. More information is available on our website ([www.royalmail.com](http://www.royalmail.com)).

7.6 We recommend that you put a full and accurate return address on your item (in a position where it can't be confused with the destination address and preferably on the back) so that we are able to return the item to you, intact, should we need to. More information regarding Return to Sender can be found in section 15.

## 8. How To Pay For Postage And Other Services

8.1 Of the services contained within this Scheme only the Articles for the Blind service is provided (as long as specific requirements are met) free of charge. The specific requirements for this service are set out in section 22 of this Scheme.

8.2 The other services that are contained in this Scheme require payment for **postage**. These services are:

- International Standard
- International Economy
- International Signed
- International Tracked & Signed
- International Tracked
- HM Forces Mail (with or without Special Delivery™ or Signed For™ add-ons);

The specific requirements for International Signed and International Tracked & Signed, International Tracked and HM Forces Mail are set out below in sections 19, 20 and 21 of this Scheme.

a. The services listed above in 8.2 can be paid for by applying **postage stamps, postage labels** (which can be generated by our on-line postage applications or by Post Office® branches) or by use of a franking machine.

b. All services listed in 8.2 can also be purchased using a credit account.

8.3 Stamps can be purchased from us online from our website ([www.royalmail.com](http://www.royalmail.com)), from Post Office® branches or from a wide variety of other retailers. When postage is purchased from a Post Office® branch it often takes the form of a postage label if it is for anything but the first weight band. Similar postage labels are also available from our online postage tool and through our computer applications (e.g. **SmartStamp®**) which you may subscribe to or sign up for.

8.4 A franking machine allows money to be credited onto it. Postage for items is then paid for, from this credit, on an item-by-item basis. There is a wide range of franking machines that can either be leased or bought from franking manufacturers. If you use a franking machine you must abide by the terms and conditions that are contained within a separate Scheme called Royal Mail Scheme For Franking Letters And Parcels 2014 (which is published on our website ([www.royalmail.com](http://www.royalmail.com))) as well as the terms and conditions contained in this Scheme.

8.5 A credit account allows you to post items without pre-payment. You are sent an invoice periodically requesting payment for the items we have conveyed during the invoice period. If you set up a credit account with us you must abide by the terms and conditions that are contained within documents called the Royal Mail General Terms and Conditions and the Royal Mail Account Terms (both of which can be found on our website ([www.royalmail.com](http://www.royalmail.com))) as well as the terms and conditions contained in this Scheme.

## 9. How To Work Out How Much Postage To Pay

9.1 For the services listed in this Scheme that are not free, the amount of postage that you must pay is dependent on several factors. The first is the destination (the destination); the second is how quickly you would like the item to arrive and what options you would like for tracking and obtaining a signature on delivery (the service); the third is the shape and weight of the item (the weight and format); and the fourth is how much compensation is required in the event of loss or damage (the compensation):

a. The destination: destinations are grouped together to form pricing zones (pricing zones) which apply to the International Standard, International Signed, International Tracked & Signed and International Tracked services. Currently the pricing zones are Europe (consisting of EU and non-EU destinations); World Zone 1 (covering North and South America, Africa, the Middle East and Asia) and World Zone 2 (covering Australasia). For the International Economy service there is one single zone.. For the Articles for the Blind service there are no price distinctions between zones unless you also wish to purchase a tracking or signature on delivery option for your item (see section 22 for more information on Articles for the Blind). The price for HM Forces Mail is set separately at the time of publication of this Scheme (please see section 21 for further details). The pricing zones described above can change from time to time and the up-to-date list can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

b. The service: we offer the services set out in section 8.2. Details of the services, their availability and delivery aims (by service and destination) can be found on our website ([www.royalmail.com](http://www.royalmail.com)). Not all services are available for all destinations. Further specific details about International Signed, International Tracked & Signed, International Tracked, HM Forces Mail and Articles for the Blind services, can be found in sections 19 - 22 below and on our website ([www.royalmail.com](http://www.royalmail.com)).

c. The weight and format: for pricing purposes items are classed as either letters, large letters or parcels. The requirements for an item to be classed as a letter or large letter are set out in section 6.3. All other items which exceed the weight or size limits for letters or large letters but do not exceed the maximum dimensions for an item under this Scheme (described within section 6 of this Scheme) are classed as parcels for pricing purposes.

d. The compensation: International Standard and International Economy services include standard compensation for loss and damage on the basis of **actual loss**, up to a maximum of the **market value** of the item or £20 (whichever is lower). International Signed, International Tracked & Signed and International Tracked include compensation for loss and damage on the basis of actual loss, up to a maximum of the market value of the item or £50 (whichever is lower) as standard and are available with enhanced compensation options. Further specific details, including compensation and exemption information, can be found in section 17 below and on our website ([www.royalmail.com](http://www.royalmail.com)).

9.2 To help you find the best service for your needs and budget we provide a price finder tool on our website ([www.royalmail.com](http://www.royalmail.com)). Prices and other pricing information can also be found in other locations on the same website (such as product specific pages) including in a tariff brochure with all pricing information for the services covered by this Scheme.

9.3 We may change the rates of postage and **service fees** from time to time. Changes to postage rates and service fees and the date on which the changed rates and fees will come into effect will be published at least one month (or whatever period of time agreed by us with our regulator, Ofcom) in advance on our website ([www.royalmail.com](http://www.royalmail.com)).

## 10. How To Show That An Item Has Had Postage Paid

10.1 You must show us that **postage** for an item has been paid for (where it applies) so that we can convey it without delay. Payment is demonstrated by the application of a **postage mark** to the item. The manner in which payment of postage can be shown depends on the method of payment used. Section 8 above set out the most common ways of applying a postage mark (**postage stamps, postage labels, service fee labels, franking marks**, marks created by online applications such as SmartStamps®, **Printed Postage Impressions (PPIs)** etc). In addition a postage mark may be fixed, printed, impressed, embossed or otherwise shown on the envelope or cover of an item as we may specify or approve.

10.2 Postage marks must be applied to the top right hand corner of the envelope or cover of the item unless we specify otherwise. If the item is spherical or without corners the postage mark should be placed above and to the right of the address.

a. A postage mark that is damaged or imperfect, has been defaced or has anything written or printed over it becomes void and cannot be used to show that postage has been paid.

b. You can use an adhesive postage stamp which has been perforated by means of a punch provided that the perforation holes are smaller than the holes dividing one stamp from another on a sheet of stamps.

c. Postage marks can be used only once and then they become void and must not be re-used to pay postage on the same or another item.

d. Any postage mark that carries an expiry time and/or date will become void from that time and/or date and cannot be used to show that postage has been paid after that time and/or date.

10.3 If you use a franking machine you must apply a franking mark to the cover of the item as set out in the Royal Mail Scheme For Franking Letters And Parcels 2014 (which is published on our website ([www.royalmail.com](http://www.royalmail.com))) and according to any guidelines that we publish on our Franking help centre website ([www.royalmail.com](http://www.royalmail.com)).

