



UK and International services and prices

Effective from 4 April 2022



Great British delivery, worldwide.

Around the corner...



...around the world

You can access Parcelforce Worldwide services from **over 11,500 UK access points** including Post Office branches and Parcelforce depots as well as online or by telephone.

To make it easier for you to send, collect and return parcels, there are now **many Post Office branches open on Sundays**, with many more open earlier in the morning and later at night.

To give you the flexibility and convenience you need, our depots are open from 8.00am-7.00pm, Monday to Friday and from 8.00am-12.30pm on Saturday.

Our **Convenient Collect** option allows you to drop off or have your parcel collected from any of our access points. Perfect if you know you're not going to be at home.

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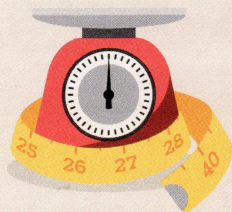
Your parcel checklist



1

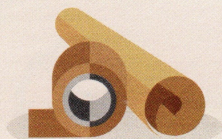
Check that we can carry your parcel

Please read our guidelines at [parcelforce.com/retailprohibitions](https://www.parcelforce.com/retailprohibitions) and [parcelforce.com/sanctions](https://www.parcelforce.com/sanctions)



2

Check the size and weight limits for your destination.



3

Read our packaging guidelines on page 17 to make sure that your parcel is packaged securely.



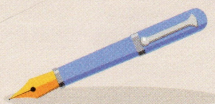
4

Choose your service from our range of delivery speeds.



5

Choose an appropriate level of compensation for loss/damage for the value of your parcel.



6

Write your details on the reverse of the parcel including sender's name, address, postcode and phone number.



7

Write the recipient's details on the largest side with your barcoded label. International deliveries **must** include the recipient's phone number.



8

Sign your receipt to accept our Conditions of Carriage. Keep this safe until your parcel has been delivered.



9

Track your parcel's journey on [parcelforce.com/track](https://www.parcelforce.com/track) (where available).

Select a **UK** or **International** parcel service



Timed Next Day UK

from
£18.49

- Timed delivery options include by **9am, 10am** or **noon**
- Saturday delivery available
 - End to end tracking
 - Up to £200 inclusive compensation cover



Next Day UK

from
£9.35

- Delivery by close of business
 - Saturday and Sunday delivery available
 - End to end tracking
 - Up to £100 inclusive compensation cover



From Next Day International

from
£43.50

- **global^{express}** delivery from next working day to USA, Canada and Europe. From 2 working days for the rest of the world
 - End to end tracking
 - Up to £200 inclusive compensation cover



From 3 Days International

from
£25.00

- **global^{priority}** delivery from 3 working days to Europe and major destinations worldwide
 - End to end tracking to major destinations worldwide
 - Up to £100 inclusive compensation cover



2 Day UK

from
£8.95

- 2 day delivery by close of business
- Saturday delivery available
- End to end tracking
- Up to £100 inclusive compensation cover



Great Value International

from
£9.80

- **global value** delivery from 4 working days worldwide
- No tracking
- Up to £100 inclusive compensation cover



Acceptance times

Latest acceptance times vary. Please ask at your local Post Office branch.



We are changing the way we reward our customers by introducing lower prices across a range of products and services without the need for a discount code.

The Rewards4U member scheme has now closed.

Please visit
parcelforce.com/rewards4u
for more information.

Need a delivery in the **UK** from next day?

Our range of guaranteed* **UK express services** offer great value for money, with a choice of convenient delivery times to suit your needs.

Our choice of **UK express services**

express9 from **£39.90**

delivery next working day by 9am[†]

express10 from **£22.00**

delivery next working day by 10am[†]

expressAM from **£18.49**

delivery next working day by 12 noon[†]

express24 from **£9.35**

delivery next working day by close of business[‡]

express48 from **£8.95**

delivery within 2 working days by close of business[‡]

express48large** from **£31.80**

delivery within 2 working days by close of business[‡]



- † Extended delivery times exist for outlying areas. Please visit parcelforce.com for further information.
- ‡ Guarantee definition: A refund of the whole or a proportionate part of the consignment charges in the event of late delivery in line with our UK or International Conditions of Carriage for Retail Services. Delivery time begins from date of collection.
- ** Express48large is only available in certain Post Office branches. Please contact your local branch for specific availability.
- Deliveries are usually made between 7.30am-6pm Monday-Friday unless a Saturday or Sunday delivery has been requested.

What's **included** with our **UK express services?**



Fully tracked

Tracked from when your parcel is collected, to when it's delivered. Visit parcelforce.com/track-trace or use our app for a one hour delivery window, driver name and map showing the driver on the day of delivery.



Size

Max length of 1.5m and 3m length/girth combined for standard sized parcels, and max length of 2.5m and 4m length/girth combined for your larger parcels. For guidance on how to measure your parcel visit parcelforce.com/measure



Photo on delivery

We take a photo of all deliveries in the UK and capture the recipients name, as proof of delivery.



Weekend delivery

We now deliver 7 days a week with our Saturday and **expresssunday*** services. Ask at the counter for more information or visit parcelforce.com and search 'weekend delivery'.



Compensation

For your peace of mind, cover for loss or damage is included in the price – up to £200 for express **9, 10** and **AM** and up to £100 for express **24, 48** and **48large**. Additional cover can be purchased up to £2500. Compensation restrictions apply, see page 22.



Generous weight limit

Individual parcels can weigh up to 30kg.



Deliveries

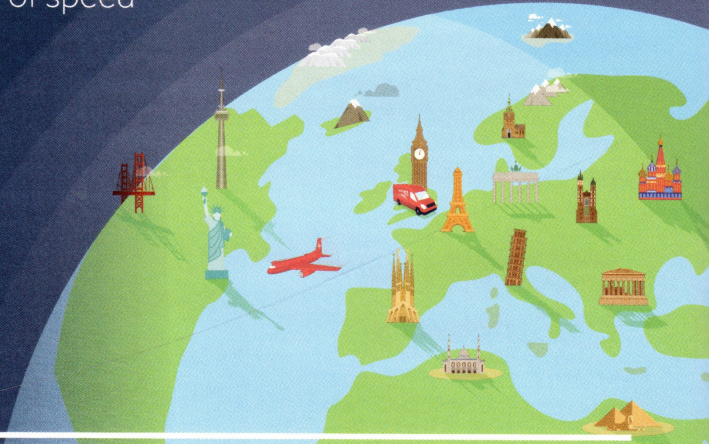
Deliveries are usually made between 7.30am-6pm, Monday-Friday and between 7am-1pm at the weekend^d. For weekend deliveries see page 13.

Delivery policy

We deliver to an address, not a named individual. When no-one is available to accept the item, we will try and deliver to a neighbour or local Post Office branch where it will be held for 16 days. A card will be left telling the recipient where the parcel can be collected from.

Need an **international** delivery from next day?

Our **international express services** offer a great balance of speed and price.



Our choice of **international services**

globalexpress from **£43.50**

with delivery from next working day to the USA, Canada and Europe. From 2 working days for the rest of the world[‡]

globalpriority from **£25.00**

with delivery from 3 working days to Europe and major destinations worldwide[‡]

irelandexpress from **£16.68**

for an overnight service available from selected branches in Northern Ireland to the Republic of Ireland[‡]

Great **value** services

globalvalue from **£9.80**

with delivery from 4 working days worldwide, with up to £100 cover for loss or damage included in the price[‡]

globaleconomy from **£24.70**

with delivery from 28 working days worldwide (not available to European destinations)[‡]

What's **included** with our **international express services**?

