



# BUSINESS

## Price Guide

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

Prices effective from 03 January 2023



# 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 31 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 (December 2022), postal prices, fees and other conditions are subject to revision from time to time and services may need to be added or withdrawn.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)** and **[royalmail.com/internationalupdates](https://royalmail.com/internationalupdates)**

# Contents



<b>Franking Services</b>	<b>2</b>
<b>UK Parcels Portfolio</b>	<b>3</b>
<b>International Services</b>	<b>4</b>
<b>Your payment options</b>	<b>5</b>
<b>Know your formats</b>	<b>6</b>

## **Sending Parcels and Letters in the UK**

1st Class and 2nd Class	7
Pre-paid envelopes	10

## **Parcels Portfolio**

Royal Mail Sameday®	11
Royal Mail Special Delivery Guaranteed®	11
Royal Mail Special Delivery Guaranteed – Mailmark Franking	12
Royal Mail Special Delivery Guaranteed – On Account	14
Royal Mail Tracked 24® and Royal Mail Tracked 48®	15
Royal Mail 24® and Royal Mail 48®	16
1st and 2nd Class Account Mail (Parcels)	17
Royal Mail Signed For®	17
Royal Mail Special Delivery Guaranteed Returns®	18
Royal Mail Tracked Returns®	18
Special Delivery with Response (next day by 1pm)	19
Licence Fees	20
Parcel Collect	20
Surcharges	20
Local Collect®	20
Parcelforce Worldwide	21

## **International Services – On Account/Franking**

International Tracked	22
International Tracked & Signed	25
International Signed	28
International Untracked (Standard)	29
International Economy	30

## **International Services – Business Account** **31**

### **Outbound mail – leaving your premises**

Business Collections	32
----------------------	----

### **Inbound mail – receiving your items**

Royal Mail Timed Delivery®	33
PO Box®	33
Business Keepsafe®	34
Business Redirection®	34
Diversion	35

## **Additional Services**

Private Posting Box	36
Royal Mail administration fee for collection of HMRC charges	36
Rural Newspaper Delivery	36
Royal Mail Safebox®	36
Royal Mail Relay®	36

## 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 the 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 more than 230 countries and territories worldwide

## Royal Mail Mailmark® technology for franking

Franking machines with Mailmark technology not only offers 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

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.

## UK

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

### 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 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
- are sending confidential and important documents
- 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)

†During unprecedented times or in the interest of health and safety, such as during the COVID-19 pandemic, the name of the recipient is taken instead of a signature.

\*\*Customers will be required to use a new meter indicia or shipping label on their mail items for Royal Mail Special Delivery Guaranteed® and Royal Mail Signed For® products from 1 November 2022. Please visit [royalmail.com/franking](https://royalmail.com/franking) for further information.





## 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 customers 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.<sup>†</sup>

We also have a range of return services to help you manage customer returns. Providing simple returns solutions is key to securing sales and building loyalty. With Royal Mail Tracked Returns<sup>®</sup> we offer a 24 or 48-hour delivery aim to help you refund and resell faster. End-to-end tracking keeps you and your customers in the loop whilst proof of postage adds extra peace of mind. As a convenient add-on to Royal Mail Tracked Returns<sup>®</sup> we also offer Parcel Collect, the ultimate in returns convenience. Our posties will collect unwanted items from your customer's home, workplace, or nominated Safeplace.

Should you need an urgent timed returns service we also offer Royal Mail Special Delivery Guaranteed Returns<sup>®</sup> which guarantees to return your items by 1pm the next working day.

We can collect mail from your premises, and if you spend more than £17,000 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 Royal Mail Customer Service Point or Post Office branch for them to pick up when convenient.

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

For more information, please visit

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

<sup>†</sup>During unprecedented times or in the interest of health and safety, such as during the COVID-19 pandemic, the name of the recipient is taken instead of a signature.

# 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 items, use our 'On Account' services or a franking machine for discounted rates over retail prices.

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

## International Tracked & Signed

A combination service offering full end-to-end tracking, signature on delivery<sup>†</sup> 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<sup>\*\*†</sup>.

<sup>\*\*</sup>Or other form of identification in lieu of signature.

## 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.

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

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

## Sending items of value?

Ensure you are customs compliant. Non-compliance is likely to result in delays or having items returned. Check if you need to fill out a customs declaration form and provide electronic customs data [royalmail.com/customs-help](https://royalmail.com/customs-help)

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

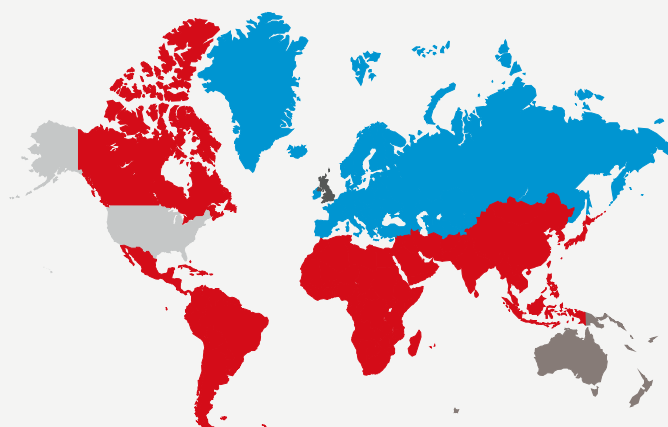
## International Services Zones – On Account/Frinking

### Key

- UK
- Europe Zones 1/2/3
- World Zone 1
- World Zone 2
- World Zone 3

Please note:

Singapore is in World Zone 2. USA is in World Zone 3.



For a full list of country destinations by zones, please go to [royalmail.com/world-zones](https://royalmail.com/world-zones)

<sup>†</sup>During unprecedented times or in the interest of health and safety, such as during the COVID-19 pandemic, the name of the recipient is taken instead of a signature.