10.4 If you make use of a credit account you must apply a Printed Postage Impression (PPI) in accordance with the PPI licence, the PPI design notes and any guidelines that we publish on our website ([www.royalmail.com](http://www.royalmail.com)).

## 11. Other Requirements Relating To The Address On The Cover Of An Item

11.1 Section 7 set out how to address an item and section 10 set out how payment can be indicated. There are some further things that must be considered with regard to the cover of the item so that we can efficiently convey the item without delay.

11.2 An item must not have on its cover:

- a. anything which obscures the postage mark;
- b. anything which is likely, in our opinion, to make it difficult for us to apply a **postmark** to the cover;
- c. anything which, in our judgement, is likely to make the postmark illegible;
- d. any counterfeit or fake postage mark;
- e. any postage mark which we consider may have previously been used to pay postage;
- f. signs, words or marks, used without official permission, which could indicate that the item was sent on Her Majesty's Service or was conveyed and delivered by us; or
- g. any signs, words, images or designs which are offensive, obscene or indecent.

11.3 An item must not contain correspondence or letters other than between the sender and addressee of the item (or persons living with them). This does not include archived materials.

11.4 An item must not be made up in any way or have anything on its cover which, in our judgement makes it difficult or embarrassing to deliver the item.

11.5 A postage mark must not be attached to an item using staples, sticky tape, or any other means that we do not approve.

## 12. How To Hand Over (or Post) An Item

12.1 All items to be sent using a service provided through this Scheme can be posted in the following ways:

- a. by handing it to an authorised member of staff at a Post Office® as long as considered feasible to do so;
- b. by Business Collection service (typically a paid for extra service where we collect the mail from a business customer's premises. Business Collections services are not covered by this Scheme, but the items that we collect under such services may be covered by this Scheme); or
- c. in any other manner which we may approve.

12.2 In addition, items sent under the following services:

- (i) International Standard;
- (ii) International Economy;
- iii) HM Forces Mail (without Special Delivery or Signed For™ added or except those items that qualify as free of charge items under BFPO); and
- (iv) Articles for the Blind,

can also be posted in the following ways (unless the item is too large to do so):

- a. by placing it in a post box (typically a red post box on the street);
- b. by placing it in a **private post box** (typically a post box contained within a shop or other private premises).

An item placed in a private post box will be deemed to have been posted when collected by us and not before.

12.3 An item that has had postage paid by a franking machine must be posted in accordance with the Royal Mail Scheme for Franking Letters and Parcels 2014 which is published on our website ([www.royalmail.com](http://www.royalmail.com)).

12.4 Items sent through the International Standard, International Economy, International Signed, International Tracked & Signed and International Tracked services that have been paid for with a credit account must be presented to us in accordance with the guidance as outlined on our website ([www.royalmail.com](http://www.royalmail.com)) and also in accordance with any conditions set out in the PPI licence.

12.5 Articles for the Blind sent by a business must present items separate to, but in the same manner (as required by section 12.4 above) and at the same time, as any items which are posted using a credit account.

12.6 All items must be posted by the latest acceptance time that we determine and advertise or agree with you (as appropriate to the method of posting). Items posted after that latest acceptance time will be considered to have been posted the following working day.

## 13. How We Will Treat Items That Do Not Meet the Requirements Set Out In This Scheme

13.1 Once an item has been posted (whether as an **outgoing item** or an incoming item) we may carry out checks on that item.

13.2 Subject to sections 5.6 and 5.15 above (which set out how we treat items that contain prohibited items and/or restricted items where the relevant restrictions or requirements have not been complied with), if an item is found not to meet the conditions set out in this Scheme or an item is found that indicates that insufficient (or no) postage and/or service fee has been paid for the service requested, or for incoming items the item appears to satisfy the conditions of a **re-mail item**, we may decide at our discretion to do one of the following things set out below (in sections 13.3 and 13.4) within a reasonable period of time.

13.3 For outgoing items, we may:

- a. Convey the item to the relevant overseas postal operator for delivery to the address shown by the service requested. The overseas postal operator may require the addressee to collect the item from a specified location.
- b. Convey the item to the relevant overseas postal operator for delivery to the address shown by an alternative service that we determine to be appropriate. In these situations the conditions of the service used to convey the item will apply.
- c. Treat the item as undeliverable. Details of how we may deal with undeliverable mail can be found in section 15.
- d. Return the item to you.
- e. Refuse to accept it.
- f. If none of the above courses of action are possible we may deal with or dispose of the item at our discretion.

In all cases we may not accept any liability for that item. This section also applies to items which have been found either in a Post Office® branch or on Royal Mail premises and which appear to be intended for posting.

13.4 For incoming items, other than an incoming **registered item** (which shall be dealt with in accordance with section 13.5 below), we may:

- a. Convey the item to the addressee.
- b. Return the item to the country of origin.
- c. Treat the item as undeliverable. Details of how we may deal with undeliverable mail can be found in section 15.
- d. Otherwise deal with or dispose of the item at our discretion.

13.5 An incoming registered item shall be forwarded to the addressee without any additional charge.

13.6 In each case set out in sections 13.3 and 13.4 the addressee or you may be required to pay an amount (to be fixed by us or the relevant overseas postal operator) in order to cover additional costs before the item is delivered or released for collection:

- a. In the event of underpaid or unpaid postage and/or service fees the amount due may include a surcharge in addition to the underpaid or unpaid postage to cover administrative costs.
- b. Where the amount due is not paid the item may be dealt with or disposed of at our discretion.

13.7 In each case set out in sections 5.6, 5.15, 13.3 (d) to (f) and 13.4 (b) to (d) you or your representative or the addressee or their **representative** may be required to pay an amount (to be fixed by us or the relevant overseas postal operator) to cover the costs of returning, dealing with or disposing of the item.

#### 14. Additional Marks We May Add

14.1 In the course of conveying an item we (or someone authorised by us) may alter the look of the cover of that item. Most usually this is by the addition of a postmark which shows that a stamp has been used and prevents it from being used again. A postmark may also contain an advertising or informative image. We may apply the postmark in any manner we consider appropriate. It is important to note that we may apply any form of postage mark (an image that denotes payment), impression, image, sticker, label or other device we consider suitable for any other postal purpose we consider appropriate.

14.2 We may also charge you a fee (to be fixed by us from time to time) and published on our website ([www.royalmail.com](http://www.royalmail.com)) for cancelling postage marks with a special postmark including one that incorporates an advertisement, at your request.

#### 15. Delivery Including Undeliverable and Re-Posted (Return To Sender) Items

15.1 Subject to sections 5.6 and 5.15, for outgoing items returned to us by an overseas postal operator as:

a. Undeliverable, we will attempt to return the item to you. We will not charge any additional postage or fee for returning an undeliverable item but you or your representative may have to pay any other fees (e.g. surcharges or customs charges) that apply. If any applicable fee is not paid, the item may be dealt with or disposed of at our discretion.

b. Undeliverable and the item was not originally posted in the United Kingdom, the Channel Islands or the Isle of Man, we may, at our discretion:

- Convey the item to the addressee.
- Return the item to the country of origin or to the postal administrator that forwarded the item to us.
- Otherwise deal with or dispose of the item at our discretion.

