



# Business Price guide

**Parcels and Letters, Parcels Portfolio,  
International Services, Franking, Response  
Services, Outbound Mail, Inbound Mail  
and Additional Services**

March 2020



# Helping your business thrive and prosper

Royal Mail is the UK's designated Universal Postal Service Provider, supporting customers, businesses and communities across the country. We are the only company that has the capability to deliver a 'one-price-goes-anywhere', six-days-a-week service on a range of letters and parcels to more than 30 million addresses across the UK.

To view current prices please visit  
[royalmail.com/current-postage-prices](https://royalmail.com/current-postage-prices)

Although correct at the time this price guide was produced (February 2020), postal prices, fees and other conditions are subject to revision from time to time and services may need to be added or withdrawn.

Up-to-date information may be obtained by visiting  
[royalmail.com](https://royalmail.com)

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# Franking Services

## Save time and reduce costs

Royal Mail franking services offer businesses of any size the power to create professional mailings with a personal touch, without leaving your office.

Benefits:

- Reduce your business costs and send more for less with franking
- Easy access to Standard and Guaranteed Royal Mail products and services
- Send letters, catalogues and parcels within the UK and to over 230 countries and territories worldwide

## Royal Mail Mailmark® technology for franking

Franking machines with Mailmark technology not only offers you an exceptionally professional finish to your mail but also simple automatic price updates.

Benefits of Mailmark franking:

- Great prices for Royal Mail franking products and services
- Easy selection of Royal Mail domestic and International products and services,
- Products exclusive to Mailmark franking such as the Pre-Pay reply service.

Remember, you can go even further by adding personalised marketing messages beside the Mailmark franking mark.

## Royal Mail products available with Mailmark franking and franking

If you need to send a letter with full tracking, a small parcel with signature on delivery or a letter to arrive with your customer the next day, franking will meet your business needs.

Here are just a few of the Royal Mail products and services you have access to with your franking or Mailmark franking machine:

## UK

1st Class and 2nd Class

Great for sending letters, catalogues and other business communications to your customers.

Royal Mail Signed For®

When your business needs to know an item such as an invoice has been delivered.

Royal Mail Special Delivery® Guaranteed

- For sending contracts and other confidential or valuable documents
- When an item has to be there next day, guaranteed

## International

Communicating with customers overseas?

Why not use your Mailmark franking or franking machine to select from our International tracking or signature services or International standard products?

These offer you the perfect choice, if you:

- need confirmation that your customers have received their mail,
- if you are sending confidential and important documents or,
- if you want reliable delivery of invoices, contracts and other business communications.

Want to know more about franking please visit [royalmail.com/franking](https://royalmail.com/franking)

# UK Parcels Portfolio

## Parcels Portfolio

We offer a great range of parcel delivery services to ensure you can meet all your parcel sending needs, be that sending orders to your customer or samples to your suppliers. We have services that can deliver essential items, Guaranteed services for important or valuable items same day or next day, or Tracked services for added peace of mind with optional SMS/email notification and signature on delivery.

We also have a range of Returns services to help you manage customer returns. Free and easy returns mean more repeat business and your customers will appreciate how easy it is to return goods with free proof of posting. With Royal Mail Tracked Returns<sup>®</sup> both you and your customers will have better visibility of return items, while Royal Mail Special Delivery Guaranteed Returns<sup>®</sup> guarantees to return your items by 1pm the next working day.

We can collect mail from your premises and if you spend over £16,500 per annum you will qualify for a free Weekday collection.

## Customer Convenience

You can offer your customers the convenience of Click & Collect with our Local Collect service. We'll deliver directly to their local Post Office<sup>®</sup> branch or Royal Mail Customer Service Point for them to pick up when convenient.

Customers can collect from around 10,000 Post Office<sup>®</sup> branches or 1,200 Royal Mail Customer Service Points across the UK.

**[royalmail.com/business/parcels/delivery-options](https://royalmail.com/business/parcels/delivery-options)**

# International Services

We have a range of International services for all types of businesses whether a large shipper of parcels carrying goods or a smaller business with important letters (e.g. office mail, direct mail, catalogues and magazines). You can choose services that include tracking, signature or our untracked services.

There are many ways to buy our services using our International Business Account for the higher volume sender. For lower volumes or even single piece items use our 'On Account' services or a Franking machine that offer discounted rates over retail prices.

Our tracking and signature services for both On Account/Franking and Business Account\* are:

## International Tracked & Signed

A combination service offering full end-to-end tracking, signature on delivery and an online delivery confirmation.

## International Tracked

Ideal for sending important or valuable goods, offering tracking at five points after despatch as well as an online confirmation of delivery.

## International Signed

Your item will be tracked until it leaves the UK and only handed over at its final destination once we have a signature from the recipient.

## Untracked Services

For Business Account customers we offer a range of services for parcels and letters offering a choice of delivery speeds and sortation options to allow you to choose how to obtain the best value for money.

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

For On Account/Franking customers where Standard and Economy options are available when tracking or a signature is not required please visit **[royalmail.com/international](https://royalmail.com/international)**

\*Access to our Business Account requires a minimum annual spend of £5,000 per annum unless your business sends 1,000 items per year across any combination of these services (Royal Mail Tracked®; International Business Tracked, International Business Signed and International Business Tracked & Signed) when you can qualify for these contract services.

# Your payment options

There are a number of payment options available to you. Just choose the one that's right for your business.

## Franking

With a franking machine, you can pay for any amount of UK or international mail whenever you need to. So you won't have to worry about running out of stamps again. You simply top up your postage credit by phone, online, or via your account with your franking supplier. Franking can also save you money on your postage costs. For more information visit [royalmail.com/franking](https://royalmail.com/franking)

For users of Mailmark franking technology, the most up to date and best value franking tariff is always in your Mailmark machine. To find out more visit [royalmail.com/franking](https://royalmail.com/franking)

## Click & Drop®

Click & Drop® our newest online postage and label printing service, makes it easier for you to buy and print UK postage from the comfort of your home or office. If you're sending a one-off delivery, you can buy postage online without having to register. Alternatively, if you're a regular eBay seller, you can register with Click & Drop®, connect your eBay channel and pull through your order details directly. Pay with your PayPal account, debit or credit card. If you are an online trader with an OBA account, you can now make the most of your access to discounted postage through Click & Drop® directly. Drop your item off at a post box, at one of 11,500 Post Office® branches\* or if you have an OBA account, Click & Drop® will work with your normal collections services. You can find out more about Click & Drop® by visiting [parcel.royalmail.com](https://parcel.royalmail.com)

\*Posting options are dependent on whether you need proof of postage, the size of your item and the service you have selected.

## Royal Mail Direct

You can order from our full range of stamps, stamp sheets and rolls, pre-paid envelopes, Special Delivery Guaranteed® stationery and international packaging directly from us. To place an order or for more information please go to [shop.royalmail.com](https://shop.royalmail.com) or call us on **03457 640 640**.

## Stamps

You'll find a range of stamps at your local Post Office® branch and staff can also give you help and advice on the most cost effective solutions to meet your needs. For further details or to find your nearest Post Office® branch visit [postoffice.co.uk](https://postoffice.co.uk)

## Credit Account

If you frequently send large amounts of mail then a Credit Account will save you time and money. Offering payment terms of up to 30 days, a Credit Account will help to ease cash flow and improve your budgeting. You can choose from either our **Standard Account** or our **Credit Balance Account**.

With a Standard Account, you pay retrospectively for postage. With a Credit Balance Account, you pay in advance. If you want more information or would like to set up a Credit Account, visit [royalmail.com/account](https://royalmail.com/account)

## Online Business Account

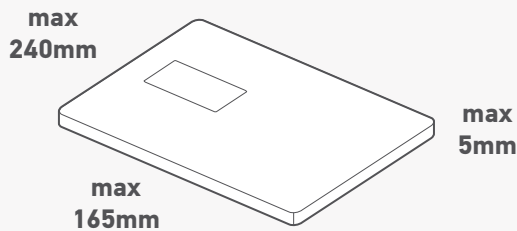
The best way to access services in this price guide is via a Royal Mail Online Business Account, which is our online ordering and invoicing system. It allows you to order mail services and manage your Royal Mail invoices quickly and simply in one place. For more information go to: [royalmail.com/oba](https://royalmail.com/oba)

# Know your formats

Prices for 1st Class & 2nd Class mail are the same no matter where you're sending mail to in the UK. The amount you pay depends simply on the size and weight of the item you're sending.

Here are the formats we use to work out the postage. Each format has its own size and weight limits. The illustrations below will help you work out which format your item is.

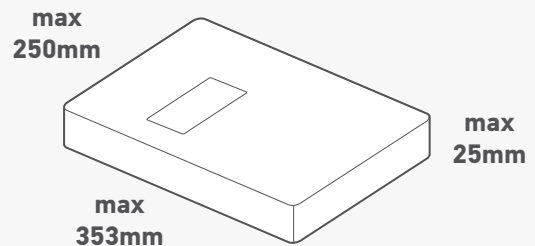
## Letter Up to 100g



### For example:

- Most letters
- Postcards
- Bills and statements
- Some brochures and catalogues
- Most greetings cards

## Large Letter Up to 750g

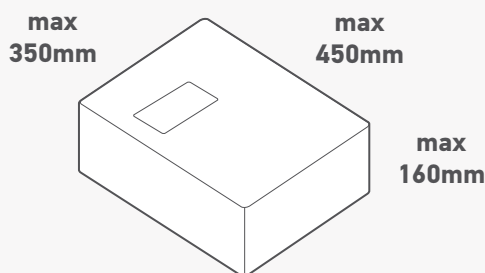


### For example:

- Letters containing unfolded A4 paper
- Most brochures
- CDs\*
- DVDs\*
- Catalogues and company reports

\*Not applicable for Business Mail Large Letters.