# 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)

## Click & Drop®

Click & Drop®, our online postage and label printing service, makes it easier for you to buy and print UK and International 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 Online Business Account (OBA), you can now make the most of your access to discounted postage through Click & Drop® directly. Drop your item off at a postbox, at one of 11,500 Post Office branches\* or if you have an OBA, 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 Click & Drop® or other approved shipping solutions [royalmail.com/shippingsolutions](https://royalmail.com/shippingsolutions). These link to your Online Business Account (OBA), providing visibility of your orders and helping you to manage your Royal Mail invoices quickly and simply in one place at [royalmail.com/oba](https://royalmail.com/oba)

\*\*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.

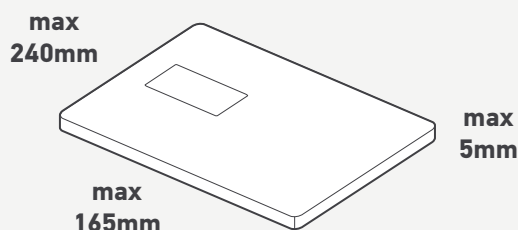
# Know your formats



Prices for 1st Class and 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.

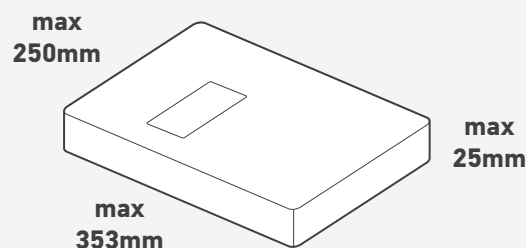
## Letter up to 100g



### For example:

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

## Large Letter up to 750g

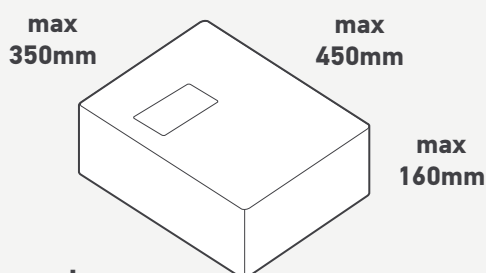


### For example:

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

\*Not applicable for Business Mail Large Letters.

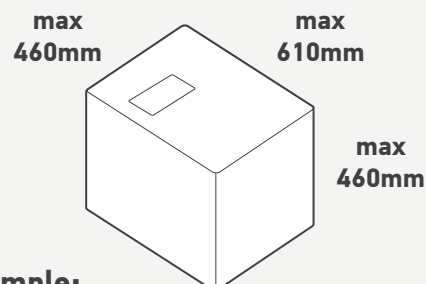
## Small Parcel Up to 2kg



### 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 service aimed for next-day delivery, including Saturdays.

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 two to three working days, including Saturdays.

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](https://royalmail.com/1stclass) or [royalmail.com/2ndclass](https://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
Letter	100g	84.0p	56.0p	77.0p	49.0p
Large Letter	100g	£1.260	98.0p	£1.20	92.0p
	250g	£1.77	£1.35	£1.71	£1.29
	500g	£2.29	£1.700	£2.23	£1.640
	750g	£3.19	£2.370	£3.13	£2.310
Small Parcel	2kg	£3.95	£2.85	N/A	N/A
Medium Parcel	1kg	£5.95	£4.35	N/A	N/A
	2kg	£5.95	£4.35	N/A	N/A
	5kg	£6.95	£5.95	N/A	N/A
	10kg	£6.95	£5.95	N/A	N/A
	20kg	£11.95	£9.45	N/A	N/A

Prices in this table are exempt from VAT.

Barcode Not Seen – 7p

Sales Order Underdeclared – 75p 1st Class post/48p 2nd Class post (Letters) £1.69 1st Class post/£1.29 2nd Class post (Large Letters).

For more information, please see the Business Mail Rate Card which can be found at [royalmailtechnical.com/pricing](https://royalmailtechnical.com/pricing)



## 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 95p for mail up to 100g
- Great value option to get your post delivered safely and on time
- Send a parcel up to 20kg in weight, prices start from £3.95
- Includes compensation cover up to £20

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

Key features:

- Prices start at 68p for mail up to 100g
- Great value option to get your post delivered safely and on time
- Aims to deliver in two to three working days, including Saturdays
- Send a parcel up to 20kg in weight, parcel prices start from £2.85

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

## Stamps

		1st Class		2nd Class	
Format	Weight up to and including	Stamp	Online	Stamp	Online
<b>Letter</b>	100g	95p	95p	68p	68p
<b>Large Letter</b>	100g	£1.45	£1.45	£1.05	£1.05
	250g	£2.05	£2.05	£1.65	£1.65
	500g	£2.65	£2.65	£2.15	£2.15
	750g	£3.30	£3.30	£2.70	£2.70
<b>Small Parcel</b>	2kg	£4.45	£3.95	£3.35	£2.85
<b>Medium Parcel</b>	2kg	£6.95	£5.95	£5.35	£4.35
	10kg	£7.95	£6.95	£6.95	£5.95
	20kg	£12.95	£11.95	£10.45	£9.45

Prices in this table are exempt from VAT.

## Franking Services

**1st Class** – When you need quick and efficient service aimed for next-day delivery, including Saturdays.

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 £3.95
- 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, including Saturdays
- Send a parcel up to 20kg in weight, parcel prices start from £2.85
- Perfect for non-urgent delivery of your business mail

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

### Mailmark Franking<sup>+</sup>

		1st Class	2nd Class
Format	Weight up to and including	Mailmark Franking	Mailmark Franking
Letter	100g	78p	51p
Large Letter	100g	£1.22	93p
	250g	£1.74	£1.31
	500g	£2.24	£1.73
	750g	£3.13	£2.39
Small Parcel	2kg	£3.95	£2.85
Medium Parcel	2kg	£5.95	£4.35
	10kg	£6.95	£5.95
	20kg	£11.95	£9.45

Prices in this table are exempt from VAT.

