



International Business Mail Services **Rate card**

Effective from 25th March 2019



Contents

International Business Mail	3	International Business Mail Large Letters	18
International Business Mail Mixed	4	Zero Sort and Zone Sort.....	19
International Business Mail Letters	6	Country Sort Low Volume.....	20
Zero Sort and Zone Sort.....	7	Country Sort High Volume.....	25
Country Sort Low Volume.....	8	Remedial work charges for International Business Mail ...	30
Country Sort High Volume.....	13	Help and advice	34



International Business Mail

International Business Mail is a service with a range of sorting and delivery options which covers Letters, Large Letters (previously known as Flats) and a mixture of post which includes parcels. All these are described in the International Business Mail User Guide.

Once you have selected the options you wish to use, calculate the price using the tables on the following pages.

For more information about International Business Mail and to view the User Guide, please visit royalmail.com/internationalbusinessmail

Four easy steps to calculate your postage cost.

For each pricing option:

- Multiply the number of items by the price per item
- Multiply the total weight (excluding the bag weight) by the price per kg
- Add these two amounts together
- You then need to add the cost of any supplementary services if using Zero Sort Premium.

Please note: A surcharge will be applied to Business Mail service prices. The current level of surcharge can be found at royalmail.com/surcharges

The price calculated above will also need to reflect the current surcharge level.

Mail prepared or presented incorrectly risks being delayed, since we have to remove it from our system and carry out the necessary work to ensure it can be delivered where possible. This is known as remedial work. The effect of any remedial work is to slow down mail, which increases costs. We have to pass these costs on to customers presenting items incorrectly. These costs may include charges from overseas postal authorities, if the item is in breach of international postal regulations. Please note that some items presented incorrectly may have to be returned to the original sender.

Charges for remedial work, as set out in the remedial work section of this rate card, will be made against the original product codes. These charges are agreed as representing the increased costs to Royal Mail caused by the need to perform the remedial work. Persistent failure to adhere to our service specifications will (or may) result in the termination of the service.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Business Mail Mixed



International Business Mail Mixed

		Priority				Economy		
		Delivery aims†				Delivery aims†		
		Europe 3-5 days				Europe 10-15 days		
		Rest of World 6-7 days				Rest of World 6-12 weeks		
Service	Countries	Product Code	Price per item	Price per kilo	Add-ons**	Product Code	Price per item	Price per kilo
Zero Sort Premium	All countries	N/A	£1.045	£7.405	Yes	N/A	N/A	N/A
Zero Sort Base Rate	All countries	WW1	£0.960	£7.405	No	WW3	£0.910	£6.355
Zero Sort Machinable	All countries	WW4	£0.910	£7.405	No	WW6	£0.900	£6.355
Zone Sort Base Rate	EU*	OZ1	£0.930	£7.145	No	OZ3	£0.880	£6.115
	Rest of World	OZ1	£0.960	£7.405	No	OZ3	£0.910	£6.355
Zone Sort Machinable	EU*	OZ4	£0.880	£7.145	No	OZ6	£0.870	£6.115
	Rest of World	OZ4	£0.910	£7.405	No	OZ6	£0.900	£6.355

† All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

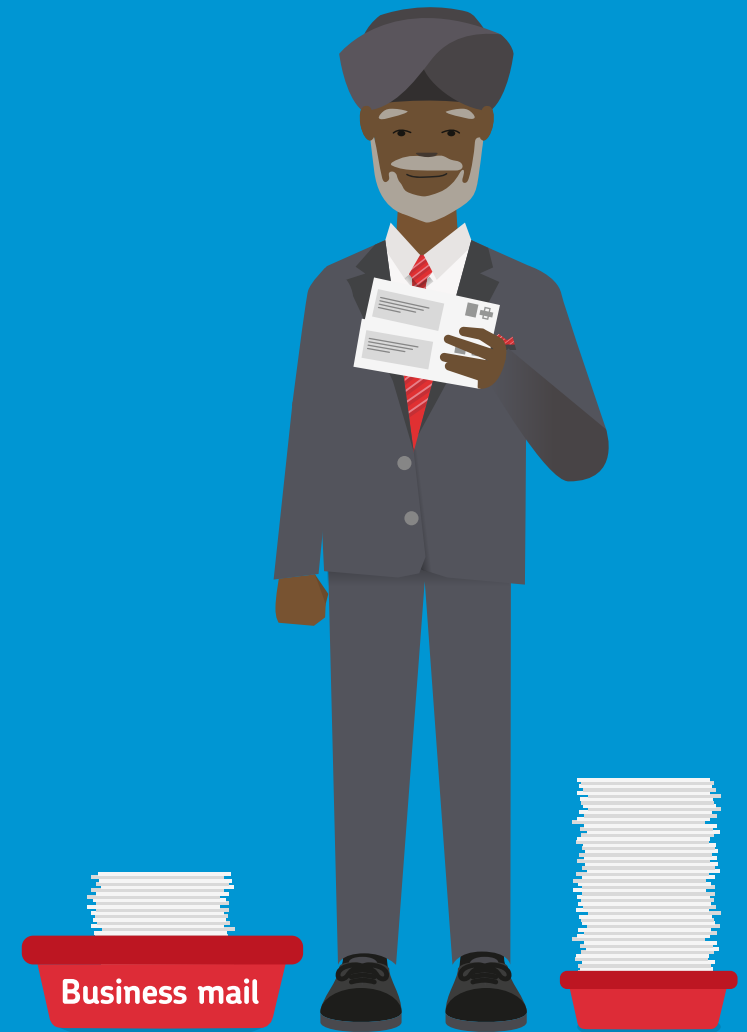
At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

