



International Business Parcels **Rate card**

Effective from 25th March 2019



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International Business Parcels services

This Rate Card covers our three International Parcel services, which are:

- Tracked
- Signed
- Standard

What is International Business Tracked?

International Business Tracked is a fully tracked service from posting to delivery overseas with the option of a signature on delivery depending on the location. It is offered to international business customers at a discounted rate from our standard rates.

What is International Business Signed?

International Business Signed is a signed for service where a signature is taken when the item is delivered overseas. All items are tracked until they leave the UK. It is available to international business customers at a discounted rate from our standard rates.

What is International Business Standard?

International Business Standard is an untracked service with a range of sorting and delivery options.

Pricing your mail items

There are three easy steps to calculate your postage cost:

- Multiply the number of items by the price per item for each format per service (where applicable)

- Multiply the total weight (excluding the bag weight) by the price per kg for each format per service (where applicable)

- Add the above together.

Please note: A surcharge applies to Tracked and Signature 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 Tracked with Signature



International Business Tracked with Signature

The table below shows our current rates for Tracked with Signature option:

Service	Product code	Region	Delivery Aims†	Item format					
						Large Letter		Parcel	
				Price per item	Price per kilo	Price per item	Price per kilo	Price per item	Price per kilo
International Business Mail Tracked with Signature	MTC	EU*	3-4 days	£5.400	£5.450	£6.200	£3.850	N/A	N/A
		Rest of World	Rest of Europe: 3-5 days Rest of World: 5-7 days	£5.400	£5.950	£6.200	£5.900	N/A	N/A
International Business Mail Tracked with Signature with extra compensation	MTD	EU*	3-4 days	£7.800	£5.450	£8.600	£3.850	N/A	N/A
		Rest of World	Rest of Europe: 3-5 days Rest of World: 5-7 days	£7.800	£5.950	£8.600	£5.900	N/A	N/A
International Business Parcels Tracked with Signature	MTA	EU*	3-4 days	N/A	N/A	N/A	N/A	£6.650	£3.650
		Rest of World	Rest of Europe: 3-5 days Rest of World: 5-7 days	N/A	N/A	N/A	N/A	£6.650	£5.800
International Business Parcels Tracked with Signature with extra compensation	MTB	EU*	3-4 days	N/A	N/A	N/A	N/A	£9.050	£3.650
		Rest of World	Rest of Europe: 3-5 days Rest of World: 5-7 days”	N/A	N/A	N/A	N/A	£9.050	£5.800

†All delivery aim figures in working days 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 going to print 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 Tracked with Signature

Below are examples of prices by weight, format and zone:

Average item weight	Format	Standard product		Product with extra compensation	
		EU*	Rest of World	EU*	Rest of World
50g	Letter	£5.67	£5.70	£8.07	£8.10
100g	Letter	£5.95	£6.00	£8.35	£8.40
100g	Large letter	£6.59	£6.79	£8.99	£9.19
200g	Large letter	£6.97	£7.38	£9.37	£9.78
300g	Large letter	£7.36	£7.97	£9.76	£10.37
400g	Large letter	£7.74	£8.56	£10.14	£10.96
500g	Large letter	£8.13	£9.15	£10.53	£11.55
500g	Parcel	£8.48	£9.55	£10.88	£11.95
600g	Parcel	£8.84	£10.13	£11.24	£12.53
700g	Parcel	£9.21	£10.71	£11.61	£13.11
800g	Parcel	£9.57	£11.29	£11.97	£13.69
900g	Parcel	£9.94	£11.87	£12.34	£14.27
1kg	Parcel	£10.30	£12.45	£12.70	£14.85

All delivery aim figures in working days and exclude day of posting. Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

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At the time of going to print 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 Tracked with Signature

Below are examples of prices by weight, format and zone:

Average item weight	Format	Standard product		Product with extra compensation	
		EU*	Rest of World	EU*	Rest of World
1.1kg	Parcel	£10.67	£13.03	£13.07	£15.43
1.2kg	Parcel	£11.03	£13.61	£13.43	£16.01
1.3kg	Parcel	£11.40	£14.19	£13.80	£16.59
1.4kg	Parcel	£11.76	£14.77	£14.16	£17.17
1.5kg	Parcel	£12.13	£15.35	£14.53	£17.75
1.6kg	Parcel	£12.49	£15.93	£14.89	£18.33
1.7kg	Parcel	£12.86	£16.51	£15.26	£18.91
1.8kg	Parcel	£13.22	£17.09	£15.62	£19.49
1.9kg	Parcel	£13.59	£17.67	£15.99	£20.07
2kg	Parcel	£13.95	£18.25	£16.35	£20.65

Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

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International Business Tracked



International Business Tracked

The table below shows our current rates for Tracked:

Service	Product code	Region	Delivery Aims [†]	Item format					
						Large Letter		Parcel	
				Price per item	Price per kilo	Price per item	Price per kilo	Price per item	Price per kilo
International Business Mail Tracked	MTI	EU*	2-4 days	£4.950	£5.450	£5.450	£3.850	N/A	N/A
		Rest of World	Rest of Europe: 3-5 days Rest of World: 5-7 days	£5.300	£5.950	£5.900	£5.900	N/A	N/A
International Business Mail Tracked with extra compensation	MTJ	EU*	2-4 days	£7.350	£5.450	£7.850	£3.850	N/A	N/A
		Rest of World	Rest of Europe: 3-5 days Rest of World: 5-7 days	£7.700	£5.950	£8.300	£5.900	N/A	N/A
International Business Parcels Tracked	MP1	EU*	2-4 days	N/A	N/A	N/A	N/A	£5.650	£3.650
		Rest of World	Rest of Europe: 3-5 days Rest of World: 5-7 days	N/A	N/A	N/A	N/A	£6.150	£5.800
International Business Parcels Tracked with extra compensation	MP4	EU*	2-4 days	N/A	N/A	N/A	N/A	£8.050	£3.650
		Rest of World	Rest of Europe: 3-5 days Rest of World: 5-7 days”	N/A	N/A	N/A	N/A	£8.550	£5.800

[†]All delivery aim figures in working days 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.

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International Business Tracked

Below are examples of prices by weight, format and zone:

Average item weight	Format	Standard product		Product with extra compensation	
		EU*	Rest of World	EU*	Rest of World
50g	Letter	£5.22	£5.60	£7.62	£8.00
100g	Letter	£5.50	£5.90	£7.90	£8.30
100g	Large letter	£5.84	£6.49	£8.24	£8.89
200g	Large letter	£6.22	£7.08	£8.62	£9.48
300g	Large letter	£6.61	£7.67	£9.01	£10.07
400g	Large letter	£6.99	£8.26	£9.39	£10.66
500g	Large letter	£7.38	£8.85	£9.78	£11.25
500g	Parcel	£7.48	£9.05	£9.88	£11.45
600g	Parcel	£7.84	£9.63	£10.24	£12.03
700g	Parcel	£8.21	£10.21	£10.61	£12.61
800g	Parcel	£8.57	£10.79	£10.97	£13.19
900g	Parcel	£8.94	£11.37	£11.34	£13.77
1kg	Parcel	£9.30	£11.95	£11.70	£14.35

Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

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International Business Tracked

Below are examples of prices by weight, format and zone:

Average item weight	Format	Standard product		Product with extra compensation	
		EU*	Rest of World	EU*	Rest of World
1.1kg	Parcel	£9.67	£12.53	£12.07	£14.93
1.2kg	Parcel	£10.03	£13.11	£12.43	£15.51
1.3kg	Parcel	£10.40	£13.69	£12.80	£16.09
1.4kg	Parcel	£10.76	£14.27	£13.16	£16.67
1.5kg	Parcel	£11.13	£14.85	£13.53	£17.25
1.6kg	Parcel	£11.49	£15.43	£13.89	£17.83
1.7kg	Parcel	£11.86	£16.01	£14.26	£18.41
1.8kg	Parcel	£12.22	£16.59	£14.62	£18.99
1.9kg	Parcel	£12.59	£17.17	£14.99	£19.57
2kg	Parcel	£12.95	£17.75	£15.35	£20.15

Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

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International Business Signed



International Business Signed

The table below shows our current rates for Signed:

Service	Product code	Region	Delivery Aims [†]	Item format					
						Large Letter		Parcel	
				Price per item	Price per kilo	Price per item	Price per kilo	Price per item	Price per kilo
International Business Mail Signed	MTM	EU*	3-5 days	£5.200	£5.450	£5.800	£3.850	N/A	N/A
		Rest of World	Rest of Europe: 3-5 days Rest of World: 5-6 days	£5.200	£5.950	£5.800	£5.900	N/A	N/A
International Business Mail Signed with extra compensation	MTN	EU*	3-5 days	£7.600	£5.450	£8.200	£3.850	N/A	N/A
		Rest of World	Rest of Europe: 3-5 days Rest of World: 5-6 days	£7.600	£5.950	£8.200	£5.900	N/A	N/A
International Business Parcels Signed	MP5	EU*	3-5 days	N/A	N/A	N/A	N/A	£6.050	£3.650
		Rest of World	Rest of Europe: 3-5 days Rest of World: 5-6 days	N/A	N/A	N/A	N/A	£6.050	£5.800
International Business Parcels Signed with extra compensation	MP6	EU*	3-5 days	N/A	N/A	N/A	N/A	£8.450	£3.650
		Rest of World	Rest of Europe: 3-5 days Rest of World: 5-6 days”	N/A	N/A	N/A	N/A	£8.450	£5.800

[†]All delivery aim figures in working days 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.

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International Business Signed

Below are examples of prices by weight, format and zone:

Average item weight	Format	Standard product		Product with extra compensation	
		EU*	Rest of World	EU*	Rest of World
50g	Letter	£5.47	£5.50	£7.87	£7.90
100g	Letter	£5.75	£5.80	£8.15	£8.20
100g	Large letter	£6.19	£6.39	£8.59	£8.79
200g	Large letter	£6.57	£6.98	£8.97	£9.38
300g	Large letter	£6.96	£7.57	£9.36	£9.97
400g	Large letter	£7.34	£8.16	£9.74	£10.56
500g	Large letter	£7.73	£8.75	£10.13	£11.15
500g	Parcel	£7.88	£8.95	£10.28	£11.35
600g	Parcel	£8.24	£9.53	£10.64	£11.93
700g	Parcel	£8.61	£10.11	£11.01	£12.51
800g	Parcel	£8.97	£10.69	£11.37	£13.09
900g	Parcel	£9.34	£11.27	£11.74	£13.67
1 kg	Parcel	£9.70	£11.85	£12.10	£14.25

Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

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International Business Signed

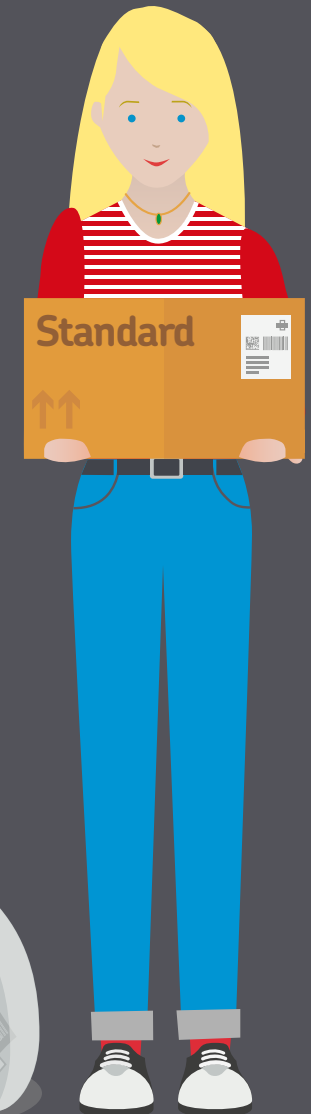
Average item weight	Format	Standard product		Product with extra compensation	
		EU*	Rest of World	EU*	Rest of World
1.1kg	Parcel	£10.07	£12.43	£12.47	£14.83
1.2kg	Parcel	£10.43	£13.01	£12.83	£15.41
1.3kg	Parcel	£10.80	£13.59	£13.20	£15.99
1.4kg	Parcel	£11.16	£14.17	£13.56	£16.57
1.5kg	Parcel	£11.53	£14.75	£13.93	£17.15
1.6kg	Parcel	£11.89	£15.33	£14.29	£17.73
1.7kg	Parcel	£12.26	£15.91	£14.66	£18.31
1.8kg	Parcel	£12.62	£16.49	£15.02	£18.89
1.9kg	Parcel	£12.99	£17.07	£15.39	£19.47
2kg	Parcel	£13.35	£17.65	£15.75	£20.05

Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

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International Business Standard



International Business Standard: 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	WE1	£1.655	£6.335	WE3	£1.655	£5.925
Zone Sort Base Rate	EU*	IE1	£1.555	£4.040	IE3	£1.555	£3.940
	Rest of World	IE1	£1.625	£6.335	IE3	£1.625	£5.925

† 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

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International Daily VRDs

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

Discounts paid per posting per product code.

International Business Standard: Zero Sort Country Priced High Volume

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 to achieve the minimum of 1,000 items or
 - c) Are using our High Volume Parcels services e.g. Tracked High Volume or a pre-sorted parcels service that is collected by our Regional Distribution Centre (RDC) network
- See User Guide for further details of postings which qualify for this option.

EU prices

Service level	Priority		Economy	
Product code	DE1		DE3	
Delivery aims	3-5 days [†]		10-15 days [†]	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Austria	£2.200	£0.950	£2.200	£0.850
Belgium	£1.225	£2.600	£1.225	£2.500
Bulgaria	£0.950	£3.150	£0.950	£2.800
Croatia	£1.125	£3.350	£1.125	£3.250
Cyprus	£0.950	£3.250	£0.950	£3.050
Czech Rep	£0.990	£2.800	£0.990	£2.700
Denmark	£2.400	£2.500	£2.400	£2.300
Estonia	£1.150	£3.400	£1.150	£3.300
Finland	£1.225	£3.800	£1.225	£3.400
France	£1.700	£1.325	£1.700	£1.125
Germany	£1.200	£2.500	£1.200	£2.400

International Business Standard: Zero Sort Country Priced High Volume

EU prices continued

Service level	Priority		Economy	
Product code	DE1		DE3	
Delivery aims	3-5 days [†]		10-15 days [†]	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Greece	£1.225	£3.350	£1.225	£3.150
Hungary	£1.050	£3.050	£1.050	£2.850
Ireland	£1.830	£3.575	£1.830	£3.525
Italy	£1.225	£3.400	£1.225	£3.200
Latvia	£0.925	£4.400	£0.925	£4.200
Lithuania	£0.950	£2.900	£0.950	£2.800
Luxembourg	£1.225	£3.200	£1.225	£3.000
Malta	£0.950	£3.900	£0.950	£3.700
Netherlands	£1.225	£2.700	£1.225	£2.600
Poland	£1.095	£2.700	£1.095	£2.600
Portugal	£1.225	£3.450	£1.225	£3.350
Romania	£0.975	£3.900	£0.975	£3.700
Slovak Republic	£1.085	£4.050	£1.085	£3.850
Slovenia	£1.085	£2.950	£1.085	£2.900
Spain	£1.225	£2.850	£1.225	£2.750
Sweden	£1.655	£2.330	£1.655	£2.130

[†] 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.

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International Business Standard: Zero Sort Country Priced High Volume

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 to achieve the minimum of 1,000 items or
 - c) Are using our High Volume Parcels services e.g. Tracked High Volume or a pre-sorted parcels service that is collected by our Regional Distribution Centre (RDC) network
- See User Guide for further details of postings which qualify for this option.

Rest of Europe prices

Service level	Priority		Economy	
Product code	DE1		DE3	
Delivery aims	3-5 days [†]		10-15 days [†]	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Gibraltar	£1.000	£4.100	£1.000	£3.900
Iceland	£1.225	£3.250	£1.225	£3.200
Norway	£2.800	£3.800	£2.800	£3.300
Russia	£0.950	£2.900	£0.950	£2.700
Switzerland	£1.700	£3.400	£1.700	£3.200
Turkey	£1.020	£2.950	£1.020	£2.750
Rest of Europe	£0.495	£6.000	£0.495	£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 going to print 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 Standard: Zero Sort Country Priced High Volume

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 to achieve the minimum of 1,000 items or
- c) Are using our High Volume Parcels services e.g. Tracked High Volume or a pre-sorted parcels service that is collected by our Regional Distribution Centre (RDC) network

See User Guide for further details of postings which qualify for this option.

Rest of World prices

Service level	Priority		Economy	
Product code	DE1		DE3	
Delivery aims	6-7 days [†]		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
North America				
USA	£1.225	£3.325	£1.225	£3.225
Rest of North America	£1.225	£3.400	£1.225	£3.200
Middle East				
Israel	£1.225	£3.850	£1.225	£3.500
Saudi Arabia	£1.100	£3.200	£1.100	£3.000
UAE	£0.975	£3.200	£0.975	£2.800
Rest of Middle East	£0.410	£7.000	£0.410	£6.800
Far East & Australasia				
Australia	£1.225	£5.200	£1.225	£3.000
China	£0.950	£3.700	£0.950	£3.200
Hong Kong	£0.925	£2.550	£0.925	£2.300

[†] 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 Standard: Zero Sort Country Priced High Volume

Rest of World prices continued

Service level	Priority		Economy	
Product code	DE1		DE3	
Delivery aims	6-7 days [†]		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Japan	£1.225	£3.550	£1.225	£3.350
Malaysia	£0.950	£3.200	£0.950	£3.000
New Zealand	£1.050	£6.000	£1.050	£3.500
Singapore	£0.950	£2.850	£0.950	£2.600
South Korea	£0.950	£2.950	£0.950	£2.650
Taiwan	£0.950	£3.150	£0.950	£2.750
Rest of Far East & Australasia	£0.450	£5.800	£0.450	£5.650
Central & South America				
Argentina	£0.300	£8.300	N/A	N/A
Brazil	£1.000	£3.800	£1.000	£3.500
Mexico	£0.925	£3.600	£0.925	£3.200
Rest of Central & South America	£0.410	£7.900	£0.410	£7.500
Africa & Asia				
India	£0.300	£7.600	N/a	N/a
Kenya	£0.300	£7.750	£0.300	£7.350
Nigeria	£0.300	£7.900	£0.300	£7.500
Pakistan	£0.300	£7.900	N/a	N/a
South Africa	£0.950	£3.250	£0.950	£2.950
Rest of Africa & Asia	£0.300	£8.000	£0.300	£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



Remedial work charges for our International Business Tracking and Signature services

Items prepared or presented incorrectly risk being delayed, since we have to remove them from our system and carry out the necessary work to ensure they can be delivered where possible. This is known as remedial work. The effect of any remedial work is to slow down the items, which increases costs. We may pass these costs back to customers who have presented their 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, will be made against the original product codes. These charges represent the increased costs to Royal Mail for carrying out required remedial work.

Remedial work charges for our International Business Tracked and Signature services

Problem	Standard product	Product with extra compensation
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
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)/York (250kg)	Poster authorises Royal Mail to perform rework	£1 per bag/York 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
Indicia missing or incorrect	Poster authorises Royal Mail to apply the correct indicia	£0.08 per 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
Incorrect barcode label (applies to International Tracked and International Signed)	Poster authorises Royal Mail to perform rework, if possible	£0.08 per item plus £26.39 rework fee
	Poster requests Royal Mail to return mail	£0.22 per item plus £26.39 rework fee
	Poster to collect from Royal Mail	0.16 per item plus £26.39 rework fee
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

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

Remedial work charges for our International Business Tracked and Signature services

Problem	Standard product	Product with extra compensation
Oversized items (see format dimensions 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
Changing collection arrangements without 48 hours notice	Poster authorises Royal Mail to perform rework	£50
Cancellation of a booked collection without notifying Royal Mail	Poster authorises Royal Mail to apply the correct indicia	£100
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:	
	1) Poster requests Royal Mail to return mail	£0.22 per kg plus £26.39 rework fee
	2) Poster to collect mail from Royal Mail	£0.16 per kg plus £26.39 rework fee
	3) Advise you of the cost of remedying the error and forwarding the items	Charge will be advised at the time
	If noticed outside the UK, we will offer the following options:	
	1) Where errors are notified to us by the receiving country we will contact you and advise on the options available	Charge will be advised at the time
All other errors	Poster authorizes Royal Mail to perform rework	Item will be charged at the current International Business Standard Zero Sort rates applicable to its destination and format plus 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

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

Help and advice



Help & advice

If you have any questions about these services, please contact either your account manager or the 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 the Royal Mail Sales Centre on **08457 950 950** (calls charged at local rate) or at royalmail.com/internationalbusinessparcels

You may also be interested in:

Our International Business Parcels Returns service makes it easier for your customers to return unwanted goods to you from abroad. Please visit royalmail.com/internationalbusinessparcelsreturns