<sup>+</sup>Standard franking machines have been decertified. From 01 January 2023, Royal Mail will only accept franked mail from a Mailmark franking machine. Any franked mail that doesn't contain a Mailmark barcode will be returned to sender. For further information, please visit [royalmail.com/franking](https://royalmail.com/franking)

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

1st Class items should be franked 87p and 2nd Class items should be franked 56p. Items which do not qualify will also be charged 87p (exc VAT) for 1st Class and 56p 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.



## Pre-Paid envelopes

Delivery Service	Pre-Paid Envelopes per 100 items	
Weight up to and including	Size	
	DL size – (110mm x 220mm)	Price
1st Class up to 100g	100	£105.00
1st Class up to 100g	100 windows	£105.00
2nd Class up to 100g	100	£78.00
2nd Class up to 100g	100 windows	£78.00
C5 size – (162mm x 229mm)		
1st Class up to 100g	100	£107.00
2nd Class up to 100g	100	£80.00
C4 size – (228mm x 320mm)		
1st Class up to 100g	100	£159.00
2nd Class up to 100g	100	£119.00

Prices in this table are exempt from VAT.

**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 ideal for sending important or valuable items.

The right choice for your business if you need:

- a choice of by 1pm or by 9am\*\* delivery time (Mon-Sat)
- 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 available for an additional fee (franking customers)
- guaranteed Saturday delivery (no additional fee for customers posting on account)
- guaranteed Sunday delivery - guaranteed next day\*\*\* service for items posted on a Saturday (for customers posting on account only)
- 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). During exceptional circumstances, such as COVID-19, delivery time guarantees may be subject to change.

\*\*\*We guarantee delivery by end of day.

†During unprecedented times or in the interest of health and safety, such as during the COVID-19 pandemic, the name of the recipient is taken instead of a signature.

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



## Royal Mail Special Delivery Guaranteed – Mailmark Franking

Royal Mail Special Delivery Guaranteed by 1pm®\*

Mailmark Franking†			
Compensation for loss or damage			
Weight up to and including	Up to £500	Up to £1,000	Up to £2,500
100g	£6.35	£7.35	£9.35
500g	£7.15	£8.15	£10.15
1kg	£8.45	£9.45	£11.45
2kg	£10.65	£11.65	£13.65
10kg	£14.45	£15.45	£17.45
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](https://royalmail.com/specialdelivery)

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

Mailmark Franking†			
Compensation for loss or damage			
Weight up to and including	Up to £500	Up to £1,000	Up to £2,500
100g	£10.62	£11.82	£14.22
500g	£11.58	£12.78	£15.18
1kg	£13.14	£14.34	£16.74
2kg	£15.78	£16.98	£19.38
10kg	£20.34	£21.54	£23.94
20kg	N/A	N/A	N/A

All prices in the above table include VAT at 20%.

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

†Standard franking machines have been decertified from the 01 January 2023.

## 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 – Mailmark Franking

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

Mailmark Franking†			
Compensation for loss or damage			
Weight up to and including	Up to £50	Up to £1,000	Up to £2,500
100g	£22.45	£24.65	£28.15
500g	£25.45	£27.65	£31.15
1kg	£27.45	£29.65	£33.15
2kg	£33.45	£35.65	£39.15

All prices in the above table include VAT at 20%.

\*On time delivery or your money back. Conditions apply: [royalmail.com/specialdelivery](https://royalmail.com/specialdelivery). During exceptional circumstances, such as during the COVID-19 pandemic, delivery time guarantees may be subject to change.

†Standard franking machines have been decertified from the 01 January 2023.

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

Mailmark Franking†			
Compensation for loss or damage			
Weight up to and including	Up to £50	Up to £1,000	Up to £2,500
100g	£25.45	£27.65	£31.15
500g	£28.45	£30.65	£34.15
1kg	£30.45	£32.65	£36.15
2kg	£36.45	£38.65	£42.15

All prices in the above table include VAT at 20%.

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

†Standard franking machines have been decertified from the 01 January 2023.

### 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 – On Account

### 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	£6.25	£7.25	£9.25
500g	£6.55	£7.55	£9.55
1kg	£7.65	£8.65	£10.65
2kg	£9.75	£10.75	£12.75
10kg	£13.45	£14.45	£16.45

All prices in the above table exclude VAT, which is charged at the standard rate; add-ons, additional fees and surcharges apply 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](https://royalmail.com/specialdelivery). During exceptional circumstances, such as COVID-19, delivery time guarantees may be subject to change.

### Removal of Special Delivery Guaranteed Saturday fee

From **29 October 2022**, we have removed the fee for Special Delivery Saturday Guaranteed by 1pm® – On Account. For items posted on a Friday, they will be guaranteed for delivery by 1pm on a Saturday with no additional fee (same prices as Monday to Friday delivered items).

### 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	£16.95	£18.78	£21.70
500g	£18.95	£20.78	£23.70
1kg	£20.95	£22.78	£25.70
2kg	£23.95	£25.78	£28.70

All prices in the above table exclude VAT, which is charged at the standard rate; add-ons, additional fees and surcharges apply where applicable.

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

### Removal of Special Delivery Guaranteed Saturday fee

From **29 October 2022**, we have removed the fee for Special Delivery Saturday Guaranteed by 9am® – On Account. For items posted on a Friday, delivery will be guaranteed by 9am on a Saturday with no additional fee (same prices as Monday to Friday delivered items).

## Royal Mail Special Delivery Guaranteed – On Account

### Special Delivery Guaranteed – On Account, now available for Sunday delivery

From **30 October 2022**, account customers posting Royal Mail Special Delivery Guaranteed® items on a Saturday will be able to select guaranteed delivery by end of day on Sunday.