In each case set out in this section 15.1(b) the addressee or you or the sender may be required to pay an amount (to be fixed by us) in order to cover underpaid or unpaid postage and/or service fees plus a surcharge to cover administrative costs before the item is delivered or released for collection.

c. Return to Sender, we will attempt to return the item to you from a delivery address if all of the following conditions are met – i.e. the item:

- was originally posted using a service set out in this Scheme; and
- is re-posted by the addressee or any other person for any reason; and
- the original address is crossed out; and
- a clear instruction to return the item to you is written on the cover; and
- the return address is written fully, correctly and legibly on the cover; and
- the return address is in the United Kingdom, the Channel Islands or the Isle of Man; and
- the item is returned to us by the relevant overseas postal operator.

15.2 For incoming items, other than remail items (which shall be dealt with in accordance with section 13), we will attempt to deliver items that meet the conditions for the relevant service set out in this Scheme.

15.3 Some items require a signature at the point of delivery and some are too large to fit through a letter box. In these situations someone needs to be present at the address to take delivery of the item.

a. If no one is available we may attempt to deliver the item to a **neighbour**. Please note that we will never attempt to deliver an item to a neighbour if it is a registered item or an **express item**.

b. If a neighbour is available to take delivery of the item we will leave the item with that neighbour and leave a card at the address that the item was addressed to. That card will inform the addressee (or their representative) that an item is (or items are) being held by a neighbour for them and provide the address details for that neighbour and the date and the time that the item was left with the neighbour.

c. If an addressee does not want their items to be delivered to a neighbour or does not want to take items for neighbours they can opt out of the Delivery to Neighbour service, free of charge, by registering their wish to opt out in such a way as Royal Mail may reasonably require from time to time. For more information on how to opt out please check our website ([www.royalmail.com](http://www.royalmail.com)).

d. If a neighbour is not available to take delivery of the item, or the addressee has opted-out and does not want their items to be delivered to a neighbour or to take items for neighbours, we will take the item back to the delivery office or an alternative location such as a Post Office® branch. We will leave a card at the address that the item was addressed to.

e. The card that is left at the address will inform the addressee (or their representative) that we attempted to deliver an item or items and will offer the addressee (or their representative) one or more of the following opportunities:

- (i) to request that the item be redelivered to the same address;
- (ii) to request that the item be redelivered to an alternative local address (“local” in this context means an address covered by the delivery office to which the item was returned). Please note that this option is not available for registered items or express items;
- (iii) to collect (after the required period of time stated on the card has elapsed to allow for the item to reach that location and once identification that we deem to be suitable has been provided) the item from the delivery office or the alternative location such as a Post Office® branch to which the item was taken back to; or
- (iv) to request that the item be sent from the delivery office or other location (other than a Post Office® branch) to a Post Office® branch for collection. This service is called Local Collect (Social) and incurs an additional fee. When collecting the item the addressee (or their representative) must provide the card that was left at the address and identification that we deem acceptable. Further details including the current fee and identification requirements can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

15.4 We may decide not to deliver an incoming item which we consider impracticable or unreasonable to deliver. Such an item is referred to in this Scheme as undeliverable.

15.5 Where an incoming item is undeliverable the item may at our discretion be returned to the sender or otherwise may be disposed of as we may think fit.

15.6 Redirection - for incoming items that have been redirected from an address outside of the United Kingdom the Channel Islands and Isle of Man, even if it was not originally posted in that country, to an address in the United Kingdom, we will attempt to convey the item to the addressee. In the event of underpaid or unpaid postage and/or service fees on such items the amount due may include a surcharge in addition to the underpaid or unpaid postage to cover administrative costs before the item is delivered or released for collection, in addition, the addressee may have to pay any other fees (e.g. surcharges or customs charges) that apply, before the item is delivered or released for collection. Where the amount due is not paid the item may be dealt with or disposed of at our discretion.

15.7 Forwarding – unofficial redirections – We are not under any obligation to do anything with an item that someone requests to be forwarded to another address other than the return to sender address on the cover. We consider these unpaid for, forwarding requests to be a form of unofficial redirections request. Typically in this situation the original address is crossed out and a written request (“forward to”) is made on the cover to forward the item to another address. This is normally attempted in order to try to get the item to the addressee



who has moved to another address. In these situations the person moving should take out a Redirection service with us or provide pre-paid stationery. If we find an item that someone has requested be forwarded to another address then the item may be dealt with or disposed of at our discretion.

### 16. Complaints Handling Process

16.1 We aim to provide you with a reliable and consistent service at all times. If, however, you are unhappy with the service we have given you, this section will help you to get in touch with us to discuss your complaint and – if applicable – refer your complaint to an external, independent Ombudsman style service for resolution.

16.2 There are 3 internal stages in our complaints handling process and then the final Ombudsman style stage. Further information and contact details for each stage are available on our website ([www.royalmail.com](http://www.royalmail.com)).

#### Stage 1: Contacting our Customer Services Advisors

16.2.1 Our Customer Services Advisors will make every effort to investigate and resolve your complaint providing you with an appropriate response. If you are not happy with the reply you can escalate your case to the Escalated Customer Resolution Team.

#### Stage 2: Contacting our Escalated Customer Resolution Team

16.2.2 Our Escalated Customer Resolution Team is trained in dealing with escalated complaints. They will endeavour to resolve your concerns. However, if after allowing them another chance to deal with your complaint you remain dissatisfied, you can contact the Postal Review Panel.

#### Stage 3: The Postal Review Panel

16.2.3 The Postal Review Panel will take a fresh and impartial look at your case and provide a final response from us about your complaint.

16.2.4 If you are not satisfied after the Postal Review Panel has provided you with a final response then your case will be considered 'deadlocked'. Customer complaints in deadlock can be referred to the external, independent Ombudsman style service.

#### Stage 4: The Postal Redress Service – an external, independent Ombudsman style service

16.2.5 If you remain dissatisfied with the response you have received after contacting the Postal Review Panel and you have received a deadlock letter, you may be able to escalate your complaint to the independent Ombudsman style scheme, the Postal Redress Service (POSTRS).

16.2.6 POSTRS's role is to resolve disputes between regulated postal operators (such as us) and their customers. POSTRS provide a free service and we are bound by their findings.

16.2.7 Depending on the nature of the specific complaint, POSTRS may be available. A list of products within the POSTRS scheme can be found on our website ([www.royalmail.com](http://www.royalmail.com)). Generally, the service is available to you if:

- We have not been able to settle your complaint within the 90 day timescales set out by Royal Mail Customer Services.
- You have been referred to the scheme through your 'deadlock' letter.
- We have not followed our own complaints procedure in handling your complaint.

16.2.8 For further information please refer to POSTRS's website [www.postrs.org.uk](http://www.postrs.org.uk).

### 17. Compensation – What We Are Liable For

17.1 The vast majority of items arrive safely on time. In some instances items may be lost or damaged. In these situations we may refund postage and/or service fees and may award compensation. We do not pay compensation for delay. This section provides details as to what items qualify for refunds and compensation, what compensation is available and how and when claims need to be made.