All of the following features are included with our **globalexpress**, **globalpriority** and **irelandexpress** services.



Fully tracked

Tracked from when your parcel is collected, to when it's delivered, for all destinations with **globalexpress** and **irelandexpress** and major destinations worldwide with **globalpriority** at parcelforce.com/track



Size

Maximum length of 1.5m and 3m length/girth combined[†]. Visit parcelforce.com/countries for specific country limits.



Signature on delivery

Named confirmation online for all destinations with **globalexpress** and **irelandexpress** and major destinations worldwide with **globalpriority**.



Confirmed delivery dates

For **globalpriority** to Australia, China, Hong Kong, Japan, South Korea and USA.



Compensation

For your peace of mind, cover for loss or damage is included in the price – up to £200 for **globalexpress** and up to £100 for **globalpriority** and **globalvalue**. Additional cover can be purchased up to £2500 for **globalexpress** and **globalpriority** and up to £500 for **globalvalue**. Compensation restrictions apply, see page 22.



Generous weight limit

Individual parcels can weigh up to 30kg[†]. Visit parcelforce.com/countries for specific country limits.

International Services: Add

How quickly will it get there?

Our international delivery speeds are based on the delivery of parcels (excluding customs clearance time) to major cities and towns.

i *Outer suburbs and other outlying areas may take a little longer, so different delivery times may apply. When sending taxable merchandise, we suggest that you allow extra time for customs clearance, although this will vary by country.*

Where will it be delivered to?

Post Offices

Parcels are sometimes delivered to a local post office in the destination country.

PO Boxes

*We cannot always accept items addressed to PO Boxes. You cannot send any parcels addressed to a PO Box on our **globalexpress** service.*

What paperwork do I need?

Customs

Fully complete and sign a customs pack for all destinations worldwide when using our **globalexpress** service. For other services and destinations, please check for the latest advice on what customs packs are needed at parcelforce.com/customs. See page 21 for further advice on how to complete your customs documentation.

International export licences

Make sure you complete the correct export documents. For more information ask at the counter or visit parcelforce.com and search 'export documents'.

Prior to posting, the sender is solely responsible for checking any customs rules and tariffs of the destination country to establish if customs charges will be raised on the goods being sent. Items sent declared as 'gifts' are not exempt from customs charges.

The sender is responsible for explaining to the recipient that goods might be subject to import duties and taxes which will need paying before parcels will be released for delivery.

On our **globalexpress** service the addressee might be required to employ a customs broker to customs clear their parcel.

Receiving a parcel into the UK

Clearance fees, duties and taxes

If a parcel is received from outside the EU addressed to you, Parcelforce Worldwide will clear the goods through HM Revenue & Customs (HMRC).

You will be required to pay all the relevant import duty, excise duty and VAT (as determined by HMRC), together with a clearance fee, details of which will be sent to you by letter.

You can pay by credit or debit card at parcelforce.com or over the phone.

Once payment is received, you will be able to select how and when you would like your parcel delivered.

Storage

There will be an additional charge if we have to hold your parcel while customs process it.

To avoid incurring storage charges, please respond promptly to any customs queries: All parcels valued at over £750, are placed in secure storage until completion of HMRC formalities.

Import licences

The import of some goods into the UK requires a licence, which you will need to obtain. For more information visit www.gov.uk/government/publications/do-i-need-an-import-licence

* This must include details of the contents, value and weight of your parcel, plus contact details for the sender and recipient, including a local phone number for international recipients.

Additional Advice

Queries

If you have any queries relating to customs, taxes or duties raised by HMRC, please contact HMRC direct at www.hmrc.gov.uk and search *Notice 143 (A guide for international post users)*.

If you have a general query about import duties and taxes, contact HMRC on **0300 200 3700**.

It is the sender's responsibility to ensure all necessary documentation is attached to the parcel and to advise the recipient that the parcel may be subject to customs charges.

Please check parcelforce.com/customs for up to date requirements.

Passports and other official forms of identification (e.g. birth certificates, visas and driving licences)

- Official forms of ID sent using our global**express** service can be delayed by at least 24 hours. This is due to additional security checks outside of our control.
- These items are **not** covered by our normal delivery guarantee**, and no compensation is available if they are delayed.
- We recommend using our global**priority** service for these items. Official forms of ID sent using global**priority** are covered by our delivery guarantee.**

Prescription medicines

- We advise that prescription medicines should **not** be sent using global**express**, because individual country regulations are complex, and the item might be refused.
- A copy of the prescription must be visible on the outside of the parcel and can be in a sealed envelope for privacy. If a copy of the prescription is not attached, no compensation will be available in the event of loss or damage and we cannot guarantee entry into the destination country.

- Items sent by global**priority** do not require a copy of the prescription; however customers are responsible for checking individual country restrictions before sending prescription medicines or drugs overseas.

Sending mobile phones overseas

- If sending a mobile phone via global**express**, the serial number and IMEI number must be documented in the CP72 / customs documents. The IMEI number can be found on the side of the box or by pressing *#06#. **Without this your item may be rejected.**



Full details on each country and the international services available can be found on parcelforce.com or ask at the counter.

**Guarantee definition: A refund of the whole or a proportionate part of the consignment charges in the event of late delivery in line with our UK or International Conditions of Carriage for Retail Services. Delivery time begins from date of collection.

Pricing information



Sending more than one parcel to the same UK address?



Sending more than one parcel to the same overseas address?*

Ask about our competitive consignment rates at the counter.
(A maximum of 15 parcels can be sent per consignment).

i For example

Two parcels weighing 2kg and 4kg with a total weight of 6kg being sent by **express24** to the same UK address would cost £18.70. If they were sent together it would cost £13.35, **saving you £5.35!**

i For example

Two parcels weighing 1kg and 2kg with a total weight of 3kg being sent by **globalexpress** to the same overseas address in the USA would cost £130.10. If they were sent together it would cost £78.55, **so you would save £51.55!**



UK prices

Parcelforce Worldwide's range of delivery speeds gives you a choice based on the urgency of your despatch. The table on page 14 shows the cost of each Parcelforce Worldwide UK service.

Weekend delivery

For all Parcelforce Worldwide UK services purchased over the counter, Saturday delivery is available for an additional charge of £9.00. For Sunday delivery prices see the table overleaf.

UK zones

Listed below are the UK Zones 1-3. Please note, there may be some services that either cannot be offered within certain areas, or are subject to extended delivery times[‡].

See parcelforce.com for further information or ask at the counter.

Zone 1

England, Wales and parts of Scotland excluding the Highlands and Islands.

Zone 2

The Highlands and Islands of Scotland.

Zone 3

Northern Ireland, Isle of Man and Isles of Scilly.



International prices

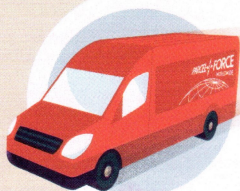
When you've chosen a service for your parcel, the tables on pages 14-16 will show you the price of delivery for the country you are sending to. When calculating the price of a parcel, please round up to the next half kg.

i For example, if you're sending a 9.7kg parcel by global **priority** to the Channel Islands, the cost will be £44.28, the price for 10kg.