### Royal Mail Special Delivery Guaranteed by end of the day Sunday® – On Account

Royal Mail Special Delivery Guaranteed			
Compensation for loss or damage			
Weight up to and including	Up to £750	Up to £1,000	Up to £2,500
100g	£6.25	£7.25	£9.25
500g	£6.55	£7.55	£9.55
1kg	£7.65	£8.65	£10.65
2kg	£9.75	£10.75	£12.75
10kg	£13.45	£14.45	£16.45

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

### Royal Mail Special Delivery Guaranteed – on Account 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 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 to provide Inflight delivery options, giving your customers the ability to change their delivery date or location to a nominated Safeplace, neighbour, Royal Mail Customer Service Point, or Post Office
- 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 two working days.

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

†During unprecedented times or in the interest of health and safety, such as during the COVID-19 pandemic, the name of the recipient is taken instead of a signature.

**Royal Mail 24® and Royal Mail 48®** – 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®\* or Royal Mail 48®\*
- want to earn savings for the volume of items you send
- want online delivery confirmation which confirms when the item has arrived.

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

## Large Letter

		Royal Mail 24®	Royal Mail 48®	Royal Mail 24® (Basic Barcodes – product codes SU1 & SU2)	Royal Mail 48® (Basic Barcodes en rule product codes SU1 & SU2)
Format	Weight up to and including	Price	Price	Price	Price
Large Letter	100g	£1.14	90p	£1.34	£1.05
	250g	£1.62	£1.23	£1.82	£1.38
	500g	£1.76	£1.42	£1.96	£1.57
	750g	£2.29	£1.85	£2.49	£2.00

Prices in this table exclude VAT, which is charged at the standard rate; add-ons, additional fees and surcharges apply where applicable. These prices may be reviewed for individual customers to take into account average item size, collection location and destination distribution. Pre-sortation discounts are no longer available. SU1 and SU2 services are no longer available for new accounts.

## Parcel

		Royal Mail 24®	Royal Mail 48®	Royal Mail 24® (Basic Barcodes – product codes SU1 & SU2)	Royal Mail 48® (Basic Barcodes en rule product codes SU1 & SU2)
Format	Weight up to and including	Price	Price	Price	Price
Parcel	1kg	£3.38	£2.56	£4.08	£3.26
	2kg	£3.58	£2.86	£4.28	£3.56
	10kg	£5.95	N/A	£6.65	N/A
	20kg	£10.95	N/A	£11.65	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. Pre-sortation discounts are no longer available. SU1 and SU2 services are no longer available for new accounts.

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

Royal Mail 24® items have a maximum weight limit of 20kg.

Royal Mail 48® items have a maximum weight limit of 2kg.



## 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	£4.55	£3.75
	2kg	£6.95	N/A
	5kg	£19.95	N/A
	10kg	£27.95	N/A
	20kg	£41.95	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 1,000g cannot be sent 2nd Class.

## 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	Mailmark Franking	Account BPR	Account UNG
Letter	100g	£2.18	£2.24	£2.17
Large Letter	100g	£2.62	£2.66	£2.60
	250g	£3.14	£3.17	£3.11
	500g	£3.64	£3.69	£3.63
	750g	£4.53	£4.59	£4.53
Small Parcel	2kg	£5.05	£5.05	N/A
Medium Parcel	2kg	£7.05	£7.05	N/A
	10kg	£8.05	£8.05	N/A
	20kg	£13.05	£13.05	N/A

All prices in the above table are exempt from VAT.

## Royal Mail Signed For®

2nd Class				
Format	Weight up to and including	Mailmark Franking	Account BPR	Account UNH
<b>Letter</b>	100g	£1.91	£1.96	£1.89
<b>Large Letter</b>	100g	£2.33	£2.38	£2.32
	250g	£2.71	£2.75	£2.69
	500g	£3.13	£3.10	£3.04
	750g	£3.79	£3.77	£3.71
<b>Small Parcel</b>	2kg	£3.95	£3.95	N/A
<b>Medium Parcel</b>	2kg	£5.45	£5.45	N/A
	10kg	£7.05	£7.05	N/A
	20kg	£10.55	£10.55	N/A

All prices in the above table are exempt from VAT.

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

**Royal Mail Special Delivery Guaranteed Returns®** – 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®
- need inclusive compensation of up to £750 for items being returned to you
- want to be able to track 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®** – 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
- need the flexibility of offering your customers a 24\* or 48\* service.

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

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

<sup>†</sup>During unprecedented times or in the interest of health and safety, such as during the COVID-19 pandemic, the name of the recipient is taken instead of a signature.

## Special Delivery with Response (next day by 1pm)

Special Delivery with Response (next day by 1pm)			
Compensation for loss or damage			
Weight up to and including	Up to £750	Up to £1,000	Up to £2,500
	PB1	PB2	PB4
100g	£6.25	£7.25	£9.25
500g	£6.55	£7.55	£9.55
1kg	£7.65	£8.65	£10.65
2kg	£9.75	£10.75	£12.75
10kg	£13.45	£14.45	£16.45

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

For more information on Special Delivery with Response, visit [royalmail.com/business/shipping/uk-services/special-delivery-guaranteed-returns](https://royalmail.com/business/shipping/uk-services/special-delivery-guaranteed-returns)

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

Size	Price
5 x C4 9am envelopes (up to 500g)	£129.75

The price in the above table includes VAT at 20%.

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

Size	Price
5 x C5 Special Delivery Guaranteed by 1pm envelopes (up to 500g)	£38.25
5 x C4 Special Delivery Guaranteed by 1pm envelopes (up to 500g)	£38.25
5 x C3 Special Delivery Guaranteed by 1pm envelopes (up to 1kg)	£44.75
5 x Special Delivery Guaranteed by 1pm light goods packs (up to 2kg)	£55.75

All prices in the above table are exempt from VAT.

†During unprecedented times or in the interest of health and safety, such as during the COVID-19 pandemic, the name of the recipient is taken instead of a signature.

## Licence Fees

To use any of our Response Services, you'll need to sign up for the appropriate annual licence. Once you've signed up you'll only pay postage for the replies you receive.