17.2 We will accept liability, may refund postage and/or service fees and may pay compensation for the **loss** of, **damage** to, or **part loss** of an item posted under this Scheme, unless that item:

- a. is considered by us or by an overseas postal operator to be undeliverable (as set out in section 15 above);
- b. is one that has been successfully delivered but subsequently made the subject of a Return to Sender request (as set out in section 15 above);
- c. is considered by us or by any overseas postal operator to be subject to a forwarding or unofficial redirection request (as set out in section 15.6 and 15.7 above);
- d. has not fully meet all of the conditions set out in this Scheme (as mentioned in section 13.2);

e. is considered by us to indicate that insufficient (or no) postage and/or service fee has been paid for the service requested (also as mentioned in section 13.2);

f. is one which we have dealt with or disposed of at our discretion as mentioned under any section of this Scheme;

g. is one that contained prohibited items (as referred to in section 5.3 above);

h. is one that contains restricted items and the requirements for the acceptance of those items have not been met (as referred to in sections 5.12 and 5.13 above);

i. is one that is being sent by post in contravention of section 85 of the Postal Services Act 2000 (as amended), which essentially means any item that may damage another item or injure anyone handling that item. Also an item that contains or shows on its cover an indecent or obscene image;

j. is subject to circumstances where the event leading to the claim was caused by situations outside our control including exceptionally severe weather conditions, acts of terrorism and vandalism and acts of third parties with whom we have no contractual relationship;

k. is one where the loss or damage is due to a latent or inherent defect or natural deterioration;

l. is one that we do not believe has suffered damage or delay solely as a result of its transmission through the post. In particular where the cover does not appear to us to have suffered damage consistent with the damage caused to the contents of that item;

m. is one where the damage was pre-existing, that is, where the item was already damaged when it was posted; or

n. is one which has been re-directed to an address in the Channel Islands or the Isle of Man.

17.3 For clarity where an item falls into one of the categories listed in section 17.2 (a) to (n), then we will not accept liability, will not refund postage and/or service fees or pay compensation for the loss of or damage to that item.

17.4 In addition to section 17.3 we will only accept liability, may refund postage and/or service fees and may pay compensation where the loss or damage is due to any wrongful act done, or any neglect or default committed by a member of staff or agent of Royal Mail while performing or purporting to perform his functions as such in relation to the receipt, conveyance, delivery or other dealing with the item.

17.5 In addition to sections 17.3 and 17.4 we do not accept liability, will not refund postage and/or service fees or pay compensation for loss or damage to an item where the loss or damage is caused by your own act or omission in the course of either preparing to post or actually posting the item.

17.6 The amount of compensation that is payable depends on a number of factors including:

- The service used,
- The nature of compensation being sought i.e. whether for loss or damage,
- The evidence that can be provided, and
- The value of the item.

17.7 Compensation is available for items sent using the following services:

- International Standard;
- International Economy
- International Signed
- International Tracked & Signed
- International Tracked
- HM Forces Mail (with and without Special Delivery™ or Signed For™ added);

#### Claims and Evidence

17.8 We will only consider a claim for loss or damage compensation where the **required evidence** (as defined in section 17.9) is available and provided.

17.9 The required evidence is made up of all of the following:

- a. the names and addresses of you, the addressee and, if different, the claimant;
- b. the name of the service used;
- c. evidence of posting and evidence of the value of the postage paid plus the method of postage, e.g. stamps, franking impression, Smartstamp®. Evidence of posting may include:
  - an original Certificate of Posting/Posting Receipt (provided automatically for International Signed, International Tracked & Signed, International Tracked and available on request and free of charge at Post Office® branches for other items),
  - an original Smartstamp® or on-line postage certificate of posting validated at a Post Office® branch,

- d. for damage (or part loss) claims the item with cover and packaging, showing the postage paid as well as the original Certificate of Posting if provided as part of the service purchased (i.e. International Signed, International Tracked & Signed and International Tracked; the place of posting;
- e. the date of posting;
- f. for International Signed, International Tracked & Signed and International Tracked services with enhanced compensation, the product documentation provided to you when posting the item (i.e. certificate of posting or receipt);
- g. a detailed description of the contents;
- h. in addition, for damage (or part loss) claims, the date of delivery; and
- i. in addition for damage (or part loss) claims, a description of the packaging and condition of the mail item itself.

17.10 In order to claim loss or damage compensation for the **actual loss** of the item, additional evidence of the item’s value is required (see section 17.11 for examples). Please note that, when claiming for actual loss, there is a cap on the amount of compensation that can be paid. For International Signed, International Tracked & Signed and International Tracked, it is the lower of market value or £50, or £250 if an enhanced compensation service has been purchased. Enhanced compensation is not available for mobile telephones (including Blackberrys and PDAs) and the maximum compensation available under the enhanced compensation service for loss or damage to cash, securities or instruments to the bearer is £100. There are restrictions to sending cash and other items to some destinations. Please see our website ([www.royalmail.com](http://www.royalmail.com)) for further information on restrictions and prohibitions. For all other services listed in section 17.7 the maximum compensation we will pay for any item is the lower of market value or £20 (save where Special Delivery™ or Signed For™ is added for HM Forces Mail – see section 21). Where the item has no **intrinsic value**, compensation for the actual loss is not payable, however a postage refund may be considered for claims involving loss. Postage refunds are not available for any claims for damage and part loss. Details of compensation available in various circumstances are summarised in Tables 1 & 2 below.

17.11 Evidence of value can be:

- Original receipts;
- Bank or credit card statements;
- PayPal records;
- Invoices;
- Manufacturing costs;
- Auctioneers valuations;
- Repair quotations.

This list is not exhaustive. It is provided for illustrative purposes. All evidence of value must be originals and not copies. You are advised to make copies before sending us originals.

17.12 In addition to information set out in sections 17.9 – 17.11, for eBay claims you must also include the following:

- item sale page and PayPal or bank/credit card statement; and
- eBay item number.

17.13 Please note that all of the packaging and contents of damaged items or items subject to part loss must be retained as we may need to inspect them. If they are not retained then compensation may not be paid.

**Table 1** - Refunds and compensation available (assuming submission of sufficient evidence) for loss, damage and part loss for items conveyed using International Standard and International Economy and HM Forces Mail (without Special Delivery™ or Signed For™ added).

	<b>Compensation for loss.</b>	<b>Compensation for damage and part loss.</b>
Item has no intrinsic value	Postage refund	No compensation or postage refund.
Item has intrinsic value (with required evidence and additional evidence)	Postage refund, plus compensation on basis of the customer’s actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.	Compensation on basis of the customer’s actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.

