



# International Business Mail Services Rate card

Effective from 2nd January 2018



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# 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](https://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](https://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.

# 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 5-7 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	£0.995	£7.050	Yes	N/A	N/A	N/A
Zero Sort Base Rate	All countries	WW1	£0.915	£7.050	No	WW3	£0.865	£6.050
Zero Sort Machinable	All countries	WW4	£0.865	£7.050	No	WW6	£0.855	£6.050
Zone Sort Base Rate	EU*	OZ1	£0.905	£6.935	No	OZ3	£0.855	£5.935
	Rest of World	OZ1	£0.915	£7.050	No	OZ3	£0.865	£6.050
Zone Sort Machinable	EU*	OZ4	£0.855	£6.935	No	OZ6	£0.845	£5.935
	Rest of World	OZ4	£0.865	£7.050	No	OZ6	£0.855	£6.050

† 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](http://royalmail.com/surcharges)

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

## 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 5-7 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	£0.565	£5.900	WP3	£0.550	£4.950
Zero Sort Machinable	All countries	WP4	£0.550	£5.900	WP6	£0.535	£4.950
Zone Sort Base Rate	EU	IP1	£0.540	£5.400	IP3	£0.525	£4.500
	Rest of World	IP1	£0.565	£5.900	IP3	£0.550	£4.950
Zone Sort Machinable	EU	IP4	£0.525	£5.400	IP6	£0.510	£4.500
	Rest of World	IP4	£0.550	£5.900	IP6	£0.535	£4.950

† 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](http://royalmail.com/surcharges)  
 VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.

### 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	£0.540	£3.850	£0.540	£3.750
Bulgaria	£0.430	£3.950	£0.430	£3.600
Croatia	£0.445	£4.300	£0.445	£4.200
Cyprus	£0.405	£4.150	£0.405	£3.950
Czech Republic	£0.410	£3.600	£0.410	£3.500
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	£3.880	£0.525	£3.680
Germany	£0.530	£4.200	£0.530	£4.000
Greece	£0.540	£5.800	£0.540	£5.600
Hungary	£0.445	£4.100	£0.445	£3.900
Ireland	£0.625	£1.020	£0.625	£0.970



# 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	£0.420	£3.350	£0.420	£3.250
Poland	£0.435	£3.520	£0.435	£3.420
Portugal	£0.535	£4.650	£0.535	£4.550
Romania	£0.440	£4.650	£0.440	£4.450
Slovak Republic	£0.510	£5.100	£0.510	£4.900
Slovenia	£0.440	£3.900	£0.440	£3.800
Spain	£0.525	£4.200	£0.525	£4.100
Sweden	£0.535	£4.700	£0.535	£4.500

† 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](https://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

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	£0.250	£8.500	£0.250	£8.450
Norway	£0.625	£10.700	£0.625	£10.200
Russia	£0.405	£4.350	£0.405	£4.150
Switzerland	£0.610	£5.000	£0.610	£4.800
Turkey	£0.410	£3.950	£0.410	£3.750
Rest of Europe	£0.295	£5.200	£0.295	£5.100

† 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](http://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

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	5-7 days <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
<b>North America</b>				
USA	£0.515	£4.400	£0.515	£4.300
Rest of North America	£0.530	£4.550	£0.530	£4.250
<b>Middle East</b>				
Israel	£0.540	£5.050	£0.540	£4.700
Saudi Arabia	£0.450	£3.800	£0.450	£3.600
UAE	£0.395	£4.000	£0.395	£3.600
Rest of Middle East	£0.210	£6.900	£0.210	£6.600
<b>Far East &amp; Australasia</b>				
Australia	£0.540	£6.850	£0.540	£4.650
China	£0.420	£5.000	£0.420	£4.500
Hong Kong	£0.410	£3.420	£0.410	£3.170
Japan	£0.540	£4.650	£0.540	£4.250
Malaysia	£0.410	£3.900	£0.410	£3.600
New Zealand	£0.450	£7.250	£0.450	£4.750
Singapore	£0.390	£3.750	£0.390	£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	£5.600	£0.250	£5.300

<sup>†</sup> 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](https://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	5-7 days <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
<b>Central &amp; South America</b>				
Argentina	£0.100	£8.210	N/A	N/A
Brazil	£0.395	£5.000	£0.395	£4.700
Mexico	£0.400	£4.200	£0.400	£3.800
Rest of Central & South America	£0.210	£7.800	£0.210	£7.300
<b>Africa &amp; Asia</b>				
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	£7.900	£0.100	£7.600

<sup>†</sup> 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](https://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 <sup>†</sup>		10-15 days <sup>†</sup>	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Austria	£0.495	£4.350	£0.495	£4.150
Belgium	£0.500	£3.850	£0.500	£3.750
Bulgaria	£0.390	£3.950	£0.390	£3.600
Croatia	£0.405	£4.300	£0.405	£4.200
Cyprus	£0.365	£4.150	£0.365	£3.950
Czech Republic	£0.370	£3.600	£0.370	£3.500
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	£3.880	£0.485	£3.680
Germany	£0.490	£4.200	£0.490	£4.000
Greece	£0.500	£5.800	£0.500	£5.600
Hungary	£0.405	£4.100	£0.405	£3.900
Ireland	£0.585	£1.020	£0.585	£0.970

<sup>†</sup> 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](https://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

### EU prices continued

Service level	Priority		Economy	
Product code	DP1		DP3	
Delivery aims	3-5 days <sup>†</sup>		10-15 days <sup>†</sup>	
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	£0.380	£3.350	£0.380	£3.250
Poland	£0.395	£3.520	£0.395	£3.420
Portugal	£0.495	£4.650	£0.495	£4.550
Romania	£0.400	£4.650	£0.400	£4.450
Slovak Republic	£0.470	£5.100	£0.470	£4.900
Slovenia	£0.400	£3.900	£0.400	£3.800
Spain	£0.485	£4.200	£0.485	£4.100
Sweden	£0.495	£4.700	£0.495	£4.500

<sup>†</sup> 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](http://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.

### Rest of Europe prices

Service level	Priority		Economy	
Product code	DP1		DP3	
Delivery aims	3-5 days <sup>†</sup>		10-15 days <sup>†</sup>	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Gibraltar	£0.410	£5.500	£0.410	£5.300
Iceland	£0.210	£8.500	£0.210	£8.450
Norway	£0.585	£10.700	£0.585	£10.200
Russia	£0.365	£4.350	£0.365	£4.150
Switzerland	£0.570	£5.000	£0.570	£4.800
Turkey	£0.370	£3.950	£0.370	£3.750
Rest of Europe	£0.255	£5.200	£0.255	£5.100

<sup>†</sup> 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](http://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.

### Rest of World prices

Service level	Priority		Economy	
Product code	DP1		DP3	
Delivery aims	5-7 days <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
<b>North America</b>				
USA	£0.475	£4.400	£0.475	£4.300
Rest of North America	£0.490	£4.550	£0.490	£4.250
<b>Middle East</b>				
Israel	£0.500	£5.050	£0.500	£4.700
Saudi Arabia	£0.410	£3.800	£0.410	£3.600
UAE	£0.355	£4.000	£0.355	£3.600
Rest of Middle East	£0.170	£6.900	£0.170	£6.600
<b>Far East &amp; Australasia</b>				