International deliveries are made during standard business hours, which vary from country to country.

For international parcels weighing over 10kg, please ask at the Post Office counter for full price details or visit parcelforce.com

All prices included in this guide are inclusive of VAT at the appropriate rate.



Delivery policy

We deliver to an address, not a named individual. When no-one is available to accept the item, we will try and deliver to a neighbour or local Post Office branch where it will be held for 16 days. A card will be left telling the recipient where the parcel can be collected from.

[‡] Extended delivery times exist for outlying areas. Please visit parcelforce.com for further information.

** Please note the Channel Islands are classed as international destinations.

Zones 1-3 United Kingdom

up to	express 48	express 24	express AM	express 10	express 9	express sunday	express 48 ^{large}
5kg	£8.95	£9.35	£18.49	£22.00	£39.90	£25.80	£31.80
10kg	£9.95	£13.35	£19.69	£23.00	£44.43	£30.24	£36.60
20kg	£11.95	£15.35	£21.49	£25.00	£51.18	£37.02	£44.10
30kg	£14.95	£18.35	£24.49	£28.00	£67.80	£53.70	£61.20
per extra kg	£1.56	£1.56	£1.56	£1.56	£1.56	£1.56	£1.56

Zone 4 Channel Islands

up to	global value	global priority	global express
0.5kg	£9.80	£25.00	£54.65
1kg	£11.04	£26.00	£57.30
1.5kg	£12.30	£27.00	£59.95
2kg	£13.56	£28.00	£62.60
2.5kg	£14.52	£29.00	£65.25
3kg	£15.48	£31.22	£67.90
3.5kg	£16.44	£33.43	£70.55
4kg	£17.40	£35.65	£73.20
4.5kg	£18.36	£37.86	£75.85
5kg	£19.32	£40.08	£78.50
5.5kg	£19.74	£40.50	£81.40
6kg	£20.16	£40.92	£84.30
6.5kg	£20.58	£41.34	£87.20
7kg	£21.00	£41.76	£90.10
7.5kg	£21.42	£42.18	£93.00
8kg	£21.84	£42.60	£95.90
8.5kg	£22.26	£43.02	£98.80
9kg	£22.68	£43.44	£101.70
9.5kg	£23.10	£43.86	£104.60
10kg	£23.52	£44.28	£107.50

Channel Islands are classified as international destinations.

Zone 5 Republic of Ireland

up to	ireland express	global value	global priority	global express
0.5kg	£16.68	£16.85	£26.00	£47.94
1kg	£16.68	£19.35	£27.00	£50.46
1.5kg	£16.68	£21.85	£28.00	£52.98
2kg	£16.68	£24.35	£29.00	£55.50
2.5kg	£17.70	£25.00	£30.00	£59.22
3kg	£17.70	£27.80	£34.80	£62.94
3.5kg	£17.70	£30.60	£39.60	£66.66
4kg	£17.70	£33.40	£44.40	£70.38
4.5kg	£17.70	£36.20	£49.20	£74.10
5kg	£17.70	£39.00	£54.00	£77.82
5.5kg	£21.12	£40.08	£55.14	£79.56
6kg	£21.12	£41.16	£56.28	£81.30
6.5kg	£21.12	£42.24	£57.42	£83.04
7kg	£21.12	£43.32	£58.56	£84.78
7.5kg	£21.12	£44.40	£59.70	£86.52
8kg	£21.12	£45.48	£60.84	£88.26
8.5kg	£21.12	£46.56	£61.98	£90.00
9kg	£21.12	£47.64	£63.12	£91.74
9.5kg	£21.12	£48.72	£64.26	£93.48
10kg	£21.12	£49.80	£65.40	£95.22

Zone 6 Belgium, Netherlands, Luxembourg

up to	global value	global priority	global express
0.5kg	£22.68	£26.00	£43.50
1kg	£24.00	£27.00	£47.58
1.5kg	£25.00	£28.00	£51.66
2kg	£26.00	£29.00	£55.74
2.5kg	£27.00	£30.00	£59.10
3kg	£30.20	£34.98	£62.46
3.5kg	£33.41	£39.96	£65.82
4kg	£36.61	£44.94	£69.18
4.5kg	£39.82	£49.92	£72.54
5kg	£43.02	£54.90	£75.90
5.5kg	£44.04	£55.92	£78.00
6kg	£45.06	£56.94	£80.10
6.5kg	£46.08	£57.96	£82.20
7kg	£47.10	£58.98	£84.30
7.5kg	£48.12	£60.00	£86.40
8kg	£49.14	£61.02	£88.50
8.5kg	£50.16	£62.04	£90.60
9kg	£51.18	£63.06	£92.70
9.5kg	£52.20	£64.08	£94.80
10kg	£53.22	£65.10	£96.90

All prices included in this guide are inclusive of any applicable VAT at the appropriate rate and are based on Parcelforce Worldwide's guide prices.

Express48large is only available in certain Post Office branches. Please contact your local branch for specific availability.

Zone 7

France, Germany & Denmark

up to	global value	global priority	global express
0.5kg	£20.58	£30.00	£44.76
1kg	£21.24	£31.00	£48.36
1.5kg	£21.90	£32.00	£51.96
2kg	£22.56	£33.00	£55.56
2.5kg	£25.14	£34.00	£59.76
3kg	£27.72	£38.14	£63.96
3.5kg	£30.30	£42.29	£68.16
4kg	£32.88	£46.43	£72.36
4.5kg	£35.46	£50.58	£76.56
5kg	£38.04	£54.72	£80.76
5.5kg	£40.08	£56.28	£83.94
6kg	£42.12	£57.84	£87.12
6.5kg	£44.16	£59.40	£90.30
7kg	£46.20	£60.96	£93.48
7.5kg	£48.24	£62.52	£96.66
8kg	£50.28	£64.08	£99.84
8.5kg	£52.32	£65.64	£103.02
9kg	£54.36	£67.20	£106.20
9.5kg	£56.40	£68.76	£109.38
10kg	£58.44	£70.32	£112.56

Zone 8

Italy, Spain, Portugal & Greece

up to	global value	global priority	global express
0.5kg	£25.92	£38.00	£48.06
1kg	£28.26	£39.00	£51.90
1.5kg	£30.60	£40.00	£55.74
2kg	£32.94	£41.00	£59.58
2.5kg	£34.98	£42.00	£62.70
3kg	£37.02	£45.49	£65.82
3.5kg	£39.06	£48.98	£68.94
4kg	£41.10	£52.48	£72.06
4.5kg	£43.14	£55.97	£75.18
5kg	£45.18	£59.46	£78.30
5.5kg	£46.80	£61.38	£81.42
6kg	£48.42	£63.30	£84.54
6.5kg	£50.04	£65.22	£87.66
7kg	£51.66	£67.14	£90.78
7.5kg	£53.28	£69.06	£93.90
8kg	£54.90	£70.98	£97.02
8.5kg	£56.52	£72.90	£100.14
9kg	£58.14	£74.82	£103.26
9.5kg	£59.76	£76.74	£106.38
10kg	£61.38	£78.66	£109.50