**Table 2** - Refunds and compensation available for loss (assuming submission of sufficient evidence), damage and part loss for items conveyed using International Signed, International Tracked & Signed and International Tracked

	<b>Compensation for loss.</b>	<b>Compensation for damage and part loss.</b>
Item has no intrinsic value	Postage refund.	No compensation or postage refund.
Item has intrinsic value (with required evidence and additional evidence)	Postage refund, plus compensation on basis of the customer’s actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50 or, if enhanced compensation service has been purchased, the maximum payable is the lower of the market value of the item and £250	Compensation on basis of the customer’s actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50 or, if enhanced compensation service has been purchased, the maximum payable is the lower of the market value of the item and £250

**Making a Claim**

17.4 This section sets out, for guidance, some details for making a compensation claim but not the full process. The full process for making a claim is set out on our website ([www.royalmail.com](http://www.royalmail.com)). We may reject claims that do not follow that full process.

17.5 Claims should be made by the sender of the item. If the sender and the intended recipient both make a claim for the same item, then only the sender will have a right to compensation, unless a compensation payment has already been made to the recipient, in which case the sender will have no right to compensation.

17.6 Please note that loss claims can only be made if the item has not been delivered (or had delivery attempted) 20 or more working days after the **due delivery date** for EU destinations and 25 working days after the due delivery date for Rest of the World destinations. Please note that resolution of a claim may take some time, whilst we deal with overseas postal operators.

17.17 Any loss, damage (or part loss) claims must be made as soon as possible after the incident to help us investigate. All loss and damage (or part loss) claims must be made within 6 months of the date of posting for all services covered by this Scheme. No compensation or other payment will be paid by us for loss, damage (or part loss) claims not made within 6 months of the date of posting and not made in full compliance with the requirements of this Scheme (including the full claims procedure set out on our website ([www.royalmail.com](http://www.royalmail.com))).

17.18 All claims should be made using the correct claim form which is available to download from our website ([www.royalmail.com](http://www.royalmail.com)) and can be collected from Post Office® branches. By using the correct claim form we can process your claim as quickly and effectively as possible. Alternatively, claims may be submitted online via our website ([www.royalmail.com](http://www.royalmail.com)).

17.19 The claim form needs to be completed as fully as possible: hard-copy claims form should be signed and dated by the claimant before being sent to us and all mandatory fields within the online claim form must be completed. Remember that in order to claim loss or damage compensation for actual loss of the item (if that compensation is available for the service you used) additional evidence of the item’s value is required and should be submitted with the claim form (see section 17.11 for examples). Where evidence is submitted online, we reserve the right to request the originals of such documents in line with section 17.9 of this Scheme.

17.20 If additional evidence cannot be provided then only a postage refund can be considered.

17.21 We may at any time request more documentation and/or information from the claimant, sender or recipient to protect against unwarranted or duplicate claims. This includes, but is not limited to, a declaration of non-receipt (or proof of non-receipt in appropriate cases).

17.22 If compensation has been paid in respect of the loss of an item for a sum exceeding the real value of the contents, or if the item is subsequently found and delivered or returned, any compensation or postage refund awarded to you must be refunded to us.

**18. Additional Terms and Conditions For Some Services /Items**



18.1 The terms and conditions set out in sections 5 to 17 apply to all items. These are referred to in this Scheme as the common terms. Some services that we offer have additional terms and conditions that are specific to those services. The additional terms are known as the specific terms in this Scheme and are contained in the sections below. There is a section each for:

- International Signed and International Tracked & Signed (Section 19)
- International Tracked (Section 20)
- HM Forces Mail (with and without Special Delivery™ or Signed For™) (Section 21)
- Articles for the Blind (Section 22)
- Printed Papers (Section 23)

18.2 When using a service listed in Section 18.1 then the specific terms must be complied with in addition to the common terms. Where the specific terms conflict with the common terms then the specific terms should be followed as they take priority over the common terms.

18.3 In addition to the common and specific terms contained within this Scheme other terms and conditions may exist for some services. For example in section 10 above we mentioned that customers using a franking machine must abide by the Royal Mail Scheme For Franking Letters and Parcels 2014 and according to any guidelines that we publish on our Franking help centre website ([www.royalmail.com](http://www.royalmail.com)). Also, customers who make use of a credit account must abide by the PPI licence, the PPI design notes and any guidelines that we publish on our website ([www.royalmail.com](http://www.royalmail.com)). Such terms and conditions may be contained in application forms, licences, or any other document issued or authorised for issue by us and all may be updated from time to time.

#### **19. International Signed and International Tracked & Signed**

19.1 For International Signed and International Tracked & Signed, the item will only be delivered to an addressee or their representative once a signature or similar proof of delivery has been gained. International Signed is tracked to the point it leaves the UK and takes a signature on delivery. International Tracked & Signed is tracked in the UK and overseas and takes a signature on delivery. In each destination country, either one or the other (but not both) of these services is available. For details of destinations that offer International Signed or International Tracked & Signed please see our website ([www.royalmail.com](http://www.royalmail.com)). Please note that country details may change from time to time so you should check the website when necessary.

19.2 You must apply (or must ensure someone else applies) a fully completed International Signed or International Tracked & Signed label securely to the cover of the item for which the service has been purchased.

19.3 Upon delivery of an item by International Signed or International Tracked & Signed services the addressee or their representative must sign (or otherwise provide some form of proof of delivery as we may specify). Where such a signature or proof of delivery is refused to be provided to us then the item may be dealt with or disposed of as we consider appropriate. Please note that the representative could be someone else at the delivery address or a neighbour.

19.4 We cannot provide you with a copy of the signature of the recipient of the International Signed or International Tracked & Signed item. We may however seek to obtain a copy of such signature in the event of a claim for loss or damage.

19.5 For International Tracked & Signed online confirmation of delivery (not including a copy of the signature of the recipient) in the majority of cases can be viewed on our website ([www.royalmail.com](http://www.royalmail.com)) and will be available for up to 12 months after the item was posted. To access these details you will need to know the reference details on the barcoded label for the item sent.

#### **20. International Tracked**

20.1 International Tracked is a fully tracked, service that can be sent to a number of destinations. Details of destinations can be found on our website ([www.royalmail.com](http://www.royalmail.com)). Please note that country details may change from time to time so you should check the website when necessary.

20.2 International Tracked is fully tracked from despatch to delivery - further details of which can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

20.3 International Tracked should not be confused with International Signed or International Tracked & Signed that takes a signature on delivery. International Tracked does not take a signature on delivery.

20.4 You must apply (or must ensure someone else applies) a fully completed International Tracked label securely to the cover of the item for which the service has been purchased.

20.5 If we find an item which has not met the conditions laid out in this Scheme for an International Tracked item but which either:

- a) has International Tracked written on it, or anything which suggests that the item is intended to be sent via International Tracked or
- b) is found to contain valuables,

then we will treat it as an International Tracked item.

In either case, if the item is treated as an International Tracked item, you or the addressee will be charged the appropriate postage for that service. If the postage is not paid the item may be dealt with or disposed of at our discretion.

20.6 Confirmation of delivery can be viewed on our website ([www.royalmail.com](http://www.royalmail.com)) and will be available for up to 12 months after the item was posted. To access these details you will need to know the reference details on the barcoded label for the item sent.