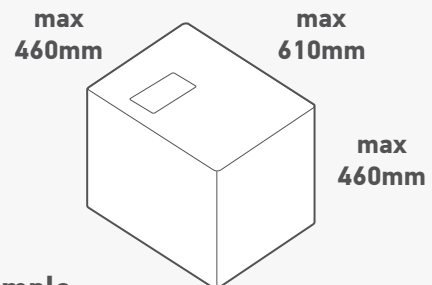
## Small Parcel Up to 2kg



### For example:

- Most books
- Most items of clothing
- Most toys and gifts
- Most footwear

## Medium Parcel Up to 20kg



### For example:

- Most small household appliances
- Larger footwear
- Larger items of clothing

## Want to know more?

### Exceptions apply

Machine-readable Large Letter; maximum dimensions are 345mm x 245mm x 10mm.

Roll or cylinder shaped parcels larger than these sizes can be posted as Medium Parcels up to and including 90cm in length and up to and including 104cm (length plus twice the diameter).

For more information about how to present your mail, please visit: [royalmail.com/size](https://royalmail.com/size)



# Sending parcels and letters in the UK

## On Account

**1st Class** – is a fast and efficient next-day delivery service.

The right choice for your business if you:

- need reliable, good-value, next-day delivery including Saturdays
- want the simplicity and convenience of a proven mail service
- want to benefit from the same price anywhere in the UK.

**2nd Class** – is a cost-effective service with delivery within three working days after posting.

The right choice for your business if you:

- don't require urgent delivery
- want to save money on postage
- want the simplicity and convenience of a proven mail service.

**These services do not offer any discounts for volume or presentation and are VAT exempt. You can find the terms and conditions for these services in the Royal Mail United Kingdom Post Scheme.**

Account prices are shown below.

To find out more go to [royalmail.com/1stclass](http://royalmail.com/1stclass) or [royalmail.com/2ndclass](http://royalmail.com/2ndclass)

## Account

		1st Class	2nd Class	1st Class	2nd Class
Format	Weight up to and including	Account BPL	Account BPL	Account UNG	Account UNH
<b>Letter</b>	100g	69.2p	45.7p	64.2p	40.7p
<b>Large Letter</b>	100g	£1.041	80.7p	99.1p	75.7p
	250g	£1.45	£1.10	£1.40	£1.05
	500g	£1.87	£1.411	£1.82	£1.361
	750g	£2.60	£1.951	£2.55	£1.901
<b>Small Parcel</b>	1kg	£3.58	£2.95	N/A	N/A
	2kg	£5.47	£2.95	N/A	N/A
<b>Medium Parcel</b>	1kg	£5.78	£5.05	N/A	N/A
	2kg	£8.92	£5.05	N/A	N/A
	5kg	£15.85	£8.79	N/A	N/A
	10kg	£21.90	£20.25	N/A	N/A
	20kg	£33.40	£28.55	N/A	N/A

Prices in this table are exempt from VAT.

Adjustment charges for barcode products:

Barcode Not Seen – 5p

Sales Order Undeclared – 64.2p 1st Class post / 40.7p 2nd Class post (Letters) £1.40 1st Class post / £1.05 2nd Class post (Large Letters)

For more information please see the Business Mail Rate Card which can be found at [www.royalmailtechnical.com/pricing\\_rate\\_cards.cfm](http://www.royalmailtechnical.com/pricing_rate_cards.cfm)

# Sending parcels and letters in the UK

## Stamps/Online

**1st Class** – is a quick, efficient delivery service for non-valuable items. We're committed to making your parcels and letters reach their destination the next working day, including Saturdays.

Key features:

- prices start at 76p for mail up to 100g
- great value option to get your post delivered safely and on time
- for parcels up to 20kg in weight parcel prices start from £3.58
- includes compensation cover up to £20.

**2nd Class** – is a great value delivery service for non-valuable items.

Key features:

- prices start at 65p for mail up to 100g
- great value option to get your post delivered safely and on time
- aims to deliver the third working day after posting including Saturdays
- for parcels up to 20kg in weight parcel prices start from £2.95
- includes compensation cover up to £20.

To find out more go to [royalmail.com/1stclass](https://royalmail.com/1stclass) or [royalmail.com/2ndclass](https://royalmail.com/2ndclass)

## Stamps

Format	Weight up to and including	1st Class		2nd Class	
		Stamp	Online	Stamp	Online
<b>Letter</b>	100g	76p	76p	65p	65p
<b>Large Letter</b>	100g	£1.15	£1.15	88p	88p
	250g	£1.64	£1.64	£1.40	£1.40
	500g	£2.14	£2.14	£1.83	£1.83
	750g	£2.95	£2.95	£2.48	£2.48
<b>Small Parcel</b>	1kg	£3.70	£3.58	£3.10	£2.95
	2kg	£5.57	£5.47	£3.10	£2.95
<b>Medium Parcel</b>	1kg	£5.90	£5.78	£5.20	£5.05
	2kg	£9.02	£8.92	£5.20	£5.05
	5kg	£15.85	£15.85	£8.99	£8.79
	10kg	£21.90	£21.90	£20.25	£20.25
	20kg	£33.40	£33.40	£28.55	£28.55

Prices in this table are exempt from VAT.

# Sending parcels and letters in the UK

## Franking Services

**1st Class** – When you need quick and efficient next day delivery.

Key features:

- perfect if you need reliable next day delivery of your business mail
- send a parcel up to 20kg in weight, parcel prices start from £3.58
- communicate with your customers anywhere in the UK for the same price.

**2nd Class** – Gives your business great value for money.

Key features:

- aims to deliver in two to three working days
- send a parcel up to 20kg in weight, parcel prices start from £2.95
- perfect for non urgent delivery of your business mail.

To find out more go to [royalmail.com/franking](http://royalmail.com/franking), [royalmail.com/1stclass](http://royalmail.com/1stclass) or [royalmail.com/2ndclass](http://royalmail.com/2ndclass)

## Franking and Mailmark Franking

		1st Class	2nd Class	1st Class	2nd Class
Format	Weight up to and including	Mailmark Franking	Mailmark Franking	Franking	Franking
Letter	100g	65p	43p	69p	50p
Large Letter	100g	£1.01	77p	£1.08	82p
	250g	£1.43	£1.09	£1.49	£1.16
	500g	£1.83	£1.43	£1.96	£1.50
	750g	£2.56	£1.99	£2.72	£2.09
Small Parcel	1kg	£3.58	£2.95	£3.58	£2.95
	2kg	£5.47	£2.95	£5.47	£2.95
Medium Parcel	1kg	£5.78	£5.05	£5.78	£5.05
	2kg	£8.92	£5.05	£8.92	£5.05
	5kg	£15.85	£8.79	£15.85	£8.79
	10kg	£21.90	£20.25	£21.90	£20.25
	20kg	£33.40	£28.55	£33.40	£28.55

Prices in this table are exempt from VAT.

### For Business Mail Advanced (BMA) posted via Mailmark Franking machines:

Business Mail Advanced 1st Class items should be franked 64.0p and Business Mail Advanced 2nd Class items should be franked 42.0p

Items that qualify will be charged the Advanced prices contained in the Business Mail rate card and items which do not qualify will be charged at 63.2p (exc VAT) for 1st Class, and 40.7p (exc VAT) for 2nd Class.

The difference between the sum franked per item and the sum of items qualifying and not qualifying will be credited or debited automatically to your account with your franking machine supplier. You will receive a VAT statement and Franking Account statement monthly.

Note all BMA prices are subject to VAT.

For users of Mailmark franking technology, the most up to date and best value franking tariff is always in your Mailmark machine.

# Sending parcels and letters in the UK

## Pre-Paid envelopes

<b>Delivery Service</b>	<b>Pre-Paid Envelopes per 100 items</b>	
<b>Weight up to and including</b>	<b>Size</b>	<b>Price</b>
	<b>DL size – (110mm x 220mm)</b>	
1st Class up to 100g	100	£85.00
1st Class up to 100g	100 windows	£85.50
2nd Class up to 100g	100	£74.00
2nd Class up to 100g	100 windows	£74.50
	<b>C5 size – (162mm x 229mm)</b>	
1st Class up to 100g	100	£86.50
2nd Class up to 100g	100	£75.50
	<b>C4 size – (228mm x 320mm)</b>	
1st Class up to 100g	100	£121.00
2nd Class up to 100g	100	£97.00

Prices in this table are exempt from VAT.

# Parcels Portfolio

**Royal Mail Sameday<sup>®</sup>** - is ideal for customers who 'need it now' – available almost anywhere in the UK, 24 hours a day, seven days a week, 365 days a year.

Features include real-time satellite tracking, email delivery confirmation and automatic compensation for loss or damage up to £2,500.

Options include:

**Sameday<sup>™</sup> On Demand** – for one-off urgent deliveries

**Sameday<sup>™</sup> Scheduled** – for regular or scheduled deliveries

Additional compensation cover available for up to £10,000.