For details on our Letter Response Service annual licence fees, refer to the Retail Letters price guide, found on [royalmail.com/current-postage-prices](https://royalmail.com/current-postage-prices)

Service	Annual Licence Fee
Royal Mail Special Delivery Guaranteed with Response	£150.00

Prices in this table exclude VAT, which is charged at the standard rate.  
Please note that a deposit may be required.

**Parcel Collect** – allows you to offer your customers a collection for their Tracked return item from their home, workplace or Safeplace.

The right choice for your business if you:

- want to provide another option for your customers to return items to you
- want to offer customers more flexibility in the returns journey.

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

**Surcharges** – may apply to any of our parcels services. Please visit [royalmail.com/surcharges](https://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](https://royalmail.com/business/parcels/delivery-options)

Service	Price per item
Tracked Services: Royal Mail Tracked 24®, Royal Mail Tracked 48® and Special Delivery Guaranteed®	Free

## Parcelforce Worldwide – online prices

**i** For parcels larger than Medium Parcel size (refer to page 6) - please contact Parcelforce Worldwide, for a range of cost-effective delivery options. Maximum size limit applies. Visit **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	express48 <sup>large***</sup>
<b>5kg</b>	£8.95	£9.35	£25.80	£18.49	£22.00	£39.90	£31.80
<b>10kg</b>	£9.95	£13.35	£30.24	£19.69	£23.00	£44.43	£36.60
<b>20kg</b>	£11.95	£15.35	£37.02	£21.49	£25.00	£51.18	£44.10
<b>30kg</b>	£14.95	£18.35	£53.70	£24.49	£28.00	£67.80	£61.20
<b>per extra kg</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 two 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](https://parcelforce.com/business-parcels) for more details.

\*\*Only available through the Post Office.

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



# International Services – On Account/Franking<sup>++</sup>



**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.

For On Account product code OTA and OTB (extra compensation) applies.

## Letters

	Europe Zones 1/2/3	World Zone 1/2/3
Weight up to and including	Mailmark Franking/Account	Mailmark Franking/Account
20g	£6.80	£6.80
100g	£6.80	£7.65

VAT is payable at the zero rate for EU and ROW destinations. Includes compensation up to £50. For compensation of up to £250 add £2.50 to the prices in this table.

## Large Letters

	Europe Zones 1/2/3	World Zone 1	World Zone 2	World Zone 3
Weight up to and including	Mailmark Franking/Account	Mailmark Franking/Account	Mailmark Franking/Account	Mailmark Franking/Account
100g	£8.45	£9.40	£9.45	£9.45
250g	£8.65	£10.15	£11.25	£10.35
500g	£9.65	£12.00	£13.80	£12.30
750g	£10.05	£13.85	£16.60	£14.30

VAT is payable at the zero rate for EU and ROW 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.

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

<sup>++</sup>Standard franking machines have been decertified. From 01 January 2023, Royal Mail will only accept franked mail from a Mailmark franking machine. Any franked mail that doesn't contain a Mailmark barcode will be returned to sender. For further information please visit [royalmail.com/franking](https://royalmail.com/franking)

# International Services – On Account/Franking<sup>++</sup>



## International Tracked

### Parcels

	Europe Zone 1		Europe Zone 2		Europe Zone 3	
Weight up to and including	Mailmark Franking	Account	Mailmark Franking	Account	Mailmark Franking	Account
100g	£9.60	£9.60	£9.65	£9.65	£9.90	£9.90
250g	£9.60	£9.60	£9.65	£9.65	£9.90	£9.90
500g	£10.80	£10.80	£10.85	£10.85	£11.25	£11.25
750g	£11.75	£11.75	£11.85	£11.85	£12.35	£12.35
1kg	£12.60	£12.60	£12.70	£12.70	£13.40	£13.40
1.25kg	£13.50	£13.50	£13.50	£13.50	£14.00	£14.00
1.5kg	£13.50	£13.50	£13.50	£13.50	£14.80	£14.80
2kg	£13.50	£13.50	£14.15	£14.15	£15.30	£15.30
3kg	N/A	£13.85	N/A	£15.45	N/A	£23.75
4kg	N/A	£13.85	N/A	£16.50	N/A	£27.05
5kg	N/A	£13.85	N/A	£16.95	N/A	£30.35
7.5kg	N/A	£17.80	N/A	£18.05	N/A	£48.82
10kg	N/A	£21.30	N/A	£22.20	N/A	£61.70
15kg	N/A	£28.30	N/A	£30.65	N/A	£79.15
20kg	N/A	£34.80	N/A	£37.05	N/A	£96.65
25kg	N/A	£43.30	N/A	£45.50	N/A	£116.20
30kg	N/A	£55.80	N/A	£59.00	N/A	£140.80

### Parcels

	World Zone 1		World Zone 2		World Zone 3	
Weight up to and including	Mailmark Franking	Account	Mailmark Franking	Account	Mailmark Franking	Account
100g	£10.90	£10.90	£11.90	£11.90	£11.70	£11.70
250g	£11.80	£11.80	£13.20	£13.20	£12.90	£12.90
500g	£15.25	£15.25	£17.40	£17.40	£17.30	£17.30
750g	£17.55	£17.55	£20.05	£20.05	£19.95	£19.95
1kg	£20.10	£20.10	£23.00	£23.00	£23.30	£23.30
1.25kg	£21.95	£21.95	£25.40	£25.40	£26.50	£26.50
1.5kg	£23.35	£23.35	£27.90	£27.90	£26.50	£26.50
2kg	£24.15	£24.15	£29.40	£29.40	£26.50	£26.50
3kg	N/A	£27.95	N/A	£32.80	N/A	£32.10
4kg	N/A	£32.25	N/A	£36.90	N/A	£37.80
5kg	N/A	£37.45	N/A	£41.20	N/A	£43.50
7.5kg	N/A	£51.60	N/A	£51.95	N/A	£59.25
10kg	N/A	£59.80	N/A	£58.00	N/A	£74.00
15kg	N/A	£92.00	N/A	£91.50	N/A	£108.20
20kg	N/A	£117.00	N/A	£109.00	N/A	£130.00
25kg	N/A	£144.00	N/A	£132.50	N/A	£153.80
30kg	N/A	£176.00	N/A	£165.00	N/A	£182.60