#### **21. HM Forces Mail (with and without Special Delivery™ or Signed For™)**

21.1 Royal Mail works with the Ministry of Defence to provide a postage service to HM Forces overseas.

21.2 The weight limit for all HM Forces Mail is 2kg.

21.3 Prices for HM Forces Mail are set by the British Forces Post Office (BFPO). This currently follows domestic pricing, but may be subject to change. Details of pricing can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

21.4 In some cases, items may be sent to members of HM Forces overseas free of charge. Such concessions are determined by the BFPO details of which can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

21.5 The compensation available for HM Forces without Special Delivery™ or Signed For™ added is set out in section 17.10. Special Delivery™ may be bought with and added to HM Forces Mail when a greater level of compensation is required in the event of loss or damage to an item being sent to a member of HM Forces overseas.

21.6 Terms and conditions relating to Special Delivery™ sent through BFPO shall follow those as outlined by The Royal Mail United Kingdom Post Scheme (a copy of which may be found on our website ([www.royalmail.com](http://www.royalmail.com))) except that:

- a. Compensation for delay or consequential loss is not available.
- b. Money or jewellery must be sent in a Special Delivery™ pre-paid envelope if compensation is to apply in the event of loss or damage.
- c. Compensation is available for loss and damage on the basis of actual loss up to the maximum of the market value or £500 (or £1,000 or £2,500 if enhanced compensation is purchased) whichever is the lower of these.
- d. Special Delivery™ items being sent via BFPO will take a signature on delivery but will not provide tracking or confirmation of delivery.

21.7 Terms and conditions relating to Signed For™ sent through BFPO shall follow those as outlined by The Royal Mail United Kingdom Post Scheme (a copy of which may be found on our website ([www.royalmail.com](http://www.royalmail.com))) except that Signed For™ items being sent via BFPO will take a signature on delivery but will not provide confirmation of delivery.

#### **22. Articles For The Blind**

22.1 Articles for the Blind is a free of charge service for the conveyance of items that contain particular items that are of use to blind people.

22.2 In this Scheme blind people and the blind means:

- a. persons registered as blind under the provisions of the National Assistance Act 1948; or
- b. persons whose standard of close-up vision, with spectacles, is N12 or less.

22.3 Articles for the Blind can be used to convey items to or from blind people that contain any of the following items:

- a. books, papers and letters which are specifically prepared for use by blind people. Standard or large print items may only be sent using the Articles for the Blind service if, in our reasonable opinion, they fall within this definition and the font size is at least 16 points in size;
- b. papers sent to anyone to be specially prepared or impressed so that blind people can use them;
- c. relief maps;
- d. machines, frames and attachments for making impressions for blind people to use;
- e. writing frames and attachments;
- f. Braille instruction manuals; or

g. any other item that we determine to be allowable as listed on our website ([www.royalmail.com](http://www.royalmail.com)).

22.4 Articles for the Blind can also be used to convey items between blind people and specific organisations or institutions (which are pre-approved by us) that cater for blind people that contain any of the following items:

- a. games (including card games);
- b. mathematical appliances and attachments;
- c. 'talking books' and 'talking newspapers', which are recordings of readings from printed sources, such as books, journals, newspapers, periodicals or similar publications;
- d. equipment used to play talking books and newspapers;
- e. metal plates impressed or sent for impressing for use by blind people;
- f. supplies of covers, envelopes and labels for sending articles for use by blind people;
- g. watches, clocks, timers, tools and measuring equipment designed for blind people to use;
- h. walking sticks adapted for blind people;
- i. harnesses for guide dogs;
- j. computer disks and CDs which have been prepared for blind people and do not contain information which can be read without specially prepared encryption software; or
- k. any other item that we determine to be allowable as listed on our website ([www.royalmail.com](http://www.royalmail.com)).

22.5 Any item must meet the conditions set out below. We may open and inspect each item to ensure it meets the conditions set out below:

- a. it must weigh less than 7 kilograms;
- b. it must clearly show the words 'ARTICLES FOR THE BLIND' on the front of the cover along with your name and address somewhere on the cover where it cannot be confused with the destination address (preferably on the back of the item). If sent through a Post Office® branch a label must also be applied which is known as a P4558;
- c. it must be left un-sealed so the contents can be checked to make sure they are permissible as listed in sections 22.3 or 22.4. Alternatively they can be sealed in a manner that we can open and then re-seal or we may agree alternative arrangements with you in advance should you be unable to meet these requirements. For example you may be able to design your cover such that the contents are visible;
- d. it must not contain any item or personal message which is not listed in sections 22.3 or 22.4, with the exception of a label showing the name and address of the sender, and instruction booklets, guarantees, technical documentation and other information provided for use with an item listed in sections 22.3 or 22.4;
- e. it must be addressed to a named recipient. This can be the name of an individual or an organisation that provides services specifically for blind people. Where addressed to an individual that individual must be a blind person. It is not permissible to send an item using Articles for the Blind if it is addressed to 'The Occupier' or 'Dear Customer';
- f. it must not contain any advertising literature; and
- g. it must not contain any postage stamp or form of prepayment, whether cancelled or not, or any paper representing a monetary value, except in cases where the item contains as an enclosed card, envelope or wrapper bearing the printed address of the sender or his agent which is pre-paid for return.

22.6 If we find an item that has been posted with us as an Articles for the Blind item but which does not meet the requirements set out in these specific terms then we may convey it using a different service and we will charge you or the recipient the appropriate postage for that service along with a surcharge to cover our costs. If the postage and surcharge is not paid then we will deal with the item as we determine.

22.7 More information is available on our website ([www.royalmail.com](http://www.royalmail.com)).

### 23. Printed Papers

23.1 Printed Papers weighing no more than 5kg may be sent using International Standard, International Economy, International Signed, International Tracked & Signed and International Tracked services.

23.2 In such cases the item must be marked 'Printed Papers' on the left hand side of the address.

23.3 For many destinations, customs declarations are required for sending Printed Papers. It is therefore advisable to attach the relevant customs declaration. You are responsible for meeting all applicable customs regulations and we shall have no liability for any actions of any customs authority, even if those actions cause loss, damage (or part damage) or delay to the item.

23.4 Printed Papers may include the following: newspapers, periodicals, books and pamphlets, sheets of music, visiting or address cards, proofs of printing, engravings, photographs and albums containing photographs, pictures and drawings, plans, maps, patterns for cutting out, brochures, prospectuses, advertisements catalogues and notices.

23.5 The list in section 23.4 is an indicative list of items that can be sent under the Printed Papers service. For up to date information please refer to our website ([www.royalmail.com](http://www.royalmail.com)). You are responsible for checking whether the contents of an item are Printed Papers at the time of posting.

23.6 Printed Papers must not contain any postage stamp or form of prepayment, whether cancelled or not, or any paper representing a monetary value, except in cases where the item contains as an enclosure a card, envelope or wrapper bearing the printed address of the sender of the item or his agent in the country of posting or destination of the original item, which is prepaid for return.

### 24. Customs Control

24.1 You may be required to pay customs duty and prepare customs documentation when sending goods or merchandise to some overseas destinations.