For more information go to [royalmail.com/sameday](https://royalmail.com/sameday) or call **03300 885 552** for an instant quote.

**Royal Mail Special Delivery Guaranteed<sup>®</sup>** – is our guaranteed\* delivery service either by 9am\*\* or by 1pm the next working day (including Saturday for an additional fee).

The right choice for your business if you need:

- a choice of by 1pm or by 9am\* delivery time
- money back guarantee\* if your item doesn't arrive on time
- end to end tracking and signature on delivery
- inclusive compensation of up to £750 when purchased via a Royal Mail account
- additional compensation which can be purchased up to £2,500 at the time of posting, ideal for sending urgent or valuable items such as money or jewellery
- guaranteed Saturday delivery (this is available for an additional fee)
- increased compensation for loss or damage. For items where the damage, delay or loss of an item can lead to greater loss than the actual item itself. Consequential Loss cover is available up to £10,000
- your goods only to be delivered to recipients aged 18 or over, via our optional Age Verification service
- delivery to the named recipient upon receipt, via our optional ID Verification service.

\*On time delivery or your money back. Conditions apply: [royalmail.com/specialdelivery](https://royalmail.com/specialdelivery)

\*\*We guarantee delivery by 9am to more than 98% of all UK addresses depending on the service selected.

By 9am delivery is subject to recipient availability. Conditions apply: [royalmail.com/specialdelivery](https://royalmail.com/specialdelivery)

To find out more go to: [royalmail.com/specialdelivery](https://royalmail.com/specialdelivery)

# Parcels Portfolio

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

Franking/Mailmark Franking			
Compensation for loss or damage			
Weight up to and including	Up to £500	Up to £1,000	Up to £2,500
100g	£6.45	£7.45	£9.45
500g	£7.10	£8.10	£10.10
1kg	£8.35	£9.35	£11.35
2kg	£10.40	£11.40	£13.40
10kg	£26.60	£27.60	£29.60
20kg	N/A	N/A	N/A

Prices in this table are exempt from VAT.

\*On time delivery or your money back. Conditions apply: [royalmail.com/specialdelivery](http://royalmail.com/specialdelivery)

## Royal Mail Special Delivery Guaranteed by 1pm®\* – On Account

Royal Mail Special Delivery Guaranteed by 1pm®			
Compensation for loss or damage			
Weight up to and including	Up to £750	Up to £1,000	Up to £2,500
100g	£5.80	£6.80	£8.80
500g	£6.15	£7.15	£9.15
1kg	£7.25	£8.25	£10.25
2kg	£8.90	£9.90	£11.90
10kg	£23.35	£24.35	£26.35

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable.

These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

\*On time delivery or your money back. Conditions apply: [royalmail.com/specialdelivery](http://royalmail.com/specialdelivery)

# Parcels Portfolio

## Royal Mail Special Delivery Guaranteed by 1pm® with Saturday Guarantee\*

Franking/Mailmark Franking†			
Compensation for loss or damage			
Weight up to and including	Up to £500	Up to £1,000	Up to £2,500
100g	£10.74	£11.94	£14.34
500g	£11.52	£12.72	£15.12
1kg	£13.02	£14.22	£16.62
2kg	£15.48	£16.68	£19.08
10kg	£34.92	£36.12	£38.52
20kg	N/A	N/A	N/A

Prices in this table include VAT at 20%.

\*On time delivery or your money back. Conditions apply: [royalmail.com/specialdelivery](https://royalmail.com/specialdelivery)

\*\*Available in Post Office® branches only.

†Available on Smart or Mailmark franking machines – not standard franking machines.

### Special Delivery Guaranteed by 1pm® with Consequential loss

You can pay an additional amount to cover any consequential loss to you or your business in the unlikely event of the late or non arrival of your item.

To find out more go to: [royalmail.com/specialdelivery](https://royalmail.com/specialdelivery) for more information.

## Royal Mail Special Delivery Guaranteed by 1pm® with Saturday Guarantee – On Account

Royal Mail Special Delivery Guaranteed by 1pm®			
Compensation for loss or damage			
Weight up to and including	Up to £750	Up to £1,000	Up to £2,500
100g	£8.30	£9.30	£11.30
500g	£8.65	£9.65	£11.65
1kg	£9.75	£10.75	£12.75
2kg	£11.40	£12.40	£14.40
10kg	£25.85	£26.85	£28.85

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable.

These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

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

Franking/Mailmark Franking†			
Compensation for loss or damage			
Weight up to and including	Up to £50	Up to £1,000	Up to £2,500
100g	£18.85	£21.05	£24.55
500g	£21.23	£23.43	£26.93
1kg	£23.02	£25.22	£28.72
2kg	£27.58	£29.78	£33.28

Prices in this table include VAT at 20%.

\*On time delivery or your money back. Conditions apply: [royalmail.com/specialdelivery](https://royalmail.com/specialdelivery)

\*\*Available in Post Office® branches only.

†Available on Smart or Mailmark franking machines – not standard franking machines.

# Parcels Portfolio

## Royal Mail Special Delivery Guaranteed by 9am®\* – On Account

Royal Mail Special Delivery Guaranteed by 9am®			
Compensation for loss or damage			
Weight up to and including	Up to £750	Up to £1,000	Up to £2,500
100g	£14.25	£16.08	£19.00
500g	£15.75	£17.58	£20.50
1kg	£17.10	£18.93	£21.85
2kg	£20.82	£22.65	£25.57

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

## Royal Mail Special Delivery Guaranteed by 9am® with Saturday Guarantee\*

Franking/Mailmark Franking†			
Compensation for loss or damage			
Weight up to and including	Up to £50	Up to £1,000	Up to £2,500
100g	£21.85	£24.05	£27.55
500g	£24.23	£26.43	£29.93
1kg	£26.02	£28.22	£31.72
2kg	£30.58	£32.78	£36.28

Prices in this table include VAT at 20%.

\*On time delivery or your money back – restrictions apply.

\*\*Available in Post Office® branches only.

†Available on Smart or Mailmark franking machines – not standard franking machines.

## Royal Mail Special Delivery Guaranteed by 9am with Saturday Guarantee – On Account

Royal Mail Special Delivery Guaranteed by 9am with Saturday Guarantee			
Compensation for loss or damage			
Weight up to and including	Up to £750	Up to £1,000	Up to £2,500
100g	£16.75	£18.58	£21.50
500g	£18.25	£20.08	£23.00
1kg	£19.60	£21.43	£24.35
2kg	£23.32	£25.15	£28.07

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.



# Parcels Portfolio

## Royal Mail Special Delivery Guaranteed by 9am® with Consequential loss

You can pay an additional amount to cover any consequential loss to you or your business in the unlikely event of the late or non-arrival of your item.

## Royal Mail Special Delivery Guaranteed by 9am® Pre-Paid Envelopes

Size	Price
<b>5 x C4 9am envelopes (up to 500g)</b>	£114.45

The price in this table includes VAT at 20%.

## Royal Mail Special Delivery Guaranteed by 1pm® Pre-Paid Envelopes

Size	Price
<b>5 x C5 Special Delivery Guaranteed by 1pm envelopes (up to 500g)</b>	£37.50
<b>5 x C4 Special Delivery Guaranteed by 1pm envelopes (up to 500g)</b>	£37.50
<b>5 x C3 Special Delivery Guaranteed by 1pm envelopes (up to 1kg)</b>	£44.00
<b>5 x Special Delivery Guaranteed by 1pm light goods packs (up to 2kg)</b>	£55.00

Prices in this table are exempt from VAT.

**Royal Mail Tracked 24® and Royal Mail Tracked 48®** – an account service that means you know where your goods are, from despatch to their safe arrival into your customers' hands.

The right choice for your business if you:

- want more control for you and your customers
- want a choice of delivery speed – Royal Mail Tracked 24®\* or Royal Mail Tracked 48®\*
- require the ability to choose signature and non-signature options
- would like your customers to receive SMS / email notifications from us keeping them informed of progress
- would like your customers to receive a predicted day of delivery and estimated delivery window starting from just 2 hours
- want inclusive compensation up to £100
- would benefit from management information reports
- would like to know where your goods are from despatch to arrival
- want your goods only to be delivered to recipients aged 18 or over, via our optional Age Verification service.

\*For Royal Mail Tracked 24® we aim to deliver the next working day and for Royal Mail Tracked 48® we aim to deliver the majority of your items within 2 working days.

To find out more or get a quote go to [royalmail.com/tracked](https://royalmail.com/tracked)

# Parcels Portfolio

**Royal Mail 24<sup>®</sup> and Royal Mail 48<sup>®</sup>** – an account service for those who send more than 1,000 Parcels and/or Large Letters per site per annum.

The right choice for your business if you:

- want a choice of delivery speed – Royal Mail 24<sup>®\*</sup> or Royal Mail 48<sup>®\*</sup>
- want to earn savings for the volume of items you send
- are barcode ready and want online delivery confirmation which allows you to confirm online if the item has arrived.

\*For Royal Mail 24<sup>®</sup> we aim to deliver the next working day and for Royal Mail 48<sup>®</sup> we aim to deliver the majority of your items within 2 working days.