Zero Sort Premium add-on services

Add-on services**	Price	
Indicia application. All or any combination of Printed Postage Impression (PPI) airmail indicator and UK return address.	Machinable items	£0.01 per item
	Non-machinable items	£0.04 per item
Departmental reporting	£50 per annum	£0.01 per item

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

International Business Mail Letters



International Business Mail Letters

Zero Sort and Zone Sort

		Priority			Economy		
		Delivery aims†			Delivery aims†		
		Europe 3-5 days			Europe 10-15 days		
		Rest of World 6-7 days			Rest of World 6-12 weeks		
Service	Countries	Product Code	Price per item	Price per kilo	Product Code	Price per item	Price per kilo
Zero Sort Base Rate	All countries	WP1	£0.590	£6.135	WP3	£0.570	£5.150
Zero Sort Machinable	All countries	WP4	£0.570	£6.135	WP6	£0.555	£5.150
Zone Sort Base Rate	EU	IP1	£0.550	£5.510	IP3	£0.535	£4.590
	Rest of World	IP1	£0.590	£6.135	IP3	£0.570	£5.150
Zone Sort Machinable	EU	IP4	£0.535	£5.510	IP6	£0.520	£4.590
	Rest of World	IP4	£0.570	£6.135	IP6	£0.555	£5.150

† All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Daily VRDs

Daily Volume#	Discount
0-99	0%
100-249	1.5%
>249	3%

Discounts paid per posting per product code.

International Business Mail Letters

Country Sort Low Volume

Minimum posting quantity of 1,000 items per mailing into a Mail Centre.
See User Guide for further details of the qualification criteria for this option.

EU prices

Service level	Priority		Economy	
Product code	DP4		DP6	
Delivery aims	3-5 days†		10-15 days†	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Austria	£0.535	£4.350	£0.535	£4.150
Belgium	£0.535	£3.950	£0.535	£3.850
Bulgaria	£0.430	£3.950	£0.430	£3.600
Croatia	£0.450	£4.450	£0.450	£4.350
Cyprus	£0.405	£4.150	£0.405	£3.950
Czech Republic	£0.420	£3.500	£0.420	£3.400
Denmark	£0.525	£5.400	£0.525	£5.200
Estonia	£0.500	£4.550	£0.500	£4.450
Finland	£0.550	£5.250	£0.550	£4.850
France	£0.525	£3.825	£0.525	£3.625
Germany	£0.525	£4.300	£0.525	£4.100
Greece	£0.540	£5.800	£0.540	£5.600
Hungary	£0.445	£4.100	£0.445	£3.900
Ireland	£0.630	£0.950	£0.630	£0.900

† All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Business Mail Letters Country Sort Low Volume

EU prices continued

Service level	Priority		Economy	
Product code	DP4		DP6	
Delivery aims	3-5 days [†]		10-15 days [†]	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Italy	£0.525	£4.550	£0.525	£4.450
Latvia	£0.410	£5.350	£0.410	£5.150
Lithuania	£0.420	£4.000	£0.420	£3.700
Luxembourg	£0.540	£4.550	£0.540	£4.350
Malta	£0.400	£4.650	£0.400	£4.450
Netherlands	£0.425	£3.550	£0.425	£3.450
Poland	£0.440	£3.800	£0.440	£3.700
Portugal	£0.540	£4.650	£0.540	£4.550
Romania	£0.440	£4.650	£0.440	£4.450
Slovak Republic	£0.510	£5.100	£0.510	£4.900
Slovenia	£0.450	£4.000	£0.450	£3.900
Spain	£0.525	£4.100	£0.525	£4.000
Sweden	£0.520	£4.560	£0.520	£4.360

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Business Mail Letters

Country Sort Low Volume

Minimum posting quantity of 1,000 items per mailing into a Mail Centre.
See User Guide for further details of the qualification criteria for this option.

Rest of Europe prices

Service level	Priority		Economy	
Product code	DP4		DP6	
Delivery aims	3-5 days†		10-15 days†	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Gibraltar	£0.450	£5.500	£0.450	£5.300
Iceland	£0.525	£4.550	£0.525	£4.500
Norway	£0.625	£10.700	£0.625	£10.200
Russia	£0.410	£4.100	£0.410	£3.900
Switzerland	£0.610	£5.000	£0.610	£4.800
Turkey	£0.410	£3.950	£0.410	£3.750
Rest of Europe	£0.295	£6.000	£0.295	£5.900

† All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Business Mail Letters

Country Sort Low Volume

Minimum posting quantity of 1,000 items per mailing into a Mail Centre. See User Guide for further details of the qualification criteria for this option.

Rest of World prices

Service level	Priority		Economy	
Product code	DP4		DP6	
Delivery aims	6-7 days [†]		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
North America				
USA	£0.505	£4.400	£0.505	£4.300
Rest of North America	£0.530	£4.550	£0.530	£4.350
Middle East				
Israel	£0.545	£5.100	£0.545	£4.750
Saudi Arabia	£0.460	£3.900	£0.460	£3.700
UAE	£0.395	£4.000	£0.395	£3.600
Rest of Middle East	£0.210	£7.000	£0.210	£6.800
Far East & Australasia				
Australia	£0.535	£6.400	£0.535	£4.200
China	£0.420	£5.000	£0.420	£4.500
Hong Kong	£0.410	£3.420	£0.410	£3.170
Japan	£0.525	£4.800	£0.525	£4.400
Malaysia	£0.410	£3.900	£0.410	£3.600
New Zealand	£0.450	£7.250	£0.450	£4.750
Singapore	£0.405	£3.750	£0.405	£3.450
South Korea	£0.395	£3.900	£0.395	£3.500
Taiwan	£0.400	£4.250	£0.400	£3.850
Rest of Far East & Australasia	£0.250	£5.800	£0.250	£5.650

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

International Business Mail Letters

Country Sort Low Volume

Rest of World prices continued

Service level	Priority		Economy	
Product code	DP4		DP6	
Delivery aims	6-7 days [†]		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Central & South America				
Argentina	£0.100	£8.300	N/A	N/A
Brazil	£0.410	£5.000	£0.410	£4.700
Mexico	£0.400	£4.200	£0.400	£3.800
Rest of Central & South America	£0.210	£7.900	£0.210	£7.500
Africa & Asia				
India	£0.100	£7.600	N/A	N/A
Kenya	£0.100	£7.750	£0.100	£7.350
Nigeria	£0.100	£7.900	£0.100	£7.500
Pakistan	£0.100	£7.900	N/A	N/A
South Africa	£0.395	£4.100	£0.395	£3.800
Rest of Africa & Asia	£0.100	£8.000	£0.100	£7.800

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

International Business Mail Letters Country Sort High Volume

Minimum posting quantity of 4,000 items per mailing into a Regional Distribution Centre.

This option is only available to customers who either:

- a) Mail a minimum quantity of 4,000 items internationally per posting, or
- b) Combine the overseas element with a UK pre-sorted service e.g.

Advertising Mail, Business Mail and Publishing Mail.

See User Guide for further details of the qualification criteria for this option.

EU prices

Service level	Priority		Economy	
Product code	DP1		DP3	
Delivery aims	3-5 days [†]		10-15 days [†]	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Austria	£0.495	£4.350	£0.495	£4.150
Belgium	£0.495	£3.950	£0.495	£3.850
Bulgaria	£0.390	£3.950	£0.390	£3.600
Croatia	£0.410	£4.450	£0.410	£4.350
Cyprus	£0.365	£4.150	£0.365	£3.950
Czech Republic	£0.380	£3.500	£0.380	£3.400
Denmark	£0.485	£5.400	£0.485	£5.200
Estonia	£0.460	£4.550	£0.460	£4.450
Finland	£0.510	£5.250	£0.510	£4.850
France	£0.485	£3.825	£0.485	£3.625
Germany	£0.485	£4.300	£0.485	£4.100
Greece	£0.500	£5.800	£0.500	£5.600
Hungary	£0.405	£4.100	£0.405	£3.900
Ireland	£0.590	£0.950	£0.590	£0.900

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit

royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations.

Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date

royalmail.com/prices2019

International Business Mail Letters Country Sort High Volume

EU prices continued

Service level	Priority		Economy	
Product code	DP1		DP3	
Delivery aims	3-5 days [†]		10-15 days [†]	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Italy	£0.485	£4.550	£0.485	£4.450
Latvia	£0.370	£5.350	£0.370	£5.150
Lithuania	£0.380	£4.000	£0.380	£3.700
Luxembourg	£0.500	£4.550	£0.500	£4.350
Malta	£0.360	£4.650	£0.360	£4.450
Netherlands	£0.385	£3.550	£0.385	£3.450
Poland	£0.400	£3.800	£0.400	£3.700
Portugal	£0.500	£4.650	£0.500	£4.550
Romania	£0.400	£4.650	£0.400	£4.450
Slovak Republic	£0.470	£5.100	£0.470	£4.900
Slovenia	£0.410	£4.000	£0.410	£3.900
Spain	£0.485	£4.100	£0.485	£4.000
Sweden	£0.480	£4.560	£0.480	£4.360

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Business Mail Letters

Country Sort High Volume

Minimum posting quantity of 4,000 items per mailing into a Regional Distribution Centre.

This option is only available to customers who either:

- a) Mail a minimum quantity of 4,000 items internationally per posting, or
- b) Combine the overseas element with a UK pre-sorted service e.g.

Advertising Mail, Business Mail and Publishing Mail.

See User Guide for further details of the qualification criteria for this option.

Rest of Europe prices

Service level	Priority		Economy	
Product code	DP1		DP3	
Delivery aims	3-5 days [†]		10-15 days [†]	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Gibraltar	£0.410	£5.500	£0.410	£5.300
Iceland	£0.485	£4.550	£0.485	£4.500
Norway	£0.585	£10.700	£0.585	£10.200
Russia	£0.370	£4.100	£0.370	£3.900
Switzerland	£0.570	£5.000	£0.570	£4.800
Turkey	£0.370	£3.950	£0.370	£3.750
Rest of Europe	£0.255	£6.000	£0.255	£5.900

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Business Mail Letters Country Sort High Volume

Minimum posting quantity of 4,000 items per mailing into a Regional Distribution Centre.

This option is only available to customers who either:

- a) Mail a minimum quantity of 4,000 items internationally per posting, or
- b) Combine the overseas element with a UK pre-sorted service e.g. Advertising Mail, Business Mail and Publishing Mail.

See User Guide for further details of the qualification criteria for this option.

Rest of World prices

Service level	Priority		Economy	
Product code	DP1		DP3	
Delivery aims	6-7 days [†]		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
North America				
USA	£0.465	£4.400	£0.465	£4.300
Rest of North America	£0.490	£4.550	£0.490	£4.350
Middle East				
Israel	£0.505	£5.100	£0.505	£4.750
Saudi Arabia	£0.420	£3.900	£0.420	£3.700
UAE	£0.355	£4.000	£0.355	£3.600
Rest of Middle East	£0.170	£7.000	£0.170	£6.800
Far East & Australasia				
Australia	£0.495	£6.400	£0.495	£4.200
China	£0.380	£5.000	£0.380	£4.500
Hong Kong	£0.370	£3.420	£0.370	£3.170
Japan	£0.485	£4.800	£0.485	£4.400

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

International Business Mail Letters Country Sort High Volume

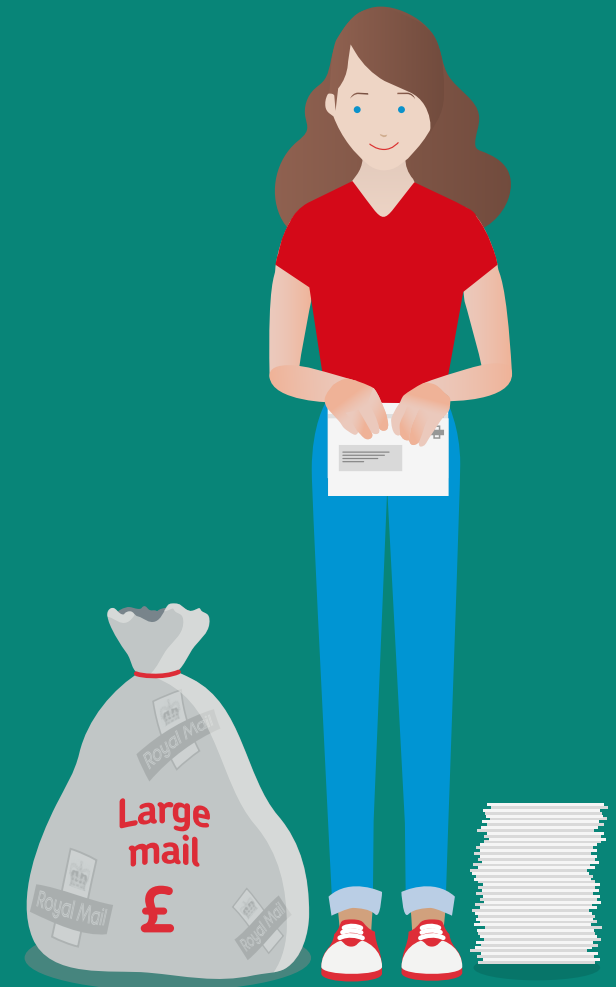
Rest of World prices continued

Service level	Priority		Economy	
Product code	DP1		DP3	
Delivery aims	6-7 days [†]		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Malaysia	£0.370	£3.900	£0.370	£3.600
New Zealand	£0.410	£7.250	£0.410	£4.750
Singapore	£0.365	£3.750	£0.365	£3.450
South Korea	£0.355	£3.900	£0.355	£3.500
Taiwan	£0.360	£4.250	£0.360	£3.850
Rest of Far East & Australasia	£0.210	£5.800	£0.210	£5.650
Central & South America				
Argentina	£0.060	£8.300	N/A	N/A
Brazil	£0.370	£5.000	£0.370	£4.700
Mexico	£0.360	£4.200	£0.360	£3.800
Rest of Central & South America	£0.170	£7.900	£0.170	£7.500
Africa & Asia				
India	£0.060	£7.600	N/A	N/A
Kenya	£0.060	£7.750	£0.060	£7.350
Nigeria	£0.060	£7.900	£0.060	£7.500
Pakistan	£0.060	£7.900	N/A	N/A
South Africa	£0.355	£4.100	£0.355	£3.800
Rest of Africa & Asia	£0.060	£8.000	£0.060	£7.800

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

International Business Mail Large Letters



International Business Mail Large Letters

Zero Sort & Zone Sort

		Priority			Economy		
		Delivery aims†			Delivery aims†		
		Europe 3-5 days			Europe 10-15 days		
		Rest of World 6-7 days			Rest of World 6-12 weeks		
Service	Countries	Product Code	Price per item	Price per kilo	Product Code	Price per item	Price per kilo
Zero Sort Base Rate	All countries	WG1	£0.965	£6.510	WG3	£0.845	£6.005
Zero Sort Machinable	All countries	WG4	£0.930	£6.510	WG6	£0.830	£6.005
Zone Sort Base Rate	EU*	IG1	£0.915	£4.315	IG3	£0.780	£4.055
	Rest of World	IG1	£0.935	£6.510	IG3	£0.815	£6.005
Zone Sort Machinable	EU*	IG4	£0.880	£4.315	IG6	£0.765	£4.055
	Rest of World	IG4	£0.900	£6.510	IG6	£0.795	£6.005

† All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Daily VRDs

Daily Volume#	Discount
0-19	0%
20-99	1.5%
>100	3%

Discounts paid per posting per product code.

International Business Mail Large Letters Country Sort Low Volume

Minimum posting quantity of 500 items per mailing into a Mail Centre.
See User Guide for further details of the qualification criteria for this option.

EU prices

Service level	Priority		Economy	
Product code	DG4		DG6	
Delivery aims	3-5 days [†]		10-15 days [†]	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Austria	£1.220	£0.950	£1.220	£0.850
Belgium	£0.625	£3.850	£0.625	£3.750
Bulgaria	£0.480	£3.950	£0.480	£3.600
Croatia	£0.525	£4.200	£0.525	£4.100
Cyprus	£0.490	£4.000	£0.490	£3.800
Czech Republic	£0.500	£3.350	£0.500	£3.250
Denmark	£1.505	£5.150	£1.505	£4.950
Estonia	£0.600	£4.350	£0.600	£4.250
Finland	£0.650	£5.150	£0.650	£4.750
France	£0.920	£3.300	£0.920	£3.100
Germany	£0.590	£3.550	£0.590	£3.450
Greece	£0.725	£4.600	£0.725	£4.400
Hungary	£0.530	£3.700	£0.530	£3.500

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Business Mail Large Letters Country Sort Low Volume

EU prices continued

Service level	Priority		Economy	
Product code	DG4		DG6	
Delivery aims	3-5 days [†]		10-15 days [†]	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Ireland	£0.960	£3.200	£0.960	£3.150
Italy	£0.650	£4.300	£0.650	£4.100
Latvia	£0.520	£4.900	£0.520	£4.700
Lithuania	£0.520	£3.500	£0.520	£3.400
Luxembourg	£0.630	£4.150	£0.630	£3.950
Malta	£0.500	£4.350	£0.500	£4.150
Netherlands	£0.570	£3.350	£0.570	£3.250
Poland	£0.525	£3.600	£0.525	£3.500
Portugal	£0.625	£4.450	£0.625	£4.350
Romania	£0.550	£4.050	£0.550	£3.850
Slovak Republic	£0.600	£4.700	£0.600	£4.500
Slovenia	£0.530	£3.800	£0.530	£3.750
Spain	£0.595	£4.000	£0.595	£3.900
Sweden	£0.790	£3.900	£0.790	£3.700

[†]All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Business Mail Large Letters Country Sort Low Volume

Minimum posting quantity of 500 items per mailing into a Mail Centre.
See User Guide for further details of the qualification criteria for this option.

Rest of Europe prices

Service level	Priority		Economy	
Product code	DG4		DG6	
Delivery aims	3-5 days [†]		10-15 days [†]	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Gibraltar	£0.650	£4.900	£0.650	£4.700
Iceland	£0.625	£4.250	£0.625	£4.200
Norway	£1.300	£5.400	£1.300	£4.900
Russia	£0.480	£3.800	£0.480	£3.600
Switzerland	£0.850	£4.200	£0.850	£4.000
Turkey	£0.510	£3.650	£0.510	£3.450
Rest of Europe	£0.345	£6.000	£0.345	£5.900

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Business Mail Large Letters Country Sort Low Volume

Minimum posting quantity of 500 items per mailing into a Mail Centre.
See User Guide for further details of the qualification criteria for this option.

Rest of World prices

Service level	Priority		Economy	
Product code	DG4		DG6	
Delivery aims	6-7 days [†]		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
North America				
USA	£0.590	£4.250	£0.590	£4.150
Rest of North America	£0.580	£4.550	£0.580	£4.350
Middle East				
Israel	£0.635	£4.850	£0.635	£4.500
Saudi Arabia	£0.590	£3.700	£0.590	£3.500
UAE	£0.490	£3.650	£0.490	£3.250
Rest of Middle East	£0.260	£7.000	£0.260	£6.800
Far East & Australasia				
Australia	£0.625	£6.200	£0.625	£4.000
China	£0.500	£4.800	£0.500	£4.300
Hong Kong	£0.460	£3.420	£0.460	£3.170
Japan	£0.615	£4.600	£0.615	£4.400
Malaysia	£0.510	£3.500	£0.510	£3.300
New Zealand	£0.500	£7.250	£0.500	£4.750

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

International Business Mail Large Letters Country Sort Low Volume

Rest of World prices continued

Service level	Priority		Economy	
Product code	DG4		DG6	
Delivery aims	6-7 days [†]		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Singapore	£0.490	£3.550	£0.490	£3.400
South Korea	£0.495	£3.500	£0.495	£3.200
Taiwan	£0.500	£4.000	£0.500	£3.600
Rest of Far East & Australasia	£0.300	£5.800	£0.300	£5.650
Central & South America				
Argentina	£0.150	£8.300	N/a	N/a
Brazil	£0.460	£5.000	£0.460	£4.700
Mexico	£0.500	£4.050	£0.500	£3.650
Rest of Central & South America	£0.260	£7.900	£0.260	£7.500
Africa & Asia				
India	£0.150	£7.600	N/a	N/a
Kenya	£0.150	£7.750	£0.150	£7.350
Nigeria	£0.150	£7.900	£0.150	£7.500
Pakistan	£0.150	£7.900	N/a	N/a
South Africa	£0.495	£3.900	£0.495	£3.600
Rest of Africa & Asia	£0.150	£8.000	£0.150	£7.800

[†] All delivery aim figures are in working days, except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

International Business Mail Large Letters Country Sort High Volume

Minimum posting quantity of 1,000 items per mailing into a Regional Distribution Centre.

This option is only available to customers who either:

- a) Mail a minimum quantity of 1,000 items internationally per posting, or
- b) Combine the overseas element with a UK pre-sorted service e.g. Advertising Mail, Business Mail and Publishing Mail.

See User Guide for further details of the qualification criteria for this option.

EU prices

Service level	Priority		Economy	
Product code	DG1		DG3	
Delivery aims	3-5 days [†]		10-15 days [†]	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Austria	£1.170	£0.950	£1.170	£0.850
Belgium	£0.575	£3.850	£0.575	£3.750
Bulgaria	£0.430	£3.950	£0.430	£3.600
Croatia	£0.475	£4.200	£0.475	£4.100
Cyprus	£0.440	£4.000	£0.440	£3.800
Czech Rep	£0.450	£3.350	£0.450	£3.250
Denmark	£1.455	£5.150	£1.455	£4.950
Estonia	£0.550	£4.350	£0.550	£4.250
Finland	£0.600	£5.150	£0.600	£4.750
France	£0.870	£3.300	£0.870	£3.100
Germany	£0.540	£3.550	£0.540	£3.450
Greece	£0.675	£4.600	£0.675	£4.400

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Business Mail Large Letters Country Sort High Volume

EU prices continued

Service level	Priority		Economy	
Product code	DG1		DG3	
Delivery aims	3-5 days [†]		10-15 days [†]	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Hungary	£0.480	£3.700	£0.480	£3.500
Ireland	£0.910	£3.200	£0.910	£3.150
Italy	£0.600	£4.300	£0.600	£4.100
Latvia	£0.470	£4.900	£0.470	£4.700
Lithuania	£0.470	£3.500	£0.470	£3.400
Luxembourg	£0.580	£4.150	£0.580	£3.950
Malta	£0.450	£4.350	£0.450	£4.150
Netherlands	£0.520	£3.350	£0.520	£3.250
Poland	£0.475	£3.600	£0.475	£3.500
Portugal	£0.575	£4.450	£0.575	£4.350
Romania	£0.500	£4.050	£0.500	£3.850
Slovak Republic	£0.550	£4.700	£0.550	£4.500
Slovenia	£0.480	£3.800	£0.480	£3.750
Spain	£0.545	£4.000	£0.545	£3.900
Sweden	£0.740	£3.900	£0.740	£3.700

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Business Mail Large Letters Country Sort High Volume

Minimum posting quantity of 1,000 items per mailing into a Regional Distribution Centre.

This option is only available to customers who either:

- a) Mail a minimum quantity of 1,000 items internationally per posting, or
- b) Combine the overseas element with a UK pre-sorted service e.g.

Advertising Mail, Business Mail and Publishing Mail.

See User Guide for further details of the qualification criteria for this option.

Rest of Europe prices

Service level	Priority		Economy	
Product code	DG1		DG3	
Delivery aims	3-5 days [†]		10-15 days [†]	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Gibraltar	£0.600	£4.900	£0.600	£4.700
Iceland	£0.575	£4.250	£0.575	£4.200
Norway	£1.250	£5.400	£1.250	£4.900
Russia	£0.430	£3.800	£0.430	£3.600
Switzerland	£0.800	£4.200	£0.800	£4.000
Turkey	£0.460	£3.650	£0.460	£3.450
Rest of Europe	£0.295	£6.000	£0.295	£5.900

[†]All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

At the time of publication we have provided prices based on the current VAT and customs rules and regulations. Depending on the outcome of the UK leaving the EU, VAT and customs may change, please keep up to date royalmail.com/prices2019

International Business Mail Large Letters Country Sort High Volume

Minimum posting quantity of 1,000 items per mailing into a Regional Distribution Centre.

This option is only available to customers who either:

- a) Mail a minimum quantity of 1,000 items internationally per posting, or
- b) Combine the overseas element with a UK pre-sorted service e.g.

Advertising Mail, Business Mail and Publishing Mail.

See User Guide for further details of the qualification criteria for this option.

Rest of World Prices

Service level	Priority		Economy	
Product code	DG1		DG3	
Delivery aims	6-7 days [†]		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
North America				
USA	£0.540	£4.250	£0.540	£4.150
Rest of North America	£0.530	£4.550	£0.530	£4.350
Middle East				
Israel	£0.585	£4.850	£0.585	£4.500
Saudi Arabia	£0.540	£3.700	£0.540	£3.500
UAE	£0.440	£3.650	£0.440	£3.250
Rest of Middle East	£0.210	£7.000	£0.210	£6.800
Far East & Australasia				
Australia	£0.575	£6.200	£0.575	£4.000
China	£0.450	£4.800	£0.450	£4.300
Hong Kong	£0.410	£3.420	£0.410	£3.170
Japan	£0.565	£4.600	£0.565	£4.400

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

International Business Mail Large Letters Country Sort High Volume

Rest of World Prices continued

Service level	Priority		Economy	
Product code	DG1		DG3	
Delivery aims	6-7 days [†]		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Malaysia	£0.460	£3.500	£0.460	£3.300
New Zealand	£0.450	£7.250	£0.450	£4.750
Singapore	£0.440	£3.550	£0.440	£3.400
South Korea	£0.445	£3.500	£0.445	£3.200
Taiwan	£0.450	£4.000	£0.450	£3.600
Rest of Far East & Australasia	£0.250	£5.800	£0.250	£5.650
Central & South America				
Argentina	£0.100	£8.300	N/A	N/A
Brazil	£0.410	£5.000	£0.410	£4.700
Mexico	£0.450	£4.050	£0.450	£3.650
Rest of Central & South America	£0.210	£7.900	£0.210	£7.500
Africa & Asia				
India	£0.100	£7.600	N/A	N/A
Kenya	£0.100	£7.750	£0.100	£7.350
Nigeria	£0.100	£7.900	£0.100	£7.500
Pakistan	£0.100	£7.900	N/A	N/A
South Africa	£0.445	£3.900	£0.445	£3.600
Rest of Africa & Asia	£0.100	£8.000	£0.100	£7.800

[†] All delivery aim figures are in working days except where weeks are stated, and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

Remedial work charges for International Business Mail



Remedial work charges for International Business Mail

Mail prepared or presented incorrectly risks being delayed, since we have to remove it from our system and carry out the necessary work to ensure it can be delivered where possible. This is known as remedial work. The effect of any remedial work is to slow down mail, which increases costs. We have to pass these costs on to customers presenting items incorrectly. These costs may include charges from overseas postal authorities, if the item is in breach of international postal regulations. Please note that some items presented incorrectly may have to be returned to the original sender.

Charges for remedial work, as set out in the table below and will be made against the original product codes. These charges are agreed as representing the increased costs to Royal Mail caused by the need to perform the remedial work.

Please note that all remedial work will incur VAT at standard rates.

Please note	Solution	Charge
Incorrect bag	Poster authorises Royal Mail to perform rework	£0.50 per bag plus £26.39 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £26.39 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £26.39 rework fee
Overweight bag (above 11kg)	Poster authorises Royal Mail to perform rework	£1 per bag/tray plus £26.39 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £26.39 rework fee
Overweight tray (above 10kg)	Poster to collect mail from Royal Mail	£0.16 per kg plus £26.39 rework fee
Indicia missing or incorrect	Poster authorises Royal Mail to apply the correct indicia	£0.02 per machinable item plus £26.39 rework fee
		£0.08 per non-machinable item plus £26.39 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £26.39 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £26.39 rework fee

Remedial work charges for International Business Mail

Please note	Solution	Charge
Incorrect label on bag/container or bag incorrectly sealed	Poster authorises Royal Mail to perform rework	£0.50 per bag/container plus £26.39 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £26.39 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £26.39 rework fee
Oversized items (see format dimensions as detailed in the User Guide)	Poster requests Royal Mail to return mail	£0.22 per kg plus £26.39 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £26.39 rework fee
Destination country not showing within address	Poster requests Royal Mail to return mail	£0.22 per kg plus £26.39 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £26.39 rework fee
Sales Order incorrectly completed e.g. Understated items or weight	Poster authorises Royal Mail to amend Posting Cheque/Sales Order	£2 per line (minimum charge of £26.39 per page)
	Poster requests Royal Mail to return mail	£0.22 per kg plus £26.39 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £26.39 rework fee
	Poster authorises Royal Mail to process mail at International Mixed Mail Premium Unsorted Rates	International Mixed Mail Premium Unsorted rates plus £26.39 rework fee
Changing collection arrangements without 48 hours' notice	N/a	£50
Cancellation of a booked collection without notifying Royal Mail	N/a	£100

Remedial work charges for International Business Mail

Please note	Solution	Charge
Items not conforming to international postal regulations e.g. Mail displaying a non-UK return address	If noticed within the UK we will offer you the following options:	
	Poster requests Royal Mail to return mail	£0.22 per kg plus £26.39 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £26.39 rework fee
	Advise you of the cost of remedying the error and forwarding the items	Charge will be advised at the time
	Where errors are notified to us by the receiving country we will contact the poster and advise on the options available	Charge will be advised at the time
All other errors	Poster authorises Royal Mail to perform rework	Mail will be charged at the current International Mixed Mail Premium Unsorted rates applicable to its destination and format plus £0.01 per item and a £26.39 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £26.39 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £26.39 rework fee

Help and advice



Help & advice

If you have any questions about these services, please contact either your account manager or a Royal Mail Sales Centre on **08457 950 950**. Calls charged at local rate. Although correct at the date this booklet went to print, from time to time services may be added to, changed or withdrawn.

Up to date information may be obtained from a Royal Mail Sales Centre on **08457 950 950** (Calls charged at local rate) or at royalmail.com/internationalbusinessmail

If you have urgent or important documents that require tracking then please see our webpage: royalmail.com/internationalbusinessparcels