24.2 Customs documentation is generally not required for letters, postcards or documents alone.

24.3 Customs documentation is generally required for destinations outside the EU when sending goods or merchandise. The documentation to use is dependent on the value of the goods. At the date of publication of this Scheme, where the value of goods or merchandise being sent is less than £270 customs form CN22 must be completed and affixed to the front of the item in the top left hand corner. Where value of contents exceeds this, customs form CN23 must be completed enclosed in plastic envelope SP126 and affixed to the item in the top left hand corner. In both cases the senders name and address must appear adjacent to the form. For up to date information on customs thresholds and the forms that should be completed, please refer to our website ([www.royalmail.com](http://www.royalmail.com)).

24.4 Customs forms are required when sending items to the Channel Islands even though the UK rate of postage applies.

24.5 For books and similar being sent outside the EU under the Printed Papers service we recommend that customs documentation is completed - this is mandatory when sending books to many destinations.

24.6 Customs documentation is available from all Post Offices® or can be downloaded from our website ([www.royalmail.com](http://www.royalmail.com)). Such information may change from time to time and it is your responsibility to verify that any items you send meet relevant customs requirements at the time of sending. Please refer to our website ([www.royalmail.com](http://www.royalmail.com)) when necessary for up to date information relating to customs requirements.

24.7 It is important that all customs requirements are complied with. Despatch of items without the necessary customs forms will result in delay to delivery and the possibility that goods will be seized by customs authorities overseas.

24.8 For items entering the UK for delivery, where customs duties apply, Royal Mail may charge a fee for processing such items. The fee reflects the costs of handling such items. Where the amount due is not paid the item may be dealt with or disposed of at our discretion. Details of the fee payable can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

### Annex A - Definitions used in this Scheme

A1 The Interpretation Act 1978 applies for the interpretation of this Scheme and for this purpose this Scheme is to be treated as if it were an Act of Parliament.

A2 In this Scheme, the following words and terms have the following meanings:

#### actual loss

(a) Where an item is lost or damaged beyond repair then it is the amount it cost the customer to acquire, purchase or manufacture the item subject to adjustment to take account of condition, age and depreciation.

(b) Where an item is damaged (but not beyond repair) it is the cost of repair. No additional payment will be made for the reduced value of the repaired item.

**address**

means for any premises the address, including the name of the addressee, premises name or number, road name, locality name, zone number or post box number (if one exists) plus name of country of destination.

**addressee**

the person to whom an item is addressed.

**business**

any entity engaged in commercial or economic activity, whether for profit or not, and irrespective of legal form.

**Channel Islands**

the islands called Alderney, Guernsey, Jersey, Herm and Sark.

**cover**

any cover, envelope, or other packaging used to contain the contents of an item. In the case of a postcard or other card, any reference to a cover shall be construed as a reference to an outside face of the card.

**damage**

if something in an item of mail has suffered a degree of harm that reasonably impairs the material function or contents of the item.

**due delivery date**

means a date on which we or the relevant overseas postal operator will aim to deliver an item as more particularly described in the delivery aims section of our website ([www.royalmail.com](http://www.royalmail.com)).

**express items**

means an incoming item sent using an overseas service equivalent to Royal Mail's International Tracked & Confirmed service.

**franking mark**

any mark or impression printed or otherwise made by a franking machine indicating the date and place of posting, the postage and fees paid or payable, the identity of the franking machine used and any other numbers, words, characters, symbols or marks be required by us.

**incoming item**

means (a) any item accepted by us from an overseas postal operator for delivery to an address within the United Kingdom the Channel Islands and the Isle of Man or (b) any item passing through the United Kingdom in transit to address outside the United Kingdom, the Channel Islands and the Isle of Man.

**intrinsic value**

when used in relation to the content of an item means that it has an inherent monetary value relating to its essential nature.

**item**

means any letter, large letter, postcard, printed papers and every parcel or other article transmissible by post.

**loss**

an item shall be deemed to be lost, (unless there is evidence to the contrary to demonstrate that it has not been lost) if it has not been delivered or had delivery attempted 20 or more working days after the due delivery date for EU destinations and 25 working days after the due delivery date for destinations outside the EU.

**market value**

means what a willing buyer would pay a willing seller, both in a free market, for an item. When assessing the market value of an item, the value of any message or information it contains, or bears or refers to must be ignored. Market value is one of two caps upon the amount of compensation payable.

**neighbour**

for the purposes of delivering items, an appropriate person chosen at the discretion of the delivery officer on the basis of local knowledge and official guidance, who lives within close proximity of the address on the item. They may be a next-door neighbour or someone who lives sufficiently close by.

**outgoing item**

means any item accepted by us within the United Kingdom for postal delivery to an address outside the United Kingdom, the Channel Islands and the Isle of Man.

**part loss**

Where an item is received and some or part of the content is missing.

**post, posted**

an item is posted if it has been entrusted to us for transmission by post in accordance with one of the approved methods set out in section 12 of this Scheme and related words shall be construed accordingly.

**postage**

the amount of money charged by us for delivery of an item.

**postage mark**

a collective term for a mark or impression (to include a franking mark, a Printed Postage Impression (PPI), any postage paid symbol, pre-printed stationery and SmartStamp®) authorised for use by us to indicate payment of postage and/or service fees on an item or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage mark may be non-adhesive (when it is embossed, impressed or printed on a cover) as we may from time to time permit.

**postmark**

any indicator, image or impression applied by us to a cover or envelope, to cancel a postage stamp or postage label, to indicate that we are the delivery agent of the item or for any other postal purpose approved and authorised by us.

**Printed Postage Impression (PPI)**

a postage mark indicating postage is payable to us and printed under a licence from us.

**Printed Papers**

means the Printed Papers service as described in section 23 of this Scheme or the items which may be sent under such service (depending on the context when used).

**private post box**

any post box owned and maintained by a person other than ourselves which has been authorised for use as a post box by either Post Office Limited or ourselves for the posting of items which are intended to be carried by us.

**postage stamp**

means a stamp, authorised for use by us to indicate payment of postage and/or fees on an item, or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage stamp may be adhesive in order for it to be affixed to a cover as we may from time to time permit.

**postage label, service fee label**

means a label, authorised for use by us to indicate payment of postage and/or service fees on an item, or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage label may be adhesive in order for it to be affixed to a cover as we may from time to time permit.

**registered item**

means an incoming item sent using an overseas service equivalent to Royal Mail's International Signed service.

**re-mail item**

means incoming items addressed to persons within the UK and posted in a foreign jurisdiction other than the jurisdiction in which they were produced and/or made ready for sending.

**representative**

means a person who acts legitimately, with or without express permission, on behalf of the addressee.

**service fee**

the amount of money charged by us for providing a service in connection with an item.

**SmartStamp®**

a postage mark used by customers posting items with the SmartStamp® indicia having entered into the relevant SmartStamp® terms and conditions.