## Large Letter

		Royal Mail 24 <sup>®</sup>	Royal Mail 48 <sup>®</sup>	Royal Mail 24 <sup>®</sup> (Non-barcoded – product codes SU1 and SU2)
Format	Weight up to and including	Price	Price	Price
Large Letter	100g	95p	75p	97p
	250g	£1.35	£1.04	£1.37
	500g	£1.47	£1.19	£1.49
	750g	£1.94	£1.57	£1.96

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

## Parcel

		Royal Mail 24 <sup>®</sup>	Royal Mail 48 <sup>®</sup>	Royal Mail 24 <sup>®</sup> (Non-barcoded – product codes SU1 and SU2)	Royal Mail 48 <sup>®</sup> (Non-barcoded – product codes SU1 and SU2)
Format	Weight up to and including	Price	Price	Price	Price
Parcel	1kg	£2.93	£2.32	£3.08	£2.47
	1.25kg	£3.12	£2.61	£3.27	£2.76
	1.5kg	£3.29	£2.61	£3.44	£2.76
	1.75kg	£3.45	£2.61	£3.60	£2.76
	2kg	£3.72	£2.61	£3.87	£2.76

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

To see parcel prices above 2kg for Royal Mail 24<sup>®</sup> go to [royalmail.com/business-parcel-prices](https://royalmail.com/business-parcel-prices)

Royal Mail 24<sup>®</sup> items have a maximum weight limit of 20kg.

Royal Mail 48<sup>®</sup> items have a maximum weight limit of 2kg.

# Parcels Portfolio

**Royal Mail 24<sup>®</sup> and Royal Mail 48<sup>®</sup> with sorting options** – an account service offering discounts if you post over 250 items per day and are willing to sort your items in line with our instructions.

## If you are willing to sort your Large Letters:

		Royal Mail 24 <sup>®</sup>	Royal Mail 48 <sup>®</sup>
Format	Weight	Price	Price
Large Letter	0–100g	92p	73p
	101–250g	£1.31	£1.01
	251–500g	£1.43	£1.15
	501–750g	£1.88	£1.52

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

## If you are willing to sort your parcels:

		Royal Mail 24 <sup>®</sup>	Royal Mail 48 <sup>®</sup>
Format	Weight	Price	Price
Parcel	0–1000g	£2.87	£2.27
	1001–1250g	£3.06	£2.56
	1251–1500g	£3.22	£2.56
	1501–1750g	£3.38	£2.56
	1751–2000g	£3.65	£2.56

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

Royal Mail 24<sup>®</sup> items have a maximum weight limit of 20kg.

Royal Mail 48<sup>®</sup> items have a maximum weight limit of 2kg.

# Parcels Portfolio

**1st and 2nd Class Account Mail (Parcels)** – service for infrequent senders.

The right choice for your business if you:

- do not frequently send parcels (less than 1,000 per site per annum)
- require a UK wide delivery service
- want a choice of delivery service – 1st Class and 2nd Class.

To find out more go to [royalmail.com/business-parcel-prices](https://royalmail.com/business-parcel-prices)

## 1st and 2nd Class Account Mail

		1st Class	2nd Class
Format	Weight up to and including	Price	Price
Parcel	1kg	£3.85	£3.20
	2kg	£6.00	N/A
	5kg	£17.45	N/A
	10kg	£24.10	N/A
	20kg	£36.75	N/A

Prices in this table exclude VAT, which is charged at the standard rate, add-ons, additional fees and surcharges where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution.

Please note items heavier than 1000g cannot be sent 2nd Class.

# Parcels Portfolio

**Royal Mail Signed For®** – provides extra reassurance with proof of delivery with signature.

The right choice for your business if you:

- would like proof of delivery and signature from recipient
- would like compensation cover up to £50.

## Royal Mail Signed For®

### 1st Class

Format	Weight up to and including	Franking	Mailmark Franking	Account
<b>Letter</b>	100g	£1.99	£1.95	£1.99
<b>Large Letter</b>	100g	£2.38	£2.31	£2.34
	250g	£2.79	£2.73	£2.75
	500g	£3.26	£3.13	£3.17
	750g	£4.02	£3.86	£3.90
<b>Small Parcel</b>	1kg	£4.58	£4.58	£4.58
	2kg	£6.47	£6.47	£6.47
<b>Medium Parcel</b>	1kg	£6.78	£6.78	£6.78
	2kg	£9.92	£9.92	£9.92
	5kg	£16.85	£16.85	£16.85
	10kg	£22.90	£22.90	£22.90
	20kg	£34.40	£34.40	£34.40

Prices in this table are exempt from VAT.

### 2nd Class

Format	Weight up to and including	Franking	Mailmark Franking	Account
<b>Letter</b>	100g	£1.80	£1.73	£1.76
<b>Large Letter</b>	100g	£2.12	£2.07	£2.11
	250g	£2.46	£2.39	£2.40
	500g	£2.80	£2.73	£2.71
	750g	£3.39	£3.29	£3.25
<b>Small Parcel</b>	1kg	£3.95	£3.95	£3.95
	2kg	£3.95	£3.95	£3.95
<b>Medium Parcel</b>	1kg	£6.05	£6.05	£6.05
	2kg	£6.05	£6.05	£6.05
	5kg	£9.79	£9.79	£9.79
	10kg	£21.25	£21.25	£21.25
	20kg	£29.55	£29.55	£29.55

Prices in this table are exempt from VAT.

To find out more go to [royalmail.com/signedfor](https://royalmail.com/signedfor)

# Parcels Portfolio

**Royal Mail Special Delivery Guaranteed Returns<sup>®</sup>** – is the safest way to encourage your customers to respond.

The right choice for your business if you:

- need a service that allows your customers to return valuable or urgent items to you and at no extra cost to them
- want the security and speed of Royal Mail Special Delivery Guaranteed by 1pm<sup>®</sup>
- need inclusive compensation of up to £750 for items being returned to you
- want to be able to track the progress of the item online.

To find out more go to [royalmail.com/special-delivery-guaranteed-returns](https://royalmail.com/special-delivery-guaranteed-returns)

**Royal Mail Tracked Returns<sup>®</sup>** – allows you to offer your customers free returns, and build better relationships.

The right choice for your business if you:

- want to track return items so you can manage your stock better and send refunds to your customers more quickly
- want your customers to print their own returns labels via our returns portal, offering them extra convenience and you the ability to stay in control
- receive more than 1,000 items per year from customers, sent to a single address within the UK.
- need the flexibility of offering your customers a 24\* or 48\* service.

\*For Royal Mail Tracked Returns<sup>®</sup> 24 we aim to deliver the next working day and for Royal Mail Tracked Returns<sup>®</sup> 48 we aim to deliver the majority of your items within 2 working days.

To find out more go to [royalmail.com/trackedreturns](https://royalmail.com/trackedreturns)

# Parcels Portfolio

## Parcelforce Worldwide – non account tariff

**i** For parcels over 2kg and/or larger than a Medium Parcel size (shown on page 4) – please contact Parcelforce Worldwide, who offer a range of cost effective delivery options. Maximum size limit applies. Visit [parcelforce.com](http://parcelforce.com) or call **03448 00 44 66**.

### A range of Guaranteed\* UK express timed services.

Weight up to and including	express48	express24	expresssunday**	expressAM	express10	express9	express48large***
<b>2kg</b>	£12.12	£16.68	£25.80	£19.74	£29.82	£39.90	£30.30
<b>5kg</b>	£13.14	£17.70	£26.76	£20.70	£30.84	£40.92	£31.32
<b>10kg</b>	£16.62	£21.12	£30.24	£24.18	£34.26	£44.34	£34.74
<b>15kg</b>	£23.40	£27.96	£37.02	£30.96	£41.04	£51.18	£41.88
<b>20kg</b>	£28.80	£33.36	£42.48	£36.42	£46.44	£56.58	£46.98
<b>25kg</b>	£40.08	£44.58	£53.70	£47.64	£57.72	£67.80	£58.26
<b>30kg</b>	£44.22	£48.78	£57.90	£51.84	£61.92	£72.00	£62.40
<b>Inclusive compensation</b>	£1.56	£1.56	£1.56	£1.56	£1.56	£1.56	£1.56

Prices in this table include VAT at 20%.

\*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.

If you send more than 2 parcels a week in the UK, or more than a couple of parcels a month overseas, you could be better off with a Parcelforce Worldwide Account.

See [parcelforce.com/business-parcels](http://parcelforce.com/business-parcels) for more details.

\*\*Only available through the Post Office®.

\*\*\*Express48large is only available in certain Post Office® Branches. Please contact your local branch for specific availability.

**i** Save 15% every time<sup>†</sup> you send parcel with Parcelforce Worldwide through joining Rewards4U. To find out more and to join Rewards4U visit [parcelforce.com/rewards4u](http://parcelforce.com/rewards4u)

<sup>†</sup>Excludes globalvalue and globeconomy

**Surcharges** – may apply to any of our parcels services. Please visit [royalmail.com/surcharges](http://royalmail.com/surcharges) for the latest information.

**Local Collect®** – gives your customers the choice to have their parcels sent to their local Post Office branch or Royal Mail Customer Service Point for collection.

With the convenience of over 10,000 participating Post Office® branches, and 1,200 Royal Mail Customer Service Points/Delivery Offices nationwide.