<sup>++</sup>Standard franking machines have been decertified. From 01 January 2023, Royal Mail will only accept franked mail from a Mailmark franking machine. Any franked mail that doesn't contain a Mailmark barcode will be returned to sender. For further information please visit [royalmail.com/franking](https://royalmail.com/franking)



## International Tracked

### Printed Papers

	Europe Zone 1	Europe Zone 2	Europe Zone 3
Weight up to and including	Price	Price	Price
0-2kg	See Small Parcel prices	See Small Parcel prices	See Small Parcel prices
Each additional 250g (or part thereof, above 2kg) up to 5kg, add	£1.30	£1.30	£1.30

### Printed Papers

	World Zone 1	World Zone 2	World Zone 3
Weight up to and including	Price	Price	Price
0-2kg	See Small Parcel prices	See Small Parcel prices	See Small Parcel prices
Each additional 250g (or part thereof, above 2kg) up to 5kg, add	£1.80	£2.25	£2.50

<sup>++</sup>Standard franking machines have been decertified. From 01 January 2023, Royal Mail will only accept franked mail from a Mailmark franking machine. Any franked mail that doesn't contain a Mailmark barcode will be returned to sender. For further information please visit [royalmail.com/franking](https://royalmail.com/franking)

# International Services – On Account/Franking<sup>++</sup>



**International Tracked & Signed** – provides full end-to-end tracking, a signature on delivery<sup>†</sup> 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<sup>†</sup> with online delivery confirmation
- would like compensation included for loss or damage, with the option of compensation up to £250.

For On Account product code OTC and OTD (extra compensation) applies.

## Letters

	Europe Zone 1/2/3	World Zone 1/2/3
Weight up to and including	Mailmark Franking/Account	Mailmark Franking/Account
20g	£6.90	£6.90
100g	£6.90	£7.75

VAT is payable at the zero rate for EU and ROW destinations. Includes compensation up to £50. For compensation of up to £250 add £2.50 to the prices in this table.

## Large Letters

	Europe Zones 1/2/3	World Zone 1	World Zone 2	World Zone 3
Weight up to and including	Mailmark Franking/Account	Mailmark Franking/Account	Mailmark Franking/Account	Mailmark Franking/Account
100g	£8.55	£9.50	£9.60	£9.55
250g	£9.00	£10.30	£11.35	£10.45
500g	£9.75	£12.10	£13.90	£12.40
750g	£10.15	£13.95	£16.70	£14.40

VAT is payable at the zero rate for EU and ROW 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.

<sup>†</sup>During unprecedented times or in the interest of health and safety, such as during the COVID-19 pandemic, the name of the recipient is taken instead of a signature.

<sup>++</sup>Standard franking machines have been decertified. From 01 January 2023 Royal Mail will only accept franked mail from a Mailmark franking machine. Any franked mail that doesn't contain a Mailmark barcode will be returned to sender. For further information please visit [royalmail.com/franking](https://royalmail.com/franking)

# International Services – On Account/Franking<sup>++</sup>



## International Tracked & Signed

### Parcels

	Europe Zone 1		Europe Zone 2		Europe Zone 3	
Weight up to and including	Mailmark Franking	Account	Mailmark Franking	Account	Mailmark Franking	Account
100g	£10.50	£10.50	£10.65	£10.65	£11.20	£11.20
250g	£10.50	£10.50	£10.65	£10.65	£11.20	£11.20
500g	£11.85	£11.85	£12.25	£12.25	£12.65	£12.65
750g	£12.90	£12.90	£13.25	£13.25	£13.75	£13.75
1kg	£13.80	£13.80	£14.10	£14.10	£14.80	£14.80
1.25kg	£14.35	£14.35	£14.45	£14.45	£15.50	£15.50
1.5kg	£14.50	£14.50	£14.70	£14.70	£16.45	£16.45
2kg	£14.65	£14.65	£15.15	£15.15	£16.75	£16.75
3kg	N/A	£15.85	N/A	£17.45	N/A	£25.75
4kg	N/A	£16.35	N/A	£19.00	N/A	£29.55
5kg	N/A	£16.85	N/A	£19.95	N/A	£33.35
7.5kg	N/A	£22.05	N/A	£22.30	N/A	£53.07
10kg	N/A	£26.80	N/A	£27.70	N/A	£67.20
15kg	N/A	£36.30	N/A	£38.65	N/A	£87.15
20kg	N/A	£45.30	N/A	£47.55	N/A	£107.15
25kg	N/A	£56.30	N/A	£58.50	N/A	£129.20
30kg	N/A	£71.30	N/A	£74.50	N/A	£156.30

### Parcels

	World Zone 1		World Zone 2		World Zone 3	
Weight up to and including	Mailmark Franking	Account	Mailmark Franking	Account	Mailmark Franking	Account
100g	£12.15	£12.15	£13.15	£13.15	£13.90	£13.90
250g	£13.05	£13.05	£14.45	£14.45	£15.40	£15.40
500g	£16.50	£16.50	£18.65	£18.65	£20.55	£20.55
750g	£18.80	£18.80	£21.30	£21.30	£22.45	£22.45
1kg	£21.35	£21.35	£24.25	£24.25	£25.90	£25.90
1.25kg	£23.20	£23.20	£26.65	£26.65	£29.35	£29.35
1.5kg	£24.60	£24.60	£29.15	£29.15	£32.10	£32.10
2kg	£24.85	£24.85	£30.10	£30.10	£32.60	£32.60
3kg	N/A	£29.25	N/A	£34.10	N/A	£33.40
4kg	N/A	£33.65	N/A	£38.30	N/A	£39.20
5kg	N/A	£38.95	N/A	£42.70	N/A	£45.00
7.5kg	N/A	£53.35	N/A	£53.70	N/A	£61.00
10kg	N/A	£61.80	N/A	£60.00	N/A	£76.00
15kg	N/A	£94.50	N/A	£94.00	N/A	£110.70
20kg	N/A	£120.00	N/A	£112.00	N/A	£133.00
25kg	N/A	£147.50	N/A	£136.00	N/A	£157.30
30kg	N/A	£180.00	N/A	£169.00	N/A	£186.60