Zone 9

Rest of Europe

up to	global value	global priority	global express
0.5kg	£27.12	£42.18	£52.50
1kg	£30.42	£45.40	£57.18
1.5kg	£33.72	£46.90	£61.86
2kg	£37.02	£48.40	£66.54
2.5kg	£39.72	£50.00	£74.04
3kg	£42.42	£53.69	£81.54
3.5kg	£45.12	£57.38	£89.04
4kg	£47.82	£61.08	£96.54
4.5kg	£50.52	£64.77	£104.04
5kg	£53.22	£68.46	£111.54
5.5kg	£55.50	£70.80	£116.58
6kg	£57.78	£73.14	£121.62
6.5kg	£60.06	£75.48	£126.66
7kg	£62.34	£77.82	£131.70
7.5kg	£64.62	£80.16	£136.74
8kg	£66.90	£82.50	£141.78
8.5kg	£69.18	£84.84	£146.82
9kg	£71.46	£87.18	£151.86
9.5kg	£73.74	£89.52	£156.90
10kg	£76.02	£91.86	£161.94

Zone 10

USA & Canada

up to	global economy	global value	global priority	global express
0.5kg	£24.70	£27.70	£44.80	£54.65
1kg	£27.25	£30.25	£47.35	£59.85
1.5kg	£29.80	£32.80	£49.35	£65.05
2kg	£32.35	£35.35	£51.35	£70.25
2.5kg	£38.80	£41.80	£53.00	£74.40
3kg	£45.25	£48.25	£60.69	£78.55
3.5kg	£51.70	£54.70	£68.38	£82.70
4kg	£58.15	£61.15	£76.07	£86.85
4.5kg	£64.60	£67.60	£83.76	£91.00
5kg	£71.05	£74.05	£91.45	£95.15
5.5kg	£74.75	£77.75	£95.20	£99.55
6kg	£78.45	£81.45	£98.95	£103.95
6.5kg	£82.15	£85.15	£102.70	£108.35
7kg	£85.85	£88.85	£106.45	£112.75
7.5kg	£89.55	£92.55	£110.20	£117.15
8kg	£93.25	£96.25	£113.95	£121.55
8.5kg	£96.95	£99.95	£117.70	£125.95
9kg	£100.65	£103.65	£121.45	£130.35
9.5kg	£104.35	£107.35	£125.20	£134.75
10kg	£108.05	£111.05	£128.95	£139.15

Price per extra 0.5kg up to 30kg available on request. Weight and size limits may vary by destination. Please ask at the counter in your local Post Office branch for further details.

Zone 11

Far East & Australasia

up to	global economy	global value	global priority	global express
0.5kg	£31.85	£34.55	£47.50	£66.25
1kg	£38.10	£40.80	£53.50	£73.10
1.5kg	£44.35	£47.05	£57.50	£79.95
2kg	£50.60	£53.30	£61.50	£86.80
2.5kg	£56.70	£59.40	£65.00	£92.80
3kg	£62.80	£65.50	£72.30	£98.80
3.5kg	£68.90	£71.60	£79.60	£104.80
4kg	£75.00	£77.70	£86.90	£110.80
4.5kg	£81.10	£83.80	£94.20	£116.80
5kg	£87.20	£89.90	£101.50	£122.80
5.5kg	£91.75	£94.45	£106.05	£127.70
6kg	£96.30	£99.00	£110.60	£132.60
6.5kg	£100.85	£103.55	£115.15	£137.50
7kg	£105.40	£108.10	£119.70	£142.40
7.5kg	£109.95	£112.65	£124.25	£147.30
8kg	£114.50	£117.20	£128.80	£152.20
8.5kg	£119.05	£121.75	£133.35	£157.10
9kg	£123.60	£126.30	£137.90	£162.00
9.5kg	£128.15	£130.85	£142.45	£166.90
10kg	£132.70	£135.40	£147.00	£171.80

Zone 12

Rest of the World

up to	global economy	global value	global priority	global express
0.5kg	£33.35	£35.75	£60.15	£75.65
1kg	£40.50	£42.90	£67.10	£84.75
1.5kg	£47.65	£50.05	£74.05	£93.85
2kg	£52.10	£57.20	£81.00	£102.95
2.5kg	£59.70	£60.00	£87.90	£111.35
3kg	£67.30	£68.02	£94.80	£119.75
3.5kg	£74.90	£76.04	£101.70	£128.15
4kg	£82.50	£84.06	£108.60	£136.55
4.5kg	£90.10	£92.08	£115.50	£144.95
5kg	£97.70	£100.10	£122.40	£153.35
5.5kg	£104.20	£106.60	£128.60	£159.95
6kg	£110.70	£113.10	£134.80	£166.55
6.5kg	£117.20	£119.60	£141.00	£173.15
7kg	£123.70	£126.10	£147.20	£179.75
7.5kg	£130.20	£132.60	£153.40	£186.35
8kg	£136.70	£139.10	£159.60	£192.95
8.5kg	£143.20	£145.60	£165.80	£199.55
9kg	£149.70	£152.10	£172.00	£206.15
9.5kg	£156.20	£158.60	£178.20	£212.75
10kg	£162.70	£165.10	£184.40	£219.35

Price per extra 0.5kg up to 30kg available on request. Weight and size limits may vary by destination. Please ask at the counter in your local Post Office branch for further details.

Compensation rates available for loss or damage

Services	Maximum inclusive compensation	Additional compensation available	Maximum total cover	Refund if not delivered on or before the stated delivery day, or later than the stated delivery time
express 9, 10, AM	£200		£2500	100%
express 24	£100		£2500	50%
express sunday	£100	£1.80	£2500	50%
express 48	£100	for the first additional £100 cover	£2500	25%
express 48^{large}	£100		£2500	25%
global express	£200	for every subsequent £100 cover	£2500	100%
ireland express	£200		£2500	100%
global priority	£100		£2500	25%
global value	£100		£500	N/A
global economy	N/A	N/A	N/A	N/A

Refunds for delay

Surcharges – redelivery charges for UK items returned to the depot

Redelivery to the same address	Free of charge	Requested delivery to a Post Office branch	£1.00
Collect from Parcelforce depot		Redelivery to a different address	£5.50
		Redelivery on a Saturday	£12.00

Surcharges – global**express**

Address correction	£6.00
Returned shipments/goods	£39.00

All prices included in this guide are inclusive of any applicable VAT at the appropriate rate and are based on Parcelforce Worldwide's guide prices.

Are your contents labelled and packaged correctly?

It's really important that you package your items well, to keep them safe on their journey. Remember, if your goods are not packaged properly and get damaged you will not be able to claim compensation.



Strong outer packaging

Always box your items. Use a rigid cardboard box, making sure it is strong enough for the weight of the contents. Musical instruments should be sent in a hard case and boxed. Never use soft cases or jiffy bags to send tablets, laptops or similar fragile electrical goods. Items packed in kraft paper cannot be sent via our global **express** service.



Protective internal packaging

Ensure there is no space in your parcel for contents to move e.g. use polystyrene chips to fill any voids. Packaging material must be sufficiently strong, e.g. bubble wrap or paper will not protect heavy items. Electrical items and computers must be protected by thick rigid packaging e.g. polystyrene surrounds. Fragile items should be individually packaged and boxed then placed in a larger box.



Sealing the parcel

Always seal the parcel well, top and bottom, with plastic or reinforced carton tape, rather than ordinary household tape. Never use string, plastic strapping, shrink wrap or bubble wrap on the outside of your parcel as they can get stuck in our machines. Never strap boxes/parcels together. Put everything in the same box or send as separate parcels (we offer competitive consignment pricing when several parcels are going to the same address).