To find out more go to [royalmail.com/business/parcels/delivery-options](http://royalmail.com/business/parcels/delivery-options)

Service	Price per item
<b>Tracked Services: Royal Mail Tracked 24® , Royal Mail Tracked 48® and Special Delivery Guaranteed®</b>	FREE
<b>Un-Tracked Services</b>	£0.55

The price in this table excludes VAT, which is charged at the standard rate.

# International Services – On Account/Franking

**International Tracked & Signed** – provides full end to end tracking, a signature on delivery and online delivery confirmation.

The right choice for your business if you:

- want full tracking in the UK and overseas
- need a signature taken on delivery with online delivery confirmation
- would like compensation included for loss or damage, with the option of compensation up to £250.

## Letters

	Europe	World Zones 1 & 2
Weight up to and including	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account
10g	£6.30	£6.30
20g	£6.30	£6.67
100g	£6.77	£7.56

Prices are exempt from VAT for EU destinations and Zero Rated for all other destinations. Includes compensation up to £50. For compensation of up to £250 add £2.50 to the prices in this table.

## Large Letters

	Europe	World Zone 1	World Zone 2
Weight up to and including	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account
100g	£8.32	£8.96	£9.17
250g	£8.75	£9.81	£10.12
500g	£9.06	£11.18	£11.55
750g	£9.38	£12.35	£12.83

Prices are exempt from VAT for EU destinations and Zero Rated for all other destinations. Includes compensation up to £50. Large Letters up to 750g, dimensions no greater than 353mm x 250mm x 25mm. For compensation of up to £250 add £2.50 to the prices in this table.

## Small Parcels and Printed Papers

	Europe	World Zone 1	World Zone 2
Weight up to and including	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account
100g	£9.59	£10.38	£10.68
250g	£9.64	£11.01	£11.41
500g	£11.23	£14.23	£14.80
750g	£12.20	£16.02	£16.66
1kg	£12.96	£18.02	£18.71
1.25kg	£13.27	£19.41	£20.22
1.5kg	£13.88	£20.11	£21.50
1.75kg	£14.05	£20.19	£21.87
2kg	£14.17	£20.38	£22.31
Printed Papers* only			
Each additional 250g or part thereof up to 5kg add	£1.16	£1.58	£1.79

Prices are exempt from VAT for EU destinations and Zero Rated for all other destinations. Includes compensation up to £50. For compensation of up to £250 add £2.50 to the prices in this table.

\*Only books up to 5kg can be sent to the Republic of Ireland. Maximum weight for printed papers is 2kg to Canada and Cambodia.

For specifications and further information regarding what can be sent visit [royalmail.com/international](http://royalmail.com/international)

At the time of going to print we have provided information about mail to the EU based on the Government's current VAT and customs rules.

Depending on the outcome of the UK leaving the EU, these rules may be subject to change. Please keep up to date at [royalmail.com/prices2020](http://royalmail.com/prices2020)



# International Services – On Account/Franking

**International Tracked** – full end to end tracking with online confirmation of delivery.

The right choice for your business if you:

- want priority handling both in the UK and overseas
- need to track your item and get online confirmation of delivery
- would like compensation included for loss or damage, with the option of compensation up to £250.

## Letters

EU Letters	
Weight up to and including	Franking/Mailmark Franking/Account
10g	£7.56
20g	£7.56
100g	£8.12

Prices include VAT at the standard rate of 20%. Includes compensation up to £50.  
For compensation of up to £250 add £3.00 to the prices in this table.

	Non EU	World Zones 1 & 2
Weight up to and including	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account
10g	£6.30	£6.30
20g	£6.30	£6.67
100g	£6.77	£7.56

Prices are Zero Rated for VAT. Includes compensation up to £50.  
For compensation of up to £250 add £2.50 to the prices in this table.

## Large Letters

EU Large Letters	
Weight up to and including	Franking/Mailmark Franking/Account
100g	£9.98
250g	£10.50
500g	£10.87
750g	£11.26

Prices include VAT at the standard rate of 20%. Includes compensation up to £50.  
For compensation of up to £250 add £3.00 to the prices in this table.  
Large Letters up to 750g, dimensions no greater than 353mm x 250mm x 25mm.

	Non EU	World Zone 1	World Zone 2
Weight up to and including	Franking/ Mailmark Franking/Account	Franking/ Mailmark Franking/Account	Franking/ Mailmark Franking/Account
100g	£8.32	£8.96	£9.17
250g	£8.75	£9.81	£10.12
500g	£9.06	£11.18	£11.55
750g	£9.38	£12.35	£12.83

Prices are Zero Rated for VAT. Includes compensation up to £50.  
For compensation of up to £250 add £2.50 to the prices in this table.  
Large Letters up to 750g, dimensions no greater than 353mm x 250mm x 25mm.

For specifications and further information regarding what can be sent visit [royalmail.com/international](http://royalmail.com/international)

# International Services – On Account/Franking

## International Tracked

### Small Parcels and Printed Papers

EU	
Weight up to and including	Franking/Mailmark Franking/Account
100g	£11.51
250g	£11.57
500g	£13.48
750g	£14.64
1kg	£15.55
1.25kg	£15.92
1.5kg	£16.66
1.75kg	£16.86
2kg	£17.00

#### Printed Papers\* only

Each additional 250g or part thereof up to 5kg add	£1.39
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Prices include VAT at the standard rate of 20%. Includes compensation up to £50.

For compensation of up to £250 add £3.00 to the prices in this table.

\*Only books up to 5kg can be sent to the Republic of Ireland. Maximum weight for printed papers is 2kg to Canada and Cambodia.

For specifications and further information regarding what can be sent visit [royalmail.com/international](http://royalmail.com/international)

At the time of going to print we have provided information about mail to the EU based on the Government's current VAT and customs rules.

Depending on the outcome of the UK leaving the EU, these rules may be subject to change. Please keep up to date at

[royalmail.com/prices2020](http://royalmail.com/prices2020)

	Non EU	World Zone 1	World Zone 2
Weight up to and including	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account
100g	£9.59	£10.38	£10.68
250g	£9.64	£11.01	£11.41
500g	£11.23	£14.23	£14.80
750g	£12.20	£16.02	£16.66
1kg	£12.96	£18.02	£18.71
1.25kg	£13.27	£19.41	£20.22
1.5kg	£13.88	£20.11	£21.50
1.75kg	£14.05	£20.19	£21.87
2kg	£14.17	£20.38	£22.31

#### Printed Papers\* only

Each additional 250g or part thereof up to 5kg add	£1.16	£1.58	£1.79
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Prices are Zero Rated for VAT. Includes compensation up to £50.

For compensation of up to £250 add £2.50 to the prices in this table.

\*Only books up to 5kg can be sent to the Republic of Ireland. Maximum weight for printed papers is 2kg to Canada and Cambodia.

For specifications and further information regarding what can be sent visit [royalmail.com/international](http://royalmail.com/international)

At the time of going to print we have provided information about mail to the EU based on the Government's current VAT and customs rules.

Depending on the outcome of the UK leaving the EU, these rules may be subject to change. Please keep up to date at

[royalmail.com/prices2020](http://royalmail.com/prices2020)

# International Services – On Account/Franking

**International Signed** – provides the reassurance of a signature taken on delivery.

The right choice for your business if you:

- want tracking in the UK and a signature on delivery
- would like compensation included for loss or damage, with the option of compensation up to £250.

## Letters

	Europe	World Zones 1 & 2
Weight up to and including	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account
10g	£6.30	£6.30
20g	£6.30	£6.67
100g	£6.77	£7.56

Prices are exempt from VAT for EU destinations and Zero Rated for all other destinations. Includes compensation up to £50. For compensation of up to £250 add £2.50 to the prices in this table.

## Large Letters

	Europe	World Zone 1	World Zone 2
Weight up to and including	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account
100g	£8.32	£8.96	£9.17
250g	£8.75	£9.81	£10.12
500g	£9.06	£11.18	£11.55
750g	£9.38	£12.35	£12.83

Prices are exempt from VAT for EU destinations and Zero Rated for all other destinations. Includes compensation up to £50. For compensation of up to £250 add £2.50 to the prices in this table.

Large Letters up to 750g, dimensions no greater than 353mm x 250mm x 25mm.

## Small Parcels and Printed Papers

	Europe	World Zone 1	World Zone 2
Weight up to and including	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account
100g	£9.59	£10.38	£10.68
250g	£9.64	£11.01	£11.41
500g	£11.23	£14.23	£14.80
750g	£12.20	£16.02	£16.66
1kg	£12.96	£18.02	£18.71
1.25kg	£13.27	£19.41	£20.22
1.5kg	£13.88	£20.11	£21.50
1.75kg	£14.05	£20.19	£21.87
2kg	£14.17	£20.38	£22.31
Printed Papers* only			
Each additional 250g or part thereof up to 5kg add	£1.16	£1.58	£1.79

Prices are exempt from VAT for EU destinations and Zero Rated for all other destinations. Includes compensation up to £50. For compensation of up to £250 add £2.50 to the prices in this table.

\*Only books up to 5kg can be sent to the Republic of Ireland. Maximum weight for printed papers is 2kg to Canada and Cambodia.

For specifications and further information regarding what can be sent visit [royalmail.com/international](http://royalmail.com/international)

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

[royalmail.com/prices2020](http://royalmail.com/prices2020)

# International Services – On Account/Franking

**International Standard** – is a reliable, cost-effective way to send items abroad.

The right choice for your business if you:

- need to get your item delivered to anybody, almost anywhere in the world
- want to send postcards or letters, small parcels or printed papers
- want free returns if mail is undelivered.