<sup>++</sup>Standard franking machines have been decertified. From the 01 January 2023, Royal Mail will only accept franked mail from a Mailmark franking machine. Any franked mail that doesn't contain a Mailmark barcode will be returned to sender. For further information please visit [royalmail.com/franking](https://royalmail.com/franking)

# International Services – On Account/Franking<sup>++</sup>



## International Tracked & Signed

### Printed Papers

	Europe Zone 1	Europe Zone 2	Europe Zone 3
Weight up to and including	Mailmark Franking/Account	Mailmark Franking/Account	Mailmark Franking/Account
0-2kg	See Parcel prices	See Parcel prices	See Parcel prices
Each additional 250g (or part thereof, above 2kg) up to 5kg, add	£1.30	£1.30	£1.30

### Printed Papers

	World Zone 1	World Zone 2	World Zone 3
Weight up to and including	Mailmark Franking/Account	Mailmark Franking/Account	Mailmark Franking/Account
0-2kg	See Parcel prices	See Parcel prices	See Parcel prices
Each additional 250g (or part thereof, above 2kg) up to 5kg, add	£1.80	£2.25	£2.50

<sup>++</sup>Standard franking machines have been decertified. From the 01 January 2023, Royal Mail will only accept franked mail from a Mailmark franking machine. Any franked mail that doesn't contain a Mailmark barcode will be returned to sender. For further information please visit [royalmail.com/franking](https://royalmail.com/franking)

# International Services – On Account/Franking<sup>++</sup>



**International Signed** – provides the reassurance of a signature taken on delivery.<sup>†</sup>

The right choice for your business if you:

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

For On Account product code OSA and OSB (extra compensation) applies.

## Letters

	Europe Zones 1/2/3	World Zone 1	World Zone 2	World Zone 3
Weight up to and including	Mailmark Franking/ Account	Mailmark Franking/ Account	Mailmark Franking/ Account	Mailmark Franking/ Account
20g	£6.90	£6.90	£6.90	N/A
100g	£6.90	£7.75	£7.75	N/A

VAT is payable at the zero rate for EU and ROW destinations. Includes compensation up to £50. For compensation of up to £250 add £2.50 to the prices in this table.

## Large Letters

	Europe Zones 1/2/3	World Zone 1	World Zone 2	World Zone 3
Weight up to and including	Mailmark Franking/ Account	Mailmark Franking/ Account	Mailmark Franking/ Account	Mailmark Franking/ Account
100g	£8.55	£9.50	£9.60	N/A
250g	£9.00	£10.30	£11.35	N/A
500g	£9.75	£12.10	£13.90	N/A
750g	£10.15	£13.95	£16.70	N/A

VAT is payable at the zero rate for EU and ROW 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 Zone 1	Europe Zone 2	Europe Zone 3	World Zone 1	World Zone 2	World Zone 3
Weight up to and including	Mailmark Franking/ Account	Mailmark Franking/ Account	Mailmark Franking/ Account	Mailmark Franking/ Account	Mailmark Franking/ Account	Mailmark Franking/ Account
100g	£10.50	£10.65	£11.20	£12.15	£13.15	N/A
250g	£10.50	£10.65	£11.20	£13.05	£14.45	N/A
500g	£11.85	£12.25	£12.65	£16.50	£18.65	N/A
750g	£12.90	£13.25	£13.75	£18.80	£21.30	N/A
1kg	£13.80	£14.10	£14.80	£21.35	£24.25	N/A
1.25kg	£14.35	£14.45	£15.50	£23.20	£26.65	N/A
1.5kg	£14.50	£14.70	£16.45	£24.60	£29.15	N/A
2kg	£14.65	£15.15	£16.75	£24.85	£30.10	N/A

### Printed Papers\* only

Each additional 250g or part thereof up to 5kg add	£1.30	£1.30	£1.30	£1.80	£2.25	N/A
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VAT is payable at the zero rate for EU and ROW 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](https://royalmail.com/international)

<sup>†</sup>During unprecedented times, such as the COVID-19 pandemic, the name of the recipient is taken instead of a signature.

<sup>++</sup>Standard franking machines have been decertified. From 01 January 2023, Royal Mail will only accept franked mail from a Mailmark franking machine. Any franked mail that doesn't contain a Mailmark barcode will be returned to sender. For further information please visit [royalmail.com/franking](https://royalmail.com/franking)



# International Services – On Account/Franking<sup>++</sup>



**International Untracked (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.

For On Account product code OLA applies.

## Letters

	Europe Zones 1/2/3	World Zone 1/2/3
Weight up to and including	Mailmark Franking/Account	Mailmark Franking/Account
20g	£1.75	£1.75
100g	£1.75	£2.45

VAT is payable at the zero rate for EU and ROW destinations. Includes compensation up to £20.