Labelling of goods

Make sure that your label is attached using a clear plastic envelope and attach this to the parcel securely. Labels glued on to luggage items can become detached. Put the label in a clear plastic envelope and attach this to a handle or strap on the item using a bag tie.



'Fragile' and 'this way up' labelling

Labelling an item as fragile is not a substitute for adequate packaging. Fragile items e.g. glass, ceramic, stone, plaster etc. must always be suitably packaged to avoid damage from being stacked with other items. We do not guarantee the orientation of items sent on our services.



Clear, accurate addressing

Make sure the recipient's name, address, postcode and phone number are clearly written on the outside of the parcel and if possible included inside. Also, write your own name, address, postcode and phone number on the outside and inside of the parcel, in case there are any queries during transit. Please include a local phone number for international destinations, i.e. **not** a UK mobile number. For international services the telephone numbers of the sender and the recipient must be written on the customs pack.



Correctly completed documentation

Check all documentation is accurately completed to avoid any delay in transit. Make sure the service barcoded labels are securely attached to the parcel and are clearly visible. Fully complete and sign a customs pack for all destinations worldwide when using our global **express** service. For other services/destinations, please check for the latest advice on what customs packs are needed at parcelforce.com/customs

i Find detailed packaging advice for fragile, electrical, heavy, large and perishable items at parcelforce.com/packaging

General prohibitions and restrictions

In common with other major delivery companies, there are certain goods and substances that we cannot accept and must not be sent by customers. This is to comply with national and international regulations governing the carriage of mail, to protect the health, safety and wellbeing of our employees, customers and the general public.

What are the prohibitions?

'Dangerous goods' are articles or substances which are capable of posing a risk to health, safety, property or the environment. Existing regulations prohibit sending the majority of dangerous goods in the mail. We also prohibit other items for legal reasons, or where in our opinion they may be harmful or dangerous to our customers or employees.

What are the restrictions?

There are some items that can be carried only when specific requirements are met.

All restricted goods must be presented at the Post Office counter so we can confirm your parcel meets these conditions.

If you are posting to international destinations there may be other specific items not listed here which certain destinations will not accept, and some items are prohibited from being sent on particular services.

You are responsible for checking whether or not an item is prohibited or restricted. You can also ask for a leaflet on prohibitions and restrictions at the Post Office counter. The most up to date list of prohibited and restricted items can be found at parcelforce.com/retailprohibitions and examples of restricted and prohibited goods are given below.

Prohibited and restricted items

Item	UK	INT
Aerosols for toiletry or medicinal purposes Aerosols for personal grooming or medicinal purposes (including deodorants, body sprays, hair sprays, shaving and hair removal creams, medicinal aerosols for prevention or cure such as flea sprays, etc.). Packaging guidelines: Valves must be protected to prevent inadvertent release of contents. Volume per item must not exceed 500ml. No more than two items in any one parcel, tightly packaged. Must be presented at the counter. Sender's name and address must be visible on the parcel.	✓	✗
Aerosols for any other purpose (including spray paints, air fresheners, etc.).	✗	✗
Alcoholic beverages containing more than 70% alcohol by volume (ABV)	✗	✗
Alcoholic beverages containing more than 24% but not more than 70% alcohol by volume (ABV) (e.g. gin, rum, vodka, whisky). Packaging guidelines: Volume must not exceed 1 litre per item. No more than two items in any one parcel. Wrap in polythene and seal with tape. Surround with absorbent material and cushioning to prevent breakage. Mark as 'FRAGILE' when sending glass bottles. Must be presented at the counter. Sender's name and address must be visible on the parcel.	✓	✗
Alcoholic beverages containing 24% alcohol by volume (ABV) or less (e.g. beer, wine and champagne). Packaging guidelines: Volume per item must not exceed 1 litre. Wrap in polythene and seal with tape. Surround with absorbent material and cushioning to prevent breakage. Mark as 'FRAGILE' when sending glass bottles.	✓	✓
Arms and ammunition All firearms, other than low-powered air weapons sent within the UK (air rifles, air guns and air pistols), including imitations and antiques; paint-ball or toy guns; taser guns; components of firearms and all other items similar to, or resembling, the foregoing are prohibited. All ammunition other than lead pellets and other air gun and airsoft projectiles are also prohibited.	✗	✗
Arms and ammunition – low powered air weapons Low powered air weapons Low-powered air weapons (air rifles, air guns and air pistols – NB cylinder must be uncharged/empty), together with lead pellets and other airgun and airsoft projectiles, can be sent but are subject to the following conditions: 1. These items must be sent on an express48 service only. 2. These items must be sent via the Post Office only. 3. Enhanced compensation cover is not available.	✓	✗
Batteries that are classified as dangerous goods and certain used batteries (including wet, spillable lead acid/lead alkaline batteries (such as car batteries), used alkaline metal, nickel metal hydride (NiMH), nickel cadmium (NiCd), zinc-air batteries, and damaged batteries of any type).	✗	✗
Batteries, specifically new alkaline metal, nickel metal hydride (NiMH), nickel cadmium (NiCd) and zinc-air Packaging guidelines: Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap.	✓	✓
Batteries, specifically new and used lithium batteries when not sent with or connected to an electronic device	✗	✗
Batteries – new wet, non-spillable (e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries). Packaging guidelines: No more than one battery in any one parcel. Maximum weight 1.5kg. Item must be protected against short circuit (by insulation of exposed terminals) and securely packaged. Package must be marked 'NOT RESTRICTED' and 'SPA67/SP238'.	✓	✗