## Letters

	Europe	World Zones 1 & 2
Weight up to and including	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account
10g	£1.31	£1.31
20g	£1.31	£1.52
100g	£1.58	£2.31

Prices are exempt from VAT for EU destinations and Zero Rated for all other destinations. Includes compensation up to £20.

## Large Letters

	Europe	World Zone 1	World Zone 2
Weight up to and including	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account
100g	£2.81	£3.45	£3.60
250g	£4.08	£5.04	£5.35
500g	£4.66	£6.89	£7.31
750g	£5.57	£8.85	£9.43

Prices are exempt from VAT for EU destinations and Zero Rated for all other destinations. Includes compensation up to £20.

Large Letters up to 750g, dimensions no greater than 353mm x 250mm x 25mm.

## Small Parcels and Printed Papers

	Europe	World Zone 1	World Zone 2
Weight up to and including	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account	Franking/Mailmark Franking/Account
100g	£4.82	£5.53	£5.97
250g	£5.07	£6.35	£6.91
500g	£6.92	£9.72	£10.50
750g	£8.09	£11.87	£12.65
1kg	£9.05	£14.02	£14.81
1.25kg	£9.80	£15.75	£16.80
1.5kg	£10.71	£17.29	£18.67
1.75kg	£11.33	£17.59	£19.16
2kg	£11.64	£18.32	£20.16
Printed Papers* only			
Each additional 250g or part thereof up to 5kg add	£1.10	£1.68	£1.89

Prices are exempt from VAT for EU destinations and Zero Rated for all other destinations. Includes compensation up to £20.

\*Only books up to 5kg can be sent to the Republic of Ireland. Maximum weight for printed papers is 2kg to Canada and Cambodia.

For specifications and further information regarding what can be sent visit [royalmail.com/international](http://royalmail.com/international)

At the time of going to print we have provided information about mail to the EU based on the Government's current VAT and customs rules.

Depending on the outcome of the UK leaving the EU, these rules may be subject to change. Please keep up to date at [royalmail.com/prices2020](http://royalmail.com/prices2020)

# International Services – On Account/Franking

**International Economy** – ideal for sending heavier items when economy is more important than speed.

The right choice for your business if you:

- need an economical alternative to International Standard for heavier items
- don't need your items to arrive in a hurry.

To find out more go to [royalmail.com/international](https://royalmail.com/international)

## Letters

Weight up to and including	Price
10g	£1.26
20g	£1.26
100g	£1.58

Prices are exempt from VAT for EU destinations and Zero Rated for all other destinations. Includes compensation up to £20.

## Large Letters

Weight up to and including	Price
100g	£2.92
250g	£4.19
500g	£4.82
750g	£5.78

Prices are exempt from VAT for EU destinations and Zero Rated for all other destinations. Includes compensation up to £20.

Large Letters up to 750g, dimensions no greater than 353mm x 250mm x 25mm.

## Small Parcels and Printed Papers

Weight up to and including	Price
100g	£4.57
250g	£4.89
500g	£7.04
750g	£8.22
1kg	£9.51
1.25kg	£10.53
1.5kg	£11.66
1.75kg	£12.52
2kg	£12.95
<b>Printed Papers* only</b>	
Each additional 250g or part thereof up to 5kg add	£1.21

Prices are exempt from VAT for EU destinations and Zero Rated for all other destinations. Includes compensation up to £20.

\*Only books up to 5kg can be sent to the Republic of Ireland. Maximum weight for printed papers is 2kg to Canada and Cambodia.

For specifications and further information regarding what can be sent visit [royalmail.com/international](https://royalmail.com/international)

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# International Business Services

**Business Tracked and Signed** – provides full end to end tracking and a signature taken on delivery.

The right choice for your business if you:

- want full tracking in the UK and overseas
- need a signature taken on delivery with online delivery confirmation
- would like compensation included for loss or damage, with the option of compensation up to £300.

**Business Tracked** – combines full end to end tracking with online confirmation of delivery.

The right choice for your business if you:

- want priority handling both in the UK and overseas
- need to track your item and get online confirmation of delivery
- would like compensation included for loss or damage, with the option of compensation up to £300.

**Business Signed** – provides the reassurance of a signature taken on delivery.

The right choice for your business if you:

- want tracking in the UK and a signature on delivery
- would like compensation included for loss or damage, with the option of compensation up to £250.

For specifications and further information visit [royalmail.com/business/international/services](https://royalmail.com/business/international/services)

## Letters

Service	Product Code	EU		Rest of World	
		Price per item	Price per kilo	Price per item	Price per kilo
<b>Business Mail Tracked and Signed</b>	MTC	£5.50	£5.55	£5.65	£6.20
<b>Business Mail Tracked and Signed with extra compensation</b>	MTD	£7.90	£5.55	£8.05	£6.20
<b>Business Mail Tracked</b>	MTI	£5.15	£5.55	£5.55	£6.20
<b>Business Mail Tracked with extra compensation</b>	MTJ	£7.55	£5.55	£7.95	£6.20
<b>Business Mail Signed</b>	MTM	£5.25	£5.55	£5.45	£6.20
<b>Business Mail Signed with extra compensation</b>	MTN	£7.65	£5.55	£7.85	£6.20

Prices exclude surcharge and VAT.

For surcharge level visit [royalmail.com/surcharges](https://royalmail.com/surcharges)

VAT is payable at standard rate for EU destinations and Zero Rated for Rest of World destinations.

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Prices in these tables exclude the international surcharge. The current level of surcharge can be found at [royalmail.com/surcharges](https://royalmail.com/surcharges)

# International Business Services

## Large Letters

Service	Product Code	EU		Rest of World	
		Price per item	Price per kilo	Price per item	Price per kilo
<b>Business Mail Tracked and Signed</b>	MTC	£6.30	£3.90	£6.45	£6.15
<b>Business Mail Tracked and Signed with extra compensation</b>	MTD	£8.70	£3.90	£8.85	£6.15
<b>Business Mail Tracked</b>	MTI	£5.70	£3.90	£6.15	£6.15
<b>Business Mail Tracked with extra compensation</b>	MTJ	£8.10	£3.90	£8.55	£6.15
<b>Business Mail Signed</b>	MTM	£5.90	£3.90	£6.05	£6.15
<b>Business Mail Signed with extra compensation</b>	MTN	£8.30	£3.90	£8.45	£6.15

Prices exclude surcharge and VAT.

For surcharge level visit [royalmail.com/surcharges](https://royalmail.com/surcharges)

VAT is payable at standard rate for EU destinations and Zero Rated for Rest of World destinations.

At the time of going to print we have provided information about mail to the EU based on the Government's current VAT and customs rules.

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[royalmail.com/prices2020](https://royalmail.com/prices2020)

## Parcels

Service	Product Code	EU		Rest of World	
		Price per item	Price per kilo	Price per item	Price per kilo
<b>Business Parcels Tracked and Signed</b>	MTA	£6.80	£3.70	£6.95	£6.05
<b>Business Parcels Tracked and Signed with extra compensation</b>	MTB	£9.20	£3.70	£9.35	£6.05
<b>Business Parcels Tracked</b>	MP1	£5.90	£3.70	£6.40	£6.05
<b>Business Parcels Tracked with extra compensation</b>	MP4	£8.30	£3.70	£8.80	£6.05
<b>Business Parcels Signed</b>	MP5	£6.15	£3.70	£6.30	£6.05
<b>Business Parcels Signed with extra compensation</b>	MP6	£8.55	£3.70	£8.70	£6.05

Prices exclude surcharge and VAT.

For surcharge level visit [royalmail.com/surcharges](https://royalmail.com/surcharges)

VAT is payable at standard rate for EU destinations and Zero Rated for Rest of World destinations.

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[royalmail.com/prices2020](https://royalmail.com/prices2020)

Prices in these tables exclude the international surcharge. The current level of surcharge can be found at [royalmail.com/surcharges](https://royalmail.com/surcharges)

# International Business Services

**Business Mail and Business Parcels** – value for money, untracked services.

The right choice for your business if you:

- have statements, invoices, direct mail and general business correspondence to send overseas or
- are sending low value goods abroad.

Pricing for our country billed services (Country Sort and Parcels Zero Sort High Volume) can be found in the relevant Business Mail or Business Parcels ratecard at [royalmail.com/prices2020](http://royalmail.com/prices2020)

For further information on our mail services please visit [royalmail.com/internationalbusinessmail](http://royalmail.com/internationalbusinessmail) and for parcels visit [royalmail.com/business/international/services](http://royalmail.com/business/international/services)

## Business Mail Mixed

### Priority

Delivery aims <sup>†</sup> Europe 3-5 days Rest of World 6-7 days					
Service	Countries	Product Code	Price per item	Price per kilo	Add-ons <sup>**</sup>
<b>Zero Sort Premium</b>	All countries	ZC1	£1.120	£7.925	Yes
<b>Zero Sort Base Rate</b>	All countries	WW1	£1.030	£7.925	No
<b>Zero Sort Machineable</b>	All countries	WW4	£0.975	£7.925	No
<b>Zone Sort Base Rate</b>	EU*	OZ1	£0.970	£7.460	No
	Rest of World	OZ1	£1.025	£7.925	No
<b>Zone Sort Machineable</b>	EU*	OZ4	£0.920	£7.460	No
	Rest of World	OZ4	£0.975	£7.925	No

### Economy

Delivery aims <sup>†</sup> Europe 10-15 days Rest of World 6-12 weeks				
Service	Countries	Product Code	Price per item	Price per kilo
<b>Zero Sort Base Rate</b>	All countries	WW3	£0.975	£6.800
<b>Zero Sort Machineable</b>	All countries	WW6	£0.965	£6.800
<b>Zone Sort Base Rate</b>	EU*	OZ3	£0.920	£6.385
	Rest of World	OZ3	£0.975	£6.800
<b>Zone Sort Machineable</b>	EU*	OZ6	£0.910	£6.385
	Rest of World	OZ6	£0.965	£6.800

<sup>†</sup>All delivery aim figures are in working days, except where weeks are stated, and exclude day of posting and Bank Holidays.