## Large Letters

	Europe Zones 1/2/3	World Zone 1	World Zone 2	World Zone 3
Weight up to and including	Mailmark Franking/Account	Mailmark Franking/Account	Mailmark Franking/Account	Mailmark Franking/Account
100g	£3.05	£4.00	£4.00	£4.00
250g	£4.05	£5.50	£6.60	£5.65
500g	£5.05	£7.80	£9.65	£8.10
750g	£6.05	£10.45	£13.35	£10.90

VAT is payable at the zero rate for EU and ROW 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 Zone 1	Europe Zone 2	Europe Zone 3	World Zone 1	World Zone 2	World Zone 3
Weight up to and including	Mailmark Franking/Account	Mailmark Franking/Account	Mailmark Franking/Account	Mailmark Franking/Account	Mailmark Franking/Account	Mailmark Franking/Account
100g	£5.55	£5.65	£6.00	£6.80	£7.95	£8.90
250g	£5.55	£5.65	£6.00	£7.90	£9.45	£10.40
500g	£7.15	£7.45	£7.85	£11.50	£13.85	£15.80
750g	£8.30	£8.65	£9.15	£14.15	£16.80	£18.45
1kg	£9.40	£9.70	£10.40	£16.85	£19.85	£21.90
1.25kg	£10.40	£10.90	£11.45	£19.05	£22.75	£25.35
1.5kg	£10.40	£10.90	£12.55	£21.30	£25.85	£28.10
2kg	£11.90	£12.40	£13.55	£22.30	£27.45	£29.35
<b>Printed Papers* only</b>						
Each additional 250g or part thereof up to 5kg add	£1.30	£1.30	£1.30	£1.80	£2.25	£2.50

VAT is payable at the zero rate for EU and ROW 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)

<sup>++</sup>Standard franking machines have been decertified. From 01 January 2023, Royal Mail will only accept franked mail from a Mailmark franking machine. Any franked mail that doesn't contain a Mailmark barcode will be returned to sender. For further information please visit [royalmail.com/franking](https://royalmail.com/franking)

# International Services – On Account/Franking<sup>++</sup>



**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.

For On Account product code OLS applies.

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

## Letters

Weight up to and including	Price
20g	£1.60
100g	£1.60

VAT is payable at the zero rate for EU and ROW destinations. Includes compensation up to £20.

Letters to Europe must be sent by International Standard.

## Large Letters

Weight up to and including	Price
100g	£3.20
250g	£4.60
500g	£5.30
750g	£6.35

VAT is payable at the zero rate for EU and ROW 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	£5.05
250g	£5.40
500g	£7.75
750g	£9.05
1kg	£10.45
1.25kg	£11.60
1.5kg	£12.85
2kg	£14.25
<b>Printed Papers* only</b>	
Each additional 250g or part thereof up to 5kg add	£1.40

VAT is payable at the zero rate for EU and ROW 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)

<sup>++</sup>Standard franking machines have been decertified. From 01 January 2023, Royal Mail will only accept franked mail from a Mailmark franking machine. Any franked mail that doesn't contain a Mailmark barcode will be returned to sender. For further information please visit [royalmail.com/franking](https://royalmail.com/franking)



For information on International Business product prices, please consult the RM International Business Mail/Parcels Ratecards, which can be found on [royalmail.com/prices2023](https://royalmail.com/prices2023)

**Business Tracked and Signed** – provides full end-to-end tracking and a signature taken on delivery.<sup>†</sup>

The right choice for your business if you:

- want full tracking in the UK and overseas
- need a signature taken on delivery<sup>†</sup> 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.<sup>†</sup>

The right choice for your business if you:

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

**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) can be found in the relevant Business Mail or Business Parcels ratecard at [royalmail.com/prices2023](https://royalmail.com/prices2023)

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

<sup>†</sup>During unprecedented times or in the interest of health and safety, such as during the COVID-19 pandemic, the name of the recipient is taken instead of a signature.

\*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.

# 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 £17,000 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 £17,000

Type of regular collection	Price per annum
Weekday	£825.00
Weekday Timed	£1,940.00
Saturday	£260.00
Saturday Timed	£520.00
Additional Floor Fees*	£210.00
Collection on demand**	Price per collection
Single	£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 are dependent on local capacity.

# Inbound mail – receiving your items



**Royal Mail Timed Delivery®** – enables you to specify what time you want your available 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 Type	Price
<b>Timed Delivery</b>	
<b>Monthly</b>	£360.00
<b>Yearly</b>	£4,320.00

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>	
<b>Monthly*</b>	£30.00
<b>6 months</b>	£145.00
<b>1 year</b>	£250.00
<b>PO Box Delivery</b>	
<b>Monthly*</b>	£31.75
<b>6 months</b>	£174.25
<b>1 year</b>	£315.00
<b>PO Box with Transfer of Normal Address Mail</b>	
<b>Monthly*</b>	£36.25
<b>6 months</b>	£200.00
<b>1 year</b>	£355.00

\*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)

Business Keepsafe®	Price
Number of Keepsafes (per address)	
1	£59.00
3 (per year)	£159.00
6 (per year)	£300.00

All prices in this table are exempt from VAT. All durations above are for up to 66 days only.  
A single Keepsafe® for up to 100 days is available for £86.50.

**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)

Business – price per trading name		
Duration	UK (VAT Exempt)	EU/Non-EU (zero rated VAT)
Up to 12 months	£519.00	£666.00
Up to 6 months	£321.00	£391.00
Up to 3 months	£216.00	£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.

# 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 1 year	£3,050.00
Up to 6 months	£1,830.00
Up to 3 months	£1,055.00

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
Private Posting Box – collection fee	£999.00

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
Royal Mail handling fee	£8.00

VAT is not applicable to this fee.

**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)	£10.75
Monthly (Collection Charge)	£9.00

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

**Royal Mail Safebox®** – is an easy to use, all in one, secure and tamper-proof postage and packaging service 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	£339.00
12 x 1st Class cartons	£90.00
48 x Special Delivery Guaranteed cartons	£550.00
12 x Special Delivery Guaranteed cartons	£143.00

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®** – 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 [royalmail.com/relay](https://royalmail.com/relay)

# 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<sup>†</sup>**.

If you are deaf, hearing or speech impaired, we offer a service using the Relay UK service. Please dial **1800 0345 266 0075**. We're open Monday to Friday 7am-8pm, Saturday 8am-6pm and Sunday 9am-4pm.

Alternatively, using your minicom, please dial **03456 000 606**. The service is open Monday to Friday 8am-6pm and Saturday 8am-1pm.

<sup>†</sup>We're open Monday to Friday 8am-6pm.