Prohibited and restricted items

Item	UK	INT
Biological substances (Diagnostic specimens including blood, urine, faeces and animal remains. 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)). The total sample volume/mass in any parcel must not exceed 50ml/50g. All biological substances must be posted in packaging that complies with Packaging Instruction 650. The total sample volume/mass in any package shall not exceed 50ml/g.	✓	✗
Biological substances, Category B Used covid testing kits are prohibited.	✗	✗
Bladed products Items with a blade or sharp point, including any knife, knife blade, axe, sword, or razor blade (excluding razor blades permanently enclosed in a housing where less than 2mm of any blade is exposed beyond the plane).	✗	✗
Car panels, doors, bonnets and bumpers are prohibited to all destinations (UK and international)	✗	✗
Christmas Crackers Christmas crackers must be in original packaging and cannot be homemade crackers.	✓	✗
Clinical and medical waste (e.g. contaminated dressings, bandages and needles).	✗	✗
Controlled drugs and narcotics (such as cannabis, cocaine, heroin, LSD, opium and amyl nitrate, leaves from the Catha Edulis plant, morphine, opium, psychotropic substances etc.). 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.	✗	✗
Corrosives (including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal).	✗	✗
Counterfeit currency Counterfeit currency and counterfeit stamps are prohibited.	✗	✗
Dry ice	✗	✗
Electronic devices sent with lithium batteries (including mobile phones, digital cameras, etc.) where the battery is not connected to the device. Packaging guidelines: The maximum number of lithium batteries allowed in each parcel is the minimum number required to power the device plus two spares. For lithium ion/polymer batteries the watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. For lithium metal/alloy batteries the lithium content must not be more than 1g per cell or 2g per battery. The maximum net quantity of cells or batteries is 5kg per parcel. 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, section 38.3. Cells or batteries that are defective or damaged are forbidden. Cells and batteries must be packed in inner packagings that completely enclose the cell or battery and protect them from short circuit. The equipment sent with 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. Must be presented at the counter. Sender's name and address must be visible on the parcel.	✓	✗
Electronic devices connected to lithium batteries (including mobile phones, digital cameras, etc.) where the battery is connected to the device. Packaging guidelines: Each parcel must contain no more than four cells or two batteries installed in a device. For lithium ion/polymer batteries the watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. For lithium metal/alloy batteries the lithium content must not be more than 1g per cell or 2g per battery. The maximum net quantity of cells or batteries is 5kg per parcel. 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, section 38.3. Cells or batteries that are defective or damaged are forbidden. 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. Must be presented at the counter. Sender's name and address must be visible on the parcel. Country restrictions apply see parcelforce.com/countries for details.	✓	✓
Electric scooters and hoverboards are prohibited to all destinations (UK and international).	✗	✗
Environmental waste (including used batteries and used engine oil).	✗	✗
Explosives (including fireworks, flares, blasting caps, party poppers).	✗	✗
Financial documents Any financial documents (money, banker's drafts, cheques, dividends, bonds, securities etc.) which can be exchanged themselves, or with any other document, for money, goods or services, cannot be sent on Parcelforce Worldwide International services. They can be sent on a Parcelforce Worldwide UK service, but are excluded from compensation. Please refer to page 22 for details.	✓	✗
Flammable liquids (including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels, acetone and all nail varnish removers).	✗	✗
Flammable solids (including magnesium, phosphorous, potassium, sodium, zinc powder and fire lighters).	✗	✗
Frozen / fresh pet food and meat for human consumption.	✗	✗
Gases, including flammable, non-flammable, toxic and compressed gases 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 and soda stream).	✗	✗
Human and animal remains Human remains (including ashes) and dead animals (including preserved animal parts and skins) are prohibited.	✗	✗
Illegal lottery tickets Tickets and related advertisements for illegal lotteries are prohibited.	✗	✗
Indecent, obscene or offensive articles Indecent, obscene or offensive communications, prints, photographs, books or other articles, and packets bearing grossly offensive, indecent or obscene words, marks or designs are prohibited. 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.	✗	✗

Prohibited and restricted items

Item	UK	INT
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).	X	X
Lighters and refills containing flammable liquid or gas (including new, used and empty butane, petrol cigar and cigarette lighters).	X	X
Liquids over 1 litre Liquids over 1 litre (containing liquids not classified as dangerous goods). Packaging guidelines: Items must be securely closed and placed in a leak proof liner, such as sealed polythene bag. Mark as 'Fragile' when sending glass bottles. Some liquids, such as alcohol or paints, have their own additional restrictions or prohibitions. Must be sent by express 48 only. Maximum 5 litres per box or container.	✓	X
Living creatures, for example bees, spiders, fish fry and coral are all prohibited from our UK and International services.	X	X
Magnetized material (with a field strength of 0.418A/metre or more at a distance of 4.6 metres from the outside of the package).	X	X
Matches (including safety matches).	X	X
Miscellaneous manufactured articles 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.	X	X
Misleading endorsements Parcels must not bear words, marks or designs which are unauthorised and which may reasonably lead the recipient to believe that the parcel has been sent. On Her Majesty's Service.	X	X
Nail varnish, polish or gel Packaging guidelines: Volume per item must not exceed 30ml. No more than four items in any one parcel. Must be placed in strong outer packaging and cushioned to prevent breakage. Must be presented at the counter. Sender's name and address must be visible on the parcel.	✓	X
Oxidising materials or organic peroxides (including disinfectants, nitrates and hair dyes or colourants containing peroxide).	X	X
Perfumes and aftershaves (including eau de parfum and eau de toilette). Packaging guidelines: Volume per item must not exceed 150ml. No more than four items in any one parcel. Must be sent in its original retail packaging, placed in strong outer packaging and cushioned to prevent breakage. Must be presented at the counter. Sender's name and address must be visible on the parcel.	✓	X
Perishable foodstuffs and articles (including fresh fruit, fish, plants, flowers, seeds and medicines). Frozen/fresh pet food and meat for human consumption are prohibited. Consignments for delivery in the UK must be sent by a guaranteed next day service as a minimum requirement, and be able to withstand transit times of at least two working days. Items sent on a Friday must be sent on a next day Saturday delivery service. Packages must be clearly labelled 'PERISHABLE'. Packages of fish should be smoked or chilled, and sealed in vacuum packs before consignment. In all cases they must be enclosed in adequate polystyrene containment to prevent contamination. It is the responsibility of the shipper to package all perishable articles in such a manner that during transport within the system the contents are kept at an appropriate temperature that is unlikely to give rise to a risk to health. Frozen water and dry ice are prohibited. Perishable articles cannot be sent using our global express , global value or global economy services. Certain international destinations prohibit the import of perishable articles, including perishable and non-perishable foodstuffs. Please check individual country restrictions before sending consignments containing perishable foodstuffs or articles (including plants, flowers, medicines, seeds and other vegetable products intended for further processing) using our global priority service. For more information about service availability, or for country-specific prohibitions, exclusions or licence requirements, please refer to parcelforce.com or ask at the counter.	✓	✓
Plants Live plants may only be sent in accordance with the terms and conditions set out in 'Perishable foodstuffs and articles' above.	✓	✓
Pesticides (e.g. weed killer and any chemical used to kill pests and insects including fly sprays).	X	X
Poisons, toxic liquids, solids and gases (including substances that are liable to cause death or injury if swallowed or inhaled or by skin contact, including arsenic, cyanide, fluorine, rat poison).	X	X
Prescription medicines and drugs sent for scientific or medical purposes (non-toxic and non-flammable including asthma inhalers). Packaging guidelines: Medicines must be securely closed and placed in a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and cushioned to prevent breakage. Sender's name and address must be visible on the parcel. When using our global express service, a copy of the prescription must be attached to the outside of the consignment. Please check individual country restrictions before sending consignments containing prescription medicines or drugs. For more information about service availability, or for country-specific prohibitions, exclusions or licence requirements, please refer to parcelforce.com or ask at the counter.	✓	✓
Radioactive materials and samples (Classified as dangerous goods such as luminous dials from aircraft).	X	X
Sharp objects and instruments (which are not classed as a prohibited item) may only be posted if they are packaged appropriately so that they do not present a risk to employees, other packages, or recipients. Broken glass / broken ceramic items are prohibited from being posted.	✓	✓
Waste, dirt, filth or refuse Waste, dirt, filth or refuse (including household waste). Soil samples sent for analysis are permitted provided they are packaged so that any leaks and spills are contained in the outer packaging.	X	X
Water-based paints, wood stains and enamels Volume per item should not exceed 150ml. 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. Any item which resembles a restricted item may be subject to additional scrutiny which may cause delays.	✓	✓
Weapons Weapons (including Section 5 firearms, CS gas and pepper sprays, flick knives, and other knives that are banned knives under UK laws, tasers and stun guns).	X	X
Works of art Works of art cannot be exported to certain destinations on the global priority and global value services. Works of art are excluded from compensation for loss and damage with global express although they can be sent using this service.	✓	✓

Restricted items sent to and from Northern Ireland or the Isle of Man must only be sent on the express48** service.**

Please note: any items that are wet, leaking or emit an odour of any kind cannot be sent on any of our UK or international services.