\* VAT will be charged to EU countries for Zone Sort. Zero Sort will incur VAT on all mail at the standard rate.

\*\*All add-on services will incur VAT at the standard rate.

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# International Business Services

## Business Mail Mixed

### Zero Sort Premium

Add-on Services**	Price	Price
	Machineable items	Non-machineable items
Indicia application. All or any combination of Printed Postage Impression (PPI) airmail indicator and UK return address.	£0.01 per item	£0.04 per item
	<b>£50 per annum</b>	
Departmental reporting	£0.01 per item	

\*All add-on services will incur VAT at the standard rate.

## Business Mail Letters

### Priority

Delivery aims† Europe 3-5 days Rest of World 6-7 days				
Service	Countries	Product Code	Price per item	Price per kilo
Zero Sort Base Rate	All countries	WP1	£0.630	£6.550
Zero Sort Machineable	All countries	WP4	£0.610	£6.550
Zone Sort Base Rate	EU*	IP1	£0.580	£5.795
	Rest of World	IP1	£0.630	£6.550
Zone Sort Machineable	EU*	IP4	£0.565	£5.795
	Rest of World	IP4	£0.610	£6.550

### Economy

Delivery aims† Europe 10-15 days Rest of World 6-12 weeks				
Service	Countries	Product Code	Price per item	Price per kilo
Zero Sort Base Rate	All countries	WP3	£0.610	£5.500
Zero Sort Machineable	All countries	WP6	£0.590	£5.500
Zone Sort Base Rate	EU*	IP3	£0.565	£4.825
	Rest of World	IP3	£0.610	£5.500
Zone Sort Machineable	EU*	IP6	£0.545	£4.825
	Rest of World	IP6	£0.590	£5.500

†All delivery aim figures are in working days, except where weeks are stated, and exclude day of posting and Bank Holidays.

\* VAT will be charged to EU countries for Zone Sort. Zero Sort will incur VAT on all mail at the standard rate.

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# International Business Services

## Business Mail Large Letters

### Priority

Delivery aims† Europe 3-5 days Rest of World 6-7 days				
Service	Countries	Product Code	Price per item	Price per kilo
<b>Zero Sort Base Rate</b>	All countries	WG1	£1.030	£6.940
<b>Zero Sort Machineable</b>	All countries	WG4	£0.990	£6.940
<b>Zone Sort Base Rate</b>	EU*	IG1	£0.960	£4.530
	Rest of World	IG1	£0.995	£6.940
<b>Zone Sort Machineable</b>	EU*	IG4	£0.925	£4.530
	Rest of World	IG4	£0.960	£6.940

### Economy

Delivery aims† Europe 10-15 days Rest of World 6-12 weeks				
Service	Countries	Product Code	Price per item	Price per kilo
<b>Zero Sort Base Rate</b>	All countries	WG3	£0.900	£6.400
<b>Zero Sort Machineable</b>	All countries	WG6	£0.885	£6.400
<b>Zone Sort Base Rate</b>	EU*	IG3	£0.820	£4.260
	Rest of World	IG3	£0.870	£6.400
<b>Zone Sort Machineable</b>	EU*	IG6	£0.805	£4.260
	Rest of World	IG6	£0.845	£6.400

†All delivery aim figures are in working days, except where weeks are stated, and exclude day of posting and Bank Holidays.

\* VAT will be charged to EU countries for Zone Sort. Zero Sort will incur VAT on all mail at the standard rate. VAT is payable at standard rate for Zero Sort and EU Zone destinations and Zero Rated for Rest of World destinations.

At the time of going to print we have provided information about mail to the EU based on the Government's current VAT and customs rules. Depending on the outcome of the UK leaving the EU, these rules may be subject to change. Please keep up to date at [royalmail.com/prices2020](http://royalmail.com/prices2020)

Prices in these tables exclude the international surcharge. The current level of surcharge can be found at [royalmail.com/surcharges](http://royalmail.com/surcharges)

# International Business Services

## Business Parcels

### Priority

Delivery aims <sup>†</sup> Europe 3-5 days Rest of World 6-7 days				
Service	Countries	Product Code	Price per item	Price per kilo
<b>Zero Sort</b>	All countries	WE1	£1.765	£6.755
<b>Zone Sort</b>	EU*	IE1	£1.635	£4.250
	Rest of World	IE1	£1.735	£6.755

### Economy

Delivery aims <sup>†</sup> Europe 10-15 days Rest of World 6-12 weeks				
Service	Countries	Product Code	Price per item	Price per kilo
<b>Zero Sort</b>	All countries	WE3	£1.765	£6.320
<b>Zone Sort</b>	EU*	IE3	£1.635	£4.145
	Rest of World	IE3	£1.735	£6.320

<sup>†</sup>All delivery aim figures are in working days, except where weeks are stated, and exclude day of posting and Bank Holidays.

\* VAT will be charged to EU countries for Zone Sort. Zero Sort will incur VAT on all mail at the standard rate. VAT is payable at standard rate. At the time of going to print we have provided information about mail to the EU based on the Government's current VAT and customs rules. Depending on the outcome of the UK leaving the EU, these rules may be subject to change. Please keep up to date at [royalmail.com/prices2020](http://royalmail.com/prices2020)

## Volume Related Discounts

Daily Volume		Discount
Format		
<b>Letter</b>	0 – 99	0.00%
	100 – 249	1.50%
	249 +	3.00%
<b>Large Letter</b>	0 – 19	0.00%
	20 – 99	1.50%
	99 +	3.00%
<b>Parcels</b>	0 – 19	0.00%
	20 – 99	1.50%
	99 +	3.00%

In order to qualify for a discount based on number of items, items must be of the same service, class and format and be contained on a single sales order.

Prices in these tables exclude the international surcharge. The current level of surcharge can be found at [royalmail.com/surcharges](http://royalmail.com/surcharges)

# International Business Response Services

**Business Mail Response and Parcel Returns Services** – services where you only pay for the replies / returns you receive.

The right choice for your business if you:

- want to make it as easy as possible for your customers to respond to you or return parcels
- don't want your customers to have to pay for the full cost of sending the mail item or parcel to you.

The cost of using these services is made up of an annual licence fee, which gives you access to both mail and parcels options, plus the cost of returning the item to you.

For further information on either of the services please visit:

[royalmail.com/internationalbusinessmailresponse](https://royalmail.com/internationalbusinessmailresponse) or  
[royalmail.com/internationalbusinessparcelsreturns](https://royalmail.com/internationalbusinessparcelsreturns)

## Response Licence Fee

Service	Price per annum
Response Licence Fee	£170

The price in this table excludes VAT, which is charged at the standard rate.

## Mail Response Standard

Format	Weight up to and including	Price
Letter	50g	£0.96
Large Letter	50g	£1.16
Large Letter	250g	£2.39

Price Excludes VAT charged at the Standard Rate. In addition to the Response Services Licence fee.  
Limited availability please see the Business Mail Response Service User guide for more information.

## Local Look

Service	Price per item
Fully Paid – Letter	£2.10
Part Paid – Letter	£1.50

Prices exclude surcharge and VAT. VAT is payable at the standard rate.

For surcharge level visit [royalmail.com/surcharges](https://royalmail.com/surcharges)

Please see Response Service User guide for availability. In addition to the Response Services Licence fee.

## Parcel Returns Standard

Weight up to and including	Price
500g	£6.65
1kg	£8.00
1.5kg	£9.40
2kg	£11.00

Prices exclude surcharge and VAT. VAT is payable at the standard rate.

For surcharge level visit [royalmail.com/surcharges](https://royalmail.com/surcharges)

Please see Response Service Userguide for availability. In addition to the Response Services Licence fee.

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[royalmail.com/prices2020](https://royalmail.com/prices2020)

Prices in these tables exclude the international surcharge. The current level of surcharge can be found at [royalmail.com/surcharges](https://royalmail.com/surcharges)

# International Business Response Services

## Local Look – Fully Paid

Country	0-500g	501g-1000g	1001g-1500g	1501g-2000g
Belgium*	£7.85	£9.00	£10.10	£11.25
Finland*	£8.10	£10.10	£12.20	£12.20
Germany*	£9.55	£10.70	N/A	N/A
Ireland, Republic of*	£8.80	£10.00	£12.20	£13.70
The Netherlands*	£14.10	£14.10	£14.10	£14.10
Spain*	£9.40	£11.70	£11.80	£12.20
Switzerland	£12.50	£12.50	£12.50	£12.50

\*Prices exclude surcharge and VAT.