**valuables (money and jewellery)**

any item that is:

- i) precious metal that has been manufactured in such a way as to add value to it, including coins used for ornament;
- ii) ingots;
- iii) diamonds and precious stones;
- iv) watches the cases of which are made wholly or mainly of precious metal;
- v) articles similar to any of those referred to in i)- iii) above with an intrinsic value;
- v) coins and bank notes of any currency that are legal tender at the time of posting;
- vi) postal orders, cheques and dividend warrants uncrossed and payable to bearer;
- vii) unused postage and revenue stamps and National Insurance stamps;
- viii) Exchequer bills, bills of exchange, promissory notes and credit notes; Bonds, bond coupons and any other investment certificates; and



ix) coupons, vouchers, tickets, tokens, cards, stamps and other documents that can be exchanged in whole or in part for money, goods or services.

#### Zone Number

overseas equivalent of a UK postcode

Further information

(not part of the Scheme)

You can get more information on this Scheme, the services it covers and the details contained in the web pages that are linked in this document from our Sales Centre on 0345 740 740.

Lines are open from 8am to 6pm Monday to Friday and from 8am to 1pm on Saturdays.

27 November 2015

(2439143)

## ROYAL MAIL

### THE ROYAL MAIL UNITED KINGDOM POST SCHEME

30 NOVEMBER 2015

#### 1. About this Scheme

1.1 This Scheme is a document that sets out the terms & conditions for some<sup>1</sup> of the **items** that we handle. **We** (Royal Mail Group Ltd) are allowed to set out terms and conditions within a Scheme document by the Postal Services Act 2000 (and more specifically section 89 of that Act as amended by the Postal Services Act 2011 and in particular paragraph 24 of Schedule 12 of that Act).

<sup>1</sup> We also offer some services under contracts which have their own terms and conditions. Some of those contracts incorporate this Scheme and so some of the clauses contained within this Scheme apply to services provided under contract.

1.2 Each time we alter the wording within a Scheme it has the effect of making a new Scheme. We publish our Schemes on our website ([www.royalmail.com](http://www.royalmail.com)).

1.3 This Scheme is known as 'The Royal Mail United Kingdom Post Scheme 30 November 2015' and is referred to in this document as 'this Scheme'. The date in the title is the date that the Scheme took (or will take) effect. This Scheme replaced the Royal Mail United Kingdom Post Scheme 10<sup>th</sup> August 2015. That old Scheme is no longer in force.

#### 2. What this Scheme applies to

2.1 This Scheme sets out the terms & conditions for:

2.1.1 the services provided by us to the person, business or organisation asking for the service (**you**) when we accept items within the United Kingdom for postal delivery to an **address** in the United Kingdom, the **Channel Islands** and the Isle of Man. The terms and conditions for the specific services listed below are contained within this Scheme:

- First Class,
- Second Class,
- Royal Mail Signed For 1st Class
- Royal Mail Signed For 2nd Class
- Royal Mail Special Delivery™ Guaranteed by 1pm<sup>2</sup> ('Special Delivery'),
- Articles for the Blind,
- Petitions and Addresses to the Sovereign and
- Petitions to Parliament & Assemblies.

All product names offered under this Scheme are shown, in this Scheme, in red text.

<sup>2</sup> Special Delivery may also be provided under a contract.

2.1.2 the service provided by us to accept an item sent from the Channel Islands or the Isle of Man for postal delivery to an address in the United Kingdom.

2.1.3 other services provided by us in connection with those mentioned in 2.1.1 and 2.1.2. Specifically these are:

- Return to Sender,
- Proof of Delivery,
- Poste Restante and
- Local Collect (Social).

#### 3. Definitions

3.1 You may not be familiar with some of the words or phrases we use in this document. When they are used for the first time, they are shown in **bold print** and explained in the relevant part of this document or in Annex A.

3.2 As mentioned in 1.3 above this Scheme replaced a previous Scheme so any references in other documents to the previous Scheme that was in force before this Scheme should now be interpreted as referring to this new Scheme.

#### 4. Our ability to provide services

4.1 We will provide the services set out in this Scheme where the relevant terms & conditions contained in this Scheme for the service are complied with. We will provide the services in the manner that we deem to be most appropriate according to our operational requirements and an overarching need to secure the sustainability of the Universal Service.

4.2 We may decide to withdraw the provision of any of the services set out in this Scheme if the terms & conditions contained within this Scheme are not abided by, in the event of misuse or if providing the service may cause us reputational damage.

#### 5. What can and cannot be contained within an item

5.1 There are some items that we cannot carry through our postal network for legal or safety reasons. Items that we cannot carry through our postal network are known as **prohibited items**. Some other items can only be carried under certain circumstances. These are known as **restricted items** and details of those are contained after this section on prohibited items.

##### *Prohibited items*

5.2 We would like to make it very clear that as we cannot carry prohibited items through our network, we will not accept any liability for any item that contains prohibited items.

5.3 As the list of prohibited items can change from time to time (see 5.3.31), we maintain a full, up-to-date list on our website ([www.royalmail.com](http://www.royalmail.com)) which can be viewed at any time. The list quoted below was correct at the time of publication:

5.3.1 Aerosols containing toxic, flammable or non-flammable compressed gas (including solvents, spray paints, air fresheners, polishes and other flammable or toxic materials),

5.3.2 Alcoholic beverages with an alcohol content greater than 70% ABV

5.3.3 Ammunition containing an explosive charge (excluding lead pellets and other airgun and airsoft projectiles)

5.3.4 Batteries that are classified as dangerous goods by the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) including wet spillable lead acid/lead alkaline batteries (such as car batteries), lithium batteries when not sent with or in equipment, damaged batteries of any type, together with used alkaline and nickel metal hydride (NiMH) batteries,

5.3.5 Clinical and medical waste (e.g. contaminated dressings, bandages and needles),

5.3.6 Controlled drugs and narcotics (such as cannabis, cocaine, and heroin. LSD, opium, and amyl nitrate).

5.3.7 Corrosive substances which can cause severe damage to living tissue, other freight or transport by its chemical action (including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal),

5.3.8 Counterfeit currency, bank notes and **postage stamps** (including any false instrument or copy of a false instrument within the meaning of section 5 of the Forgery and Counterfeiting Act 1981) but excluding copies of old denominations or pre-decimalisation postage stamps which are now obsolete and worthless except for collectable value and cannot be passed as tender. Controlled drugs and narcotics (such as cannabis, cocaine, and heroin. LSD, opium, and amyl nitrate),

5.3.9 Dry ice (UN1845) when used as a coolant for biological substances (UN3373) or for other perishable items

5.3.10 Electronic items containing any batteries exceeding 100Wh (including some high performance laptops and power tools)

5.3.11 Environmental waste (including used batteries and used engine oil),

5.3.12 Explosives (including fireworks, flares, blasting caps, and Christmas cracker snaps),

5.3.13 Flammable liquids (including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels and acetones including nail varnish removers),

5.3.14 Flammable solids (including magnesium, phosphorous, potassium, sodium, zinc and fire lighters),

5.3.15 Foreign Lottery tickets,

5.3.16 Frozen water e.g. packs of ice,

5.3.17 Gases including flammable, non-flammable, toxic and compressed gases, new, used and empty gas cylinders, butane, ethane, refills for lighters, fire extinguishers and scuba tanks, life jackets, nitrogen dioxide and carbon dioxide canisters (culinary foaming devices & soda stream gas cylinders),