Sanctions

A number of countries and international organisations, including the UK, the European Union and the United Nations, impose certain restrictions, also known as sanctions, on what you can send to certain individuals, organisations or countries.

We cannot accept – and customers must not send – parcels which are in breach of sanctions.

Sanctions can take many forms but are generally aimed at preventing certain goods, services, finance and knowledge being supplied to particular recipients.

Parcels containing certain kinds of items may be prohibited from being sent to or from countries which are subject to sanctions, unless you obtain a licence from the appropriate Government department. These countries currently include Iran, Syria, Belarus and North Korea, although there are many others and the list changes. Sanctions also restrict any dealings with certain designated individuals and organisations, wherever they are based (including the UK), for example by sending them money or goods.

Further information about sanctions can be found at parcelforce.com/sanctions. This website includes links to the UK Government's dedicated sanctions website which will give you the up to date position on the countries, individuals and organisations concerned. You should check these websites before posting.

What if I ignore the rules?

Failure to comply with Parcelforce Worldwide prohibitions and restrictions or with sanctions may affect your ability to claim compensation.

Posting prohibited goods or restricted goods (where you do not comply with the relevant terms and conditions) or items which are in breach of sanctions, could result in prosecution.

If we identify a parcel containing prohibited goods or restricted goods (where you do not comply with the relevant terms and conditions) or which does not comply with sanctions, Parcelforce Worldwide may deal with that parcel as it sees fit, including but not limited to disposing of the parcel concerned, in whole or in part (without incurring any liability to the customer or recipient). Parcelforce are entitled to charge the customer with the costs of disposal and all other costs reasonably incurred and additionally the sum of £20, if it chooses to return the consignment or any part of it.

Please remember that this section provides a guide and should be read in conjunction with the Parcelforce Worldwide UK or International Conditions of Carriage for Retail Services which are available at parcelforce.com

Customs documentation

It is important you fully complete the necessary customs documentation when sending your parcel overseas.

i If you do not complete the documentation as required, it increases the likelihood of delayed delivery or return of your items

Completing a CP72 for overseas parcels:

- Make sure a CP72 is correctly completed for ALL necessary destinations and services and is written legibly in English
- Parcels cannot be sent to PO boxes using global **express**

1 MUST include sender's details in FULL:

- ✓ Name
- ✓ Address
- ✓ Postcode
- ✓ Telephone

2 MUST include recipient's details in FULL:

- ✓ Name
- ✓ Address
- ✓ Postcode
- ✓ Telephone (local, NOT UK)

3 MUST include a clear and detailed description and value of each item e.g.:

- ✓ House Deeds
- ✗ Documents
- ✓ Ladies leather jacket
- ✗ Jacket

It isn't enough to state 'Documents' or 'Gifts'.

For documents: use one of the following descriptions: Business correspondence, Personal correspondence, Financial statements or Legal documents. Alternatively add full description of the type of document.

For mobile phones and other electronic devices:

You MUST include both the serial number and the IMEI number of the device on the CP72.

4 MUST include the item category and value

If the item is a document tick the 'Documents' box. Value type (e.g. \$/£) MUST match that on the invoice and all other documents.

5 You MUST sign the form here

Dispatch Pack CP72

From: Sender's name and address (including Zip Code) (1)
Mr Joseph Bloggs
146 Main Road
Cambridge
Postcode CB2 4BP ☎ 05-476-123-456

To: Recipient's name and address (including Zip Code) (2)
Mr ABCE Smith
Holly House
3460 Cardinal Avenue, Memphis
Tennessee
Attention: ABCCO
New York
Country: USA ☎ 901-685-123-4

A bonded invoice form must also be affixed to the parcel

IO: Mr ABCE Smith
Holly House
3460 Cardinal Avenue, Memphis
Tennessee
Attention: ABCCO
New York
Country: USA

Value: \$2000.00
Weight: 0.500

CB23 Customs Declaration

1. 200 Business contract: £2045 HKK 0.00

2. 200 Documents: £2000 HKK 0.00

3. 200 Documents: £2000 HKK 0.00

4. 200 Documents: £2000 HKK 0.00

5. Signature area

Claiming compensation or refunds

Compensation for loss or damage

Compensation cover for loss and damage is included in the price you pay. This ranges from £100 to £200 per parcel, depending on the service used. No compensation is included for the **globaleconomy** service. See page 16.

Enhanced compensation cover is available for an additional fee on most services to a maximum of £2,500. (£500 for **globalvalue**). See page 16. Enhanced compensation is not available on musical instruments.

Proper packaging is really important. If your goods are not packaged properly and become damaged, we won't pay compensation. See page 17.

What's covered: The lowest of the cost/sale price will be used to settle a claim subject to the maximum compensation and allowing for wear and tear and depreciation where appropriate. Cost price evidence of value is required, for example a receipt. VAT will be reimbursed in appropriate cases. Indirect or consequential loss including any labour costs is not covered. Postage costs are not paid for damage claims.

Items excluded from compensation for loss and damage

The following items are excluded from compensation in the event of loss or damage on all **Parcelforce Worldwide** services:

1. Dangerous, prohibited or restricted goods (where you do not comply with the relevant terms and conditions), or goods sent in breach of sanctions (see pages 18-21).

2. Money, coins and financial documents (money's equivalent):

- This includes banker's drafts, credit/debit cards, current bank notes, currency notes or coins, postal orders, cheques or dividend warrants, bearer securities including share warrants, scrips or subscription certificates, bonds or relative coupons, unfranked postage stamps or revenue stamps (except a revenue stamp embossed or impressed on an instrument which has been executed), coupons, vouchers, tokens, lottery tickets, scratch cards or similar items which can be exchanged themselves or with any other item for money, goods or services, national insurance stamps. Out of circulation coins (not made of gold or silver) and bank notes are classed as collectables.
- Nationally issued government certificates or licences which have a reissue value are covered for loss or damage but compensation is limited solely to the national government reissue cost. For example passports, driver's licences, wedding certificates, birth certificates, death certificates and changes of name or gender certificates.

• Negotiable documents.

• Stamps: unused or unfranked postage or revenue stamps.

• Out of circulation or franked stamps are treated as collectables for compensation purposes.

• All tickets, including travel and events, or tickets which are exchangeable for goods or services e.g. airline tickets.

3. Valuables:

• Antiques (objects over 100 years old).

• Articles made largely or wholly of platinum, gold, silver or other precious metals.

• Diamonds and other precious stones.

• Fur (except imitation).

• Jewellery (except imitation). Jewellery cannot be sent via **globalexpress**.

• Sim cards.

• Watches, including watch movements and other parts.

Items excluded from compensation for damage

*Any items that by their inherent nature are particularly susceptible to damage are excluded from compensation in the event of damage on all **Parcelforce Worldwide** services. This includes but is not limited to the below:*

- Automotive vehicle parts and body work, for example doors, bumpers, headlights and other large body parts or panels.
- Cakes.
- Cases, for example suitcases and musical instrument cases – when used as external packaging.
- Computer monitors, for example laptop screens, all-in-one desktops and iMacs.
- Collectable toys and action figures, where the original packaging contributes to the item's value.
- Furniture, both flat packed and ready built, for example tables, chairs and shelves.
- Lighting, for example fluorescent tubes, neon lighting, X-ray tubes and light bulbs.
- Models, for example completed kit or scratch build models, dolls houses and architectural models.
- Televisions, for example CRT, LCD, LED and Plasma screens.
- Items made wholly or partially of the following materials or similar materials:

- Ceramics, for example china and porcelain.