VAT is payable at standard rate for EU countries and Zero Rated for Rest of World.

For surcharge level visit [royalmail.com/surcharges](https://royalmail.com/surcharges)

Please note if receiving more than 2,000 parcels per year from a single destination the following discounts apply to the prices listed above.

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[royalmail.com/prices2020](https://royalmail.com/prices2020)

## Local Look – Fully Paid Discount

Country	Discount
Belgium*	10%
Finland*	5%
Germany*	15%
Ireland, Republic of*	5%
The Netherlands*	5%
Spain*	10%
Switzerland	5%

\*Prices exclude VAT which will be charged at the standard rate.

## Local Look – Part Paid

Weight up to and including	Price
500g	£5.90
1kg	£7.55
1.5kg	£9.35
2kg	£11.00

Prices exclude surcharge and VAT.

For surcharge level visit [royalmail.com/surcharges](https://royalmail.com/surcharges)

VAT is payable at standard rate for EU countries and Zero Rated for Rest of World.

At the time of going to print we have provided information about mail to the EU based on the Government's current VAT and customs rules.

Depending on the outcome of the UK leaving the EU, these rules may be subject to change. Please keep up to date at

[royalmail.com/prices2020](https://royalmail.com/prices2020)

Prices in these tables exclude the international surcharge. The current level of surcharge can be found at [royalmail.com/surcharges](https://royalmail.com/surcharges)

# Outbound mail – leaving your premises

**Business Collections** – have your mail collected to save you time.

The right choice for your business if you:

- need single or regular daily collections from your premises to fit around your needs.

**FREE** – if you buy Royal Mail Tracked on account or spend more than £16,500 per year per site on qualifying Royal Mail services.

For more information go to [royalmail.com/collections](https://royalmail.com/collections)

## Spend per annum on Royal Mail services less than £16,500

Type of regular collection	Price per annum
<b>Weekday</b>	£787.00
<b>Weekday Timed</b>	£1,840.00
<b>Saturday</b>	£246.00
<b>Saturday Timed</b>	£492.00
<b>Additional Floor Fees*</b>	£196.00
Collection on demand**	Price per collection
<b>Single</b>	£14.58

Prices in this table exclude VAT, which is charged at the standard rate.

\*Additional fee for each floor, if the collection is not located on first floor of access.

\*\*All collection times to be mutually agreed with the local collections manager.

# Inbound mail – receiving your items

**Royal Mail Timed Delivery®** – enables you to specify what time of day you want your mail delivered.

The right choice for your business if you:

- need to process mail at a particular time of the day, such as early morning
- want to be totally confident of exactly when mail will be delivered
- are located within ten miles of a delivery office.

For more information go to [royalmail.com/timeddelivery](https://royalmail.com/timeddelivery)

Service	Price per annum
<b>Timed Delivery®</b>	£4000.00

Prices in this table exclude VAT, which is charged at the standard rate.

**PO Box®** – provides you with a convenient, professional address.

The right choice for your business if you:

- need an easy-to-remember address
- need to separate certain items from your normal post, for example, responses to a campaign
- need to project the right image with a discreet address on your packaging.

To find out more go to [royalmail.com/business/manage-mail/po-box](https://royalmail.com/business/manage-mail/po-box)

Service Type	Price
<b>PO Box Collect</b>	
Monthly*	£28.75
6 months	£137.50
1 year	£231.25
<b>PO Box Delivery</b>	
Monthly*	£30.00
6 months	£161.25
1 year	£293.75
<b>PO Box with Transfer of Normal Address Mail</b>	
Monthly*	£35.00
6 months	£190.00
1 year	£340.00

\*Payment monthly by Direct Debit only.

Prices in this table exclude VAT, which is charged at the standard rate.

# Inbound mail – receiving your items

**Business Keepsafe®** – gives you peace of mind while you're away.

The right choice for your business if you need to close your business for a holiday and want us to hold your mail for up to two months while you're away from the office and then deliver it on a date which suits you.

To find out more go to [royalmail.com/businesskeepsafe](https://royalmail.com/businesskeepsafe)

<b>Business Keepsafe®</b>	<b>Price</b>
<b>Number of Keepsafes (per address)</b>	
<b>1</b>	£58.00
<b>3 (per year)</b>	£156.00
<b>6 (per year)</b>	£294.00

Prices in this table are exempt from VAT.

**N.B.** We require five days to process your Keepsafe application and set up the service.

**Business Redirection** – ensures you're still receiving mail when you move premises.

The right choice for your business if you:

- are moving your entire business from a premises but want to continue to receive mail sent to your former address.
- with a Redirection, your mail will follow you to your new address, even if the move is only temporary, both within the UK or abroad
- want us to redirect your mail for up to four years (or six months for PO Box® addresses).

To find out more go to [royalmail.com/business-redirection](https://royalmail.com/business-redirection)

<b>Business - price per trading name</b>			
<b>Duration</b>	<b>UK (VAT Exempt)</b>	<b>EU (Inc VAT)</b>	<b>Non EU (Zero Rated)</b>
<b>Up to 12 months</b>	£519.00	£798.00	£666.00
<b>Up to 6 months</b>	£321.00	£468.00	£391.00
<b>Up to 3 months</b>	£216.00	£300.00	£252.00

**N.B.** We require five working days to process your Redirection application and set up the service.

We cannot redirect mail from an address you share with other organisations where you do not have a dedicated mail delivery. You may be able to use the Royal Mail Diversion service as an alternative.

At the time of going to print we have provided information about mail to the EU based on the Government's current VAT and customs rules. Depending on the outcome of the UK leaving the EU, these rules may be subject to change. Please keep up to date at [royalmail.com/prices2020](https://royalmail.com/prices2020)



# Inbound mail – receiving your items

**Diversion** – ensures you continue to receive mail when you are moving from a multi occupied building or when only part of your business relocates.

The right choice for your business if:

- your business is moving from a multi occupied building (an address you share with other organisations where you do not have a dedicated mail delivery)
- only certain department(s) of your business are moving.

With our Diversion service in place, you can be sure the right mail will reach your new address and fast. Diversion lets you:

- forward mail to any UK address
- receive your diverted mail quickly via 1st Class.

To find out more go to [royalmail.com/diversion](https://royalmail.com/diversion)

Duration	Price
Up to 12 months	£2,910
Up to 6 months	£1,745
Up to 3 months	£1,005

Prices in this table exclude VAT, which is charged at the standard rate.

# Additional Services

**Private Posting Box** – enables you to have a posting box on your site, providing a convenient way for your customers to post mail.

Service	Price per year
<b>Private Posting Box – collection fee</b>	£920.00

The price in this table excludes VAT, which is charged at the standard rate.

**Royal Mail administration fee for collection of HMRC charges** – is applied when we process the Customs VAT/Duty on goods coming into the UK.

Service	Price per item
<b>Royal Mail handling fee</b>	£8.00

VAT is not applicable to this fee.

**Royal Mail Pouch Services** – enables you to send mail between your branches overnight.

Weight per pouch	Price of pouch	Number of sites	Price per site
<b>350-500g</b>	£3.16	0-50	£153.00
<b>501-1000g</b>	£3.16	51-100	£112.00
<b>1001-2000g</b>	£4.09	101-500	£78.50
<b>2001-5000g</b>	£10.65	501-1000	£32.50
<b>5001-10000g</b>	£16.15	1001-1500	£26.50

The price in this table excludes VAT, which is charged at the standard rate.

\*The maximum number of sites for RM Pouch Services is 1500.

To find out more go to [royalmail.com/pouchservices](https://royalmail.com/pouchservices)

# Additional Services

**Rural Newspaper Delivery** – is a newspaper distribution service on behalf of newspaper distribution companies, newsagents and other outlets to customers located in remote areas.

Service	Price
Monthly (Delivery Charge)	£10.00
Monthly (Collection Charge)	£8.50

The price in this table excludes VAT, which is charged at the standard rate.

**Royal Mail Safebox<sup>®</sup>** – is an easy to use all in one secure and tamper-proof package meeting UN3373 requirements. Ideal for Doctors, vets, universities, researchers and pharmaceutical companies and anyone wishing to send medical samples and specimens.

Service	Price
48 x 1st Class cartons	£312.00
12 x 1st Class cartons	£82.00
48 x Special Delivery Guaranteed cartons	£512.00
12 x Special Delivery Guaranteed cartons	£132.00

The price in this table excludes VAT, which is charged at the standard rate.

To find out more go to [royalmail.com/safebox](https://royalmail.com/safebox)

**Royal Mail Relay<sup>®</sup>** – is a stand-alone, bespoke and out-of-hours network that helps to give your business an unrivalled level of integration between sites. Whether you're a multi-site retailer looking to replenish depleted stock and deliver Click & Collect orders to your store, a financial services organisation with time-sensitive documents to send, or a company with a field workforce requiring urgent parts – we offer scheduled collection and delivery to and from different sites in your business.

To find out more go to [royalmailrelay.com](https://royalmailrelay.com)

# Contact

We hope this tariff guide has been useful. Should you need any further information, please visit [royalmail.com/business](https://royalmail.com/business)

## Alternative formats

If it would help you to have this booklet in a different format, we can provide it free of charge as:

A large print booklet      An audio tape  
An audio CD                  A Braille booklet

Simply call us on **03457 950 950**.

If you are deaf or hearing impaired, we offer a textphone service on **03456 000 606**.

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