

Business Mail and Business Mail 1st Class large letters: List of Permitted Items and content guidance lists

Permitted Items

NB: This list is not absolute or exhaustive and may be updated from time to time.

The following items are generally considered as goods fulfilment items but they may be posted as Business Mail large letter mailing items:

Permitted Item	Detailed description
Tickets	Non-transferable tickets that are being sent through the post in fulfilment of an order
Vouchers	Non-transferable vouchers that are being sent through the post in fulfilment of an order
Magazines/Newspapers	A publisher sending newspapers/magazines (including magazines that have been ordered/ paid for by the customer)

Business Mail and Business Mail 1st Class large letters: content guidance lists

The lists of mailing examples below are indicative and for guidance only.

NB: These lists are not absolute or exhaustive and are to be used as a guide only.

Example of eligible Business Mail large letter items	Eligible?	Reason
1 A catalogue, brochure, magazine, newsletter, bulletin, pamphlet.	Yes	The contents have no intrinsic or resale value
2 A financial statement/bill/invoice	Yes	The contents have no intrinsic or resale value
3 Insurance documentation	Yes	The contents have no intrinsic or resale value
4 Any form of questionnaire	Yes	The contents have no intrinsic or resale value
5 A company sending out a membership card to a subscribed customer	Yes	The contents have no intrinsic or resale value
6 Any other form of general business correspondence from e.g. <ul style="list-style-type: none"> • change to T&Cs • price change • change of company details • legal documents • annual reports • shareholder updates • advertising and promotions • personal reminder letters 	Yes	The contents have no intrinsic or resale value

Examples of ineligible Business Mail large letter items		Eligible?	Reason
1	A company/charity sending any item to fulfil an order or request made by a customer	No	The item is a goods fulfilment item the content has intrinsic or resale value
2	A company sending any item as part of a service or maintenance contract e.g. warranty replacements, service contracts, spare or replacement parts etc	No	The item is a goods fulfilment item - the content has intrinsic or resale value
3	A company/charity sending a gift or sample of its products or services	No	The item is a goods fulfilment item -the content has intrinsic or resale value NB. Items sent for advertising purposes may be sent via Royal Mail's Advertising Mail service
4	A company sending any form of collectibles	No	The item is a goods fulfilment item -the content has intrinsic or resale value
5	Any form of mail sent in padded envelopes	No	Padded envelopes are prohibited packaging
6	Any form of mail sent in cardboard packaging	No	Cardboard is prohibited packaging
7	Any form of mail sent in stiff or inflexible packaging e.g. stiff plastic or card	No	Stiff or inflexible packaging is prohibited packaging
8	A company sending business mail to an address overseas	No	Ineligible due to overseas address

If you are not sure about the item you wish to post, please ask your usual Royal Mail contact.