- Composites, for example concrete and fragranite.

- Glass, for example picture frames, clocks and crystal. Damage to other items in the parcel caused by broken glass will not be covered.

- Plaster, for example plaster of paris and fibre clay.

- Resin, for example amorphite, amber and composites.

- Rock, stone, concrete or mineral items, for example granite, marble, geodes, gem stones and crystals.

- External packaging is also excluded from compensation for damage.

Other exclusions and restrictions

1. Musical instruments: are excluded from enhanced compensation.

2. Perishable foodstuffs and articles: All perishable items, including food, eggs, plants, flowers, seeds and medicines, may only be sent in accordance with the conditions set out under the heading 'Perishable foodstuffs and articles' – see page 20. Claims for damage to perishable items sent using our UK services caused by late delivery will not be accepted where this was outside of our control, nor where the goods have perished and the parcel was delivered within two working days. Perishable items sent using our international services are completely excluded from compensation.

3. Collectables: (Items which have appreciated in value either due to their scarcity or due to their being out of production). Any loss of, or damage to, any collectable shall be limited to the lesser of the actual cost price paid for the collectable by the seller or the purchase price paid by the buyer and shall not exceed **Parcelforce Worldwide's** stated limits of compensation as set out in the compensation table, subject to the customer providing satisfactory written or printed evidence.

4. Items sent overseas: Claims for compensation for loss/damage will not be accepted where the goods shipped are prohibited by the country of destination. For some international destinations there is no compensation payable for any service. The countries to which this restriction applies can vary, so please check

parcelforce.com/countries or ask at the counter for the latest information. As part of our security operations we carry out rigorous checks on consignments. This may involve X-ray screening, decompression, or, in exceptional circumstances, the opening of a parcel. If a parcel fails any of these checks, service guarantees may be suspended and related compensation claims refused.

5. Additional exclusions and restrictions when using the globalexpress service

The following items are excluded from compensation in the event of loss or damage when using the globalexpress service:

- Artwork – including any work created or developed by the application of skill, taste or creative talent for sale, display or collection. This includes without limitation items such as paintings, drawings, vases, tapestries, limited edition prints, fine art, statues, sculptures, collector's items, customised or personalised musical instruments or similar items.
- Film – or photographic images, including photographic negatives, photographic chromes and photographic slides.

The following items are excluded from compensation for delay when using the globalexpress service:

- Passports and all official forms of identification, for example birth certificates, visas and driving licences.
- Prescription medicines, unless a copy of the prescription is attached to the outside of the parcel.

Refunds for late delivery

You may claim a refund of the whole or a proportionate part of the consignment charges if your consignment does not arrive at its destination within the specified guaranteed* delivery (see page 16). Refunds for delay on consignments where there is more than one parcel are paid on a pro-rata basis.

When our delivery speed guarantee does not apply

We may, from time to time, suspend guarantees due to circumstances beyond our control. The customer is not entitled to a refund for late delivery in any of the following circumstances:

- The delivery was attempted within the service times.
- The parcel(s) are returned to the sender after attempting to deliver to the recipient. This includes the cost of postage.
- The consignment is held up in a customs clearance process.
- Documentation or address is incomplete or incorrect.
- The consignment is seized by a customs or governmental authority or by any regulatory agencies.
- The consignment is not in compliance with the terms and conditions – and as a result the consignment is not accepted by the international transportation service we have selected.
- The consignment requires collection by the recipient.
- The consignment is addressed to a PO Box.
- An item is sent directly to a local post office overseas.
- The consignment has not been packed adequately.
- The consignment contains prohibited goods or restricted goods (where you do not comply with the relevant terms and conditions).
- The consignment includes parcels which are in breach of sanctions.
- The consignment does not have a full address, postcode and telephone number for the shipper and recipient or does not have all relevant customs packs and labels on.

- Any computer system is affected directly or indirectly by any virus.
- Parcels have been strapped together or bound to another parcel.
- Force majeure. Anything outside the control of Parcelforce Worldwide including (but not limited to): fire; flood; explosion; accident; adverse weather conditions; traffic congestion; mechanical breakdown; obstruction of any private or public highway; riot; governmental act; act of God; terrorism; war; or from any industrial dispute whatsoever.
- When indicated on the country-specific information that the guarantee does not apply. This information can be found at **parcelforce.com/countries** or ask at the counter.

The above list is not definitive and each individual claim for late delivery will be assessed on its own merits.

Claiming compensation and refunds

If you need to make a claim, log on to **parcelforce.com** or collect a claim form from the counter.

All UK claims must be received within 30 days of despatch. International claims must be made within the following timescales: 15 days of despatch for globalexpress; 30 days of despatch for irelandexpress and globalpriority; and 120 days of despatch for globalvalue.

Please keep your receipt and any relevant documentation for each parcel you send and a receipt (or similar proof of value) for the contents. Premiums paid for enhanced compensation are non-refundable.

To process claims made for items purchased using an auction website, the auction reference number and final receipts of purchase will be required.

If a claim is made for damage, the recipient must keep all packaging and any damaged items for inspection until the claim is resolved. The recipient may be asked to complete a questionnaire and/or to provide photographs of the item and the packaging.

If a claim for loss or disputed delivery is made, the recipient may be asked to affirm that the item was not delivered and its value (if known).

Any such information requested by Parcelforce Worldwide must be provided within 21 days. If the information requested is not received within this timescale, Parcelforce Worldwide reserves the right to close the claim.

Should there be an error in a claim application or the supporting evidence that results in the need to re-issue a cheque, an administration charge of £10.00 will be deducted from the claim amount.

Any claims which overstate the value of the contents will be rejected – no payment towards the value of the contents will be made, although any relevant refund for delay payment will be made. In making a claim all types of compensation or refund for delay you believe relevant should be applied for.

Appeals against decisions on claims settlements must be made within 30 days of receipt of the claim settlement letter, in writing, to the address shown on the claim settlement letter.

Please refer to **parcelforce.com** for up to date information on any changes to service guarantees.

* Guarantee definition: A refund of the whole or a proportionate part of the consignment charges in the event of late delivery in line with our UK or International Conditions of Carriage for Retail Services. Delivery time begins from date of collection.

For Parcelforce Worldwide prices and services call **03448 00 44 66****

To find your nearest Post Office branch call **03457 22 33 44****

If you would like a free copy of this guide in an alternative format (large print) please call us on **03448 00 44 66**** Textphone is available on **08000 85 58 54**.

parcelforce.com



Great
British
Delivery
Worldwide



We are changing the way we reward our customers by introducing lower prices across a range of products and services without the need for a discount code. The Rewards4U member scheme has now closed.

Please visit [parcelforce.com/rewards4u](https://www.parcelforce.com/rewards4u) for more information.

**Calls may be monitored and recorded for training purposes. Local call rates apply. Call costs may vary depending on your service provider.

Although correct at the date this guide went to print, January 2022, Parcelforce Worldwide prices, compensation, destinations and other conditions are subject to revision from time to time, and services may be added or deleted. All prices included in this guide are inclusive of any applicable VAT at the appropriate rate.

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