

Royal Mail
specialdelivery

Quick...Quicker!

Two service levels to suit all
your requirements.



Royal Mail

Unbeatable value

Prices, size and weight

9.00am

Where and by when

next day

Where and by when

Special Delivery™ 9.00am*

Compensation for loss or damage	up to £50	up to £1,000	up to £2,500
Item weight up to 100g	£16.70	£18.90	£22.40
100g to 500g	£18.80	£21.00	£24.50
500g to 1kg	£20.45	£22.65	£26.15
1kg to 2kg	£24.75	£26.95	£30.45

Saturday Guarantee

Available at an additional £3.00 items posted on a Friday**

Special Delivery™ Next Day

Compensation for loss or damage	up to £500	up to £1,000	up to £2,500
Item weight up to 100g	£5.90	£6.90	£8.90
500g	£6.35	£7.35	£9.35
1kg	£7.55	£8.55	£10.55
2kg	£9.75	£10.75	£12.75
10kg	£24.50	£25.50	£27.50

Special Delivery™ Next Day with Saturday Guarantee†

Compensation for loss or damage	up to £500	up to £1,000	up to £2,500
Item weight up to 100g	£10.08	£11.28	£13.68
100g to 500g	£10.62	£11.82	£14.22
500g to 1kg	£12.06	£13.26	£15.66
1kg to 2kg	£14.70	£15.90	£18.30
up to 10kg	£32.40	£33.60	£36.00

Size and weight limits

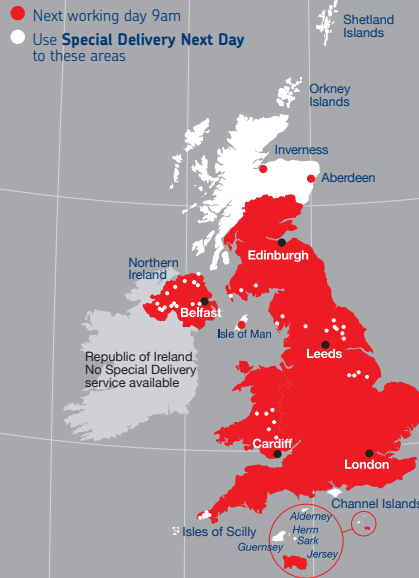
Maximum size	Minimum size	In the form of a roll
Length 610mm	Length 100mm	Largest dimension 900mm
Width 460mm	Width 70mm	Length plus twice the diameter 1040mm
Depth 460mm		

Maximum weight limit: 10kg for Special Delivery Next Day, 2kg for Special Delivery 9.00am

*Available to areas where Special Delivery guarantees Next Day delivery. Guarantee not applicable to items sent to Banks, Building Societies, Travel Agents, Jewellers and Post Office outlets.

†Prices include VAT at the standard rate.

Special Delivery™ 9.00am guarantees delivery by 9am to all areas marked in red on the map below. For all other areas please select **Special Delivery™ Next Day** (see adjacent map).



Next working day 9am

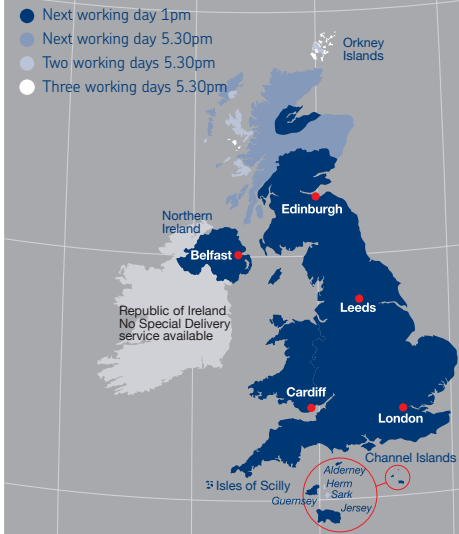
All UK postcodes in England, Wales, Northern Ireland and mainland Scotland except those listed below.

See adjacent map for Special Delivery Next Day

AB30-39, AB41-45, AB51-56, BD23-24, BT35, BT44, BT47, BT51, BT53-54, BT70-71, BT76-77, BT81, BT92-94, DG7-9, FK17-21, GY1-9, HG3, HS1-9, IM-All (except IM1), IV-All (except IV1), KA27-28, KW-All, LA18, LA20, LD1-6, LN4-6, LN10, PA20-49, PA60-78, PH15-50, PL29 3, PO30-41, SY25, TR12-13, TR17-25, YO41, YO43, YO51, YO60-62, ZE1-3

Please note that **Special Delivery** cannot be used when sending an item to an Admail address. NB. Deliveries to the Channel Island and the Isle of Man can be delayed by Customs.

Check the guaranteed delivery time of your item using the map or the list below.



Next working day 1pm

All UK postcodes in England, Wales, Northern Ireland and mainland Scotland except those listed below.

Next working day 5.30pm

Mainland: AB30-56-Aberdeen, IV21-28, 40, 52-54-Inverness, KW1-14-Caithness, PA28-38-Argyll, PH15, 17-26, 31-40-Perthshire, PH49-Balladulish, PH50-Kinlochleven

Islands: GY9-Alderney, HS1-Stornoway (Lewis), HS3-Harris, HS4-Scalpay, HS5 Leverburgh, HS6-N. Uist, HS7-Benbecula, HS8-Eriska, HS8-S, Uist, HS9-Castlebay (Barra), IV41-51, 55-56-Skye, KA27-Arran, KA28-Cumbrae, KW15-Kirkwall, KW16-Stornness Town only, PA4141 Gigha, PA 42-49 Islay, PA 60-Jura, PA77-Tiree, ZE1-Lerwick (Shetlands)

Two working days 5.30pm

GY1-Herm only (Channel Islands), GY9-Sark (Channel Islands), HS2-Lewis, PA61-Colonsay, PA62-75-Mull, PA78-Coll, ZE2-3-Shetlands

Three working days 5.30pm

KW-16-17-Orkney, PH30-Corroun, PH41-Mallaig, PH42-Eigg & Muck, PH43-44-Isle of Rum & Canna

Please note that **Special Delivery** cannot be used when sending an item to an Admail address. NB. Deliveries to the Channel Island and the Isle of Man can be delayed by Customs.

A guaranteed delivery service with two service levels to suit all your requirements

Royal Mail **Special Delivery™** is our premium express service which guarantees delivery by the next working day*, or we will give you your money back. For items requiring delivery first thing in the morning there is the option of **Special Delivery™ 9.00am**. For items that need to be delivered before lunch, **Special Delivery™ Next Day** provides a 1pm service.

Available at every Post Office® branch across the country or through regular business and 'on-demand' collections, it is the nationwide delivery service you can trust.

9.00am

guaranteed by 9am next day

next day

guaranteed by 1pm

For a highly reliable service for your urgent or valuable items, Special Delivery Next Day offers a guaranteed delivery by 1pm at a very competitive price. To meet even more time critical despatch requirements, we offer a guaranteed by 9am service, or your money back.

ROYAL MAIL SPECIAL DELIVERY™ OFFERS YOU:

- Guaranteed next working day delivery (by 9am or 1pm or your money back)
- Despatch security through a dedicated Secure Network
- Proof of posting receipt and signature on delivery
- Online or telephone confirmation of delivery
- Proof of Delivery via the Track and Trace web site
- Compensation options up to £2,500 for loss or damage
- Optional consequential loss compensation available
- No extra charges to items regardless of UK destination.

OUR DELIVERY PROMISE

With our guarantee you can claim your money back** should your item arrive later than the next working day* (by 9am or 1pm depending on which service you use).

To claim for late delivery you must:

- Ensure the item was correctly addressed (including postcode) and posted before our latest acceptance times. These may vary so always ask prior to posting
- Submit your claim in writing, including proof of posting (label or docket/despatch book), within 14 days.

PEACE OF MIND

In the unlikely event that your item is lost or damaged, compensation is included as standard (£500 for Special Delivery Next Day and £50 for Special Delivery 9.00am). Additional cover up to the value of £2,500 may also be purchased for both services (Royal Mail does not carry items over the value of £2,500).

Basic compensation is the actual cost up to the market value or £50 which ever is the smaller sum for the 9am service and actual loss up to market value or £500 which ever is the smaller sum for the Next Day service.

To claim for compensation for loss or damage you must:

- Submit your claim in writing, including proof of posting (label or docket/despatch book), within 12 months
- Include proof of the market value of the item
- Send damaged item plus inner and outer packaging
- Ensure items were properly addressed and packaged.

SATURDAY GUARANTEE

Take advantage of our Guaranteed Saturday Delivery, available for a small surcharge from Post Offices throughout the UK. Mail an item on a Friday and we can guarantee next day delivery even though it's a Saturday.

OPTIONAL CONSEQUENTIAL LOSS COMPENSATION AVAILABLE

Compensation for financial loss that is separate from an item's actual market value, incurred as a consequence of delay, loss of or damage to the item.

This is appropriate if, for example, you are sending items which are difficult to replace, such as original transparencies or legal documents. To claim for consequential loss you must submit your claim in writing, including proof of posting, within 14 days.

For further information and prices, please refer to our website royalmail.com

Service condition***

On occasions where loss, damage or delay is beyond Royal Mail's control, compensation cannot be offered. These include adverse weather conditions, incorrectly addressed items and non compliance with Royal Mail's guidelines. Please note that compensation for loss or damage is separate from the money back guarantee for items not delivered by the guaranteed delivery time.

*Working Day' means Monday to Friday (and may include Saturday if the Customer has opted into a guaranteed Saturday delivery) of any week excluding Sundays and any Public or Bank Holidays in any part of the UK or Northern Ireland. Royal Mail reserves the right to deliver on these days if operationally possible. Later times apply for remote parts of Scotland and other outlying districts, please refer to the maps and postcodes in this leaflet for further details.

**The guarantee does not apply if delivery was attempted but no-one was available to sign for the item and a 'While you were out' card was left (this includes items addressed to PO Boxes). If an item is delivered to a redirected address, the guarantee only applies up to the delivery office serving the old address. The item will be forwarded to the new address but the money back guarantee will not apply.

***All services, other than consequential loss, are under the Royal Mail Inland Letter Post Scheme 2000 (as amended), made under section 89 of the Postal Services Act 2000 (or under any statutory modification or re-enactment thereof).



SPECIAL PACKAGING FOR A SPECIAL SERVICE

We have created a range of packaging and labels for your convenience and ease of use.



PREPAID PACKAGING

Our prepaid envelopes are available in a range of sizes for **Special Delivery™ Next Day** and in C4 size for **Special Delivery™ 9.00am**.

C4 and C5 size envelopes are prepaid up to 500g, and C3 envelopes prepaid up to 1kg (extra postage must be added if item weight exceeds these respective limits). You may buy these prepaid packs at selected Post Office® branches or order them by calling 08457 782 677 (Mastercard/Visa/Switch/Delta).

UNPAID PACKAGING

The same envelopes are also available free as unpaid packaging (C4 and C3 only for **Special Delivery 9.00am**). Just add the appropriate postage for the weight of the item. Pick up your free packaging from selected Post Office branches or call 08457 950 950.

We advise that you obtain Royal Mail's **Special Delivery** packaging whenever you use the service, especially when sending something of high value or cash.

LABELS

Royal Mail **Special Delivery** labels for attaching onto standard envelopes and packages are also available free of charge from Post Office branches. If you use our services frequently and wish to have a ready supply of these, call 08457 950 950.

TERMS AND CONDITIONS FOR SPECIAL DELIVERY™ 9.00am PURCHASED AT POST OFFICE® BRANCHES

1. Service

Royal Mail agrees to provide the Customer with Special Delivery 9.00am services in accordance with the following terms and conditions, and the provisions of the Scheme.

2. Definitions and interpretation

In this Agreement the following expressions shall have the following meanings: "the Agreement" means the Customer Receipt, and these Terms and Conditions together with the relevant Scheme; "Certificate of Posting" means any documentation, which Royal Mail may from time to time agree to accept as proof of Posting; "the Charge" means the charge payable by the Customer to Royal Mail in respect of the Special Delivery published by Royal Mail from time to time and as notified to the Customer at the time of Posting; "Customer" means the sender of a Posting or Postings using the Special Delivery 9.00am service; "Customer Receipt" means the document processed by Royal Mail on purchase of the Special Delivery 9.00am service; "Customer's signature" means the Customer's; "Consequential Loss" means the optional extra compensation available to the Customer in respect of financial loss separate from the Items actual market value, incurred as a consequence of delay, loss of or damage to the Item, for an additional fee, available on request; "Items" means inland letters (as defined in the Scheme) which comply with the requirements of the Scheme and with any regulations made by Royal Mail for inland letters posted by the Customer under this Agreement; "Posting" means each handover of Items to a representative or agent of Royal Mail by the Customer or each collection of Items from the agreed collection point by Royal Mail for delivery under the Special Delivery 9.00am service; "Royal Mail" means Royal Mail Group Plc, registered in England and Wales, number 4238023, registered office 148 Old Street, London, EC1Y 9HQ; "Scheme" means the relevant statutory scheme or schemes (and any amendments thereto) relating to inland and overseas postal services made from time to time under section 89 of the Postal Services Act, 2000 (or under any statutory modification or re-enactment thereof); "Special Delivery 9.00am" means the service provided to the Customer by Royal Mail in terms of this Agreement; "Working Day" means Monday to Friday of any week excluding any Public or Bank Holidays in any part of the UK or Northern Ireland; Delivery may be attempted on Saturdays at Royal Mail's discretion in the event that an Item reaches the delivery office in time, however Royal Mail does not guarantee Saturday delivery; We do not offer guaranteed delivery on Saturdays, or deliver on Sundays, Bank Holidays, Christmas Day, Boxing Day and New Year Day.

3. Royal Mail's Obligations

3.1 Items will be collected or accepted by Royal Mail from the agreed collection Posting point.

3.2 Royal Mail shall supply the Customer, on request, with Certificates of Posting.

3.3 Should there be no-one available to receive a Special Delivery 9.00am Item a card will be left, providing the recipient the option to have the Item delivered at a later date. The attempted delivery shall constitute a first attempt in accordance with clause 4.1.

3.4 On delivery, Royal Mail shall obtain a signature from the recipient of the Item (not necessarily the addressee).

3.5 Royal Mail shall use its reasonable endeavours to return to the Customer any item included in a Posting in the event of non-delivery (as proposed in the Scheme). If it is not possible to identify the sender, Royal Mail may dispose of the Items.

3.6 Royal Mail may refuse to collect or accept Items if it has reasonable grounds to believe that the Customer is in breach of clause 4.3 (General circumstances where Royal Mail is not obliged to collect/deliver an item is covered by the Scheme).

3.7 Royal Mail may refuse to collect Items if for reasons particular to that address, it considers that it could be unreasonable to do so.

4. Customer's Obligations

4.1 The Customer shall pay to Royal Mail in respect of each Item posted under the Agreement the Charges; All Charges, rates and prices in the Agreement exclude VAT unless otherwise stated. The Customer shall pay any VAT chargeable on such sums.

4.2 The Customer shall comply with all Royal Mail's requirements as set out in the Scheme and in Royal Mail's customer literature, (available at Post Office branches or on request from Royal Mail), regarding addressing, labelling and packaging of Special Delivery 9am Items.

4.3 The Customer shall not post any package under the terms of this Agreement which contains any Item whose value is more than £2,500 or if the contents are a prohibited item in terms of the Scheme. If the Customer does post such Items in breach of this clause, then the Customer shall indemnify Royal Mail against all costs incurred and all claims made against Royal Mail resulting from such a breach.

5. Liability and Compensation

5.1 In the event of loss of or damage to a Special Delivery 9.00am Item, Royal Mail's total liability under this Agreement shall be limited to the maximum amount of compensation paid for by the Customer having regard to the weight of the Item and the fee paid, or the market value of the Item at the time the cause of action arises, which ever is the lesser sum, save where the Posting does not comply with the provisions of the Agreement and the Scheme.

5.2 Save as aforementioned, neither Royal Mail or its officers, servants or agents shall be liable to the Customer or any other person for loss of or damage to any Item dealt with by Royal Mail hereunder, or for any loss of or damage to the contents of any such Item, or for any loss of or damage arising from the collection, conveyance or delivery of any such item whatsoever any such loss or damage of the foregoing kind was caused and whether by any wrongful act, neglect or default committed by Royal Mail, its officers, servants, or agents or otherwise.

6. Guarantee

6.1 Subject to the provisions of Clauses 4 and 8, if Royal Mail does not deliver an Item or make a first attempt at delivery by 09.00h on the next Working Day that the Item is due for delivery (as published by Royal Mail from time to time) then Royal Mail shall refund to the Customer the Charge paid in respect of that Item provided that the Customer submits a claim in writing to Royal Mail within 14 calendar days of the date of Posting.

6.2 Royal Mail may suspend or cancel the provisions of Clause 6.1 at any time by giving the Customer not less than seven calendar days' written notice.

7. Application of the Scheme

Unless inconsistent with the conditions of the Agreement and insofar as they are not already incorporated into the Agreement, the provisions of all relevant Schemes relating to the inland post made under section 89 of the Postal Services Act 2000 shall apply to all Postings made under this Agreement.

8. Force Majeure

If due to circumstances beyond its control, such as outbreak of war, any Government act or civil commotion, or to circumstances such as industrial strikes, lock out, stoppage or restraint of labour whatsoever and whether any of the said circumstances described in this clause are partial or general, either party for any period is unable to perform or refuses to perform, its obligations under this Agreement, it shall not incur any liability to the other for any loss or damage suffered by reason of such inability or refusal.

9. Claims

Any claims for compensation by the Customer in respect of loss of or damages to an Item must be submitted to Royal Mail in writing within 12 months of the date of Posting of the Item. The Customer shall supply with any claim the original certificate of Posting, proof of value together with the damaged items and the wrappings and packaging if a claim is made for damage.

10. General

10.1 The invalidity for any reason of any provision of the Agreement shall not prejudice or affect the validity or enforceability of the remainder.

10.2 The Agreement shall constitute the entire agreement between Royal Mail and the Customer in respect of the subject matter of this Agreement and no prior negotiations, representations or agreements in relation to such a matter shall have effect.

10.3 No delay, neglect or forbearance on the part of either party in forcing against the other any term or condition of the Agreement shall be deemed to waive or in any way prejudice any rights of that party under the Agreement.

10.4 The Agreement shall be governed by and construed in accordance with English law and subject to the jurisdiction of the English courts.

10.5 Nothing in this Agreement shall confer on any third parties any benefit nor right to enforce any terms of this Agreement. 10.6 Royal Mail may vary the Special Delivery 9am service specification (including Charges), upon giving the Customer thirty days' notice.

10.7 Except as set out in this Agreement, and to the fullest extent permitted by law, all warranties and Terms and Conditions relating to the Special Delivery 9.00am service are excluded, including such warranties, Terms and Conditions as would otherwise be implied under the Supply of Goods and Services Act 1982.



Receive more information about **Special Delivery™** or other Royal Mail services



08457 950 950
or log on to
www.royalmail.com

Order prepaid packaging

08457 782 677

Order unpaid packaging or labels

08457 950 950

Confirm delivery of items

www.royalmail.com
or call 08457 001 200

Make a claim from your Customer Services Centre

08457 740 740

Textphone for hard of hearing

08457 000 606

Request details of Terms and Conditions for consequential loss

08457 740 740

Postwatch is the independent consumer body for the Postal Industry. They can be contacted on 08456 013 265 e-mail info@postwatch.co.uk or write to FREEPOST POSTWATCH. Web site: www.postwatch.co.uk

© Royal Mail Group Ltd 2012.
Royal Mail, the Royal Mail Cruciform and Royal Mail Special Delivery™ are registered trade marks of Royal Mail Group Ltd.
Special Delivery™ is a trade mark of Royal Mail Group Ltd. Post Office is a registered trade mark of Post Office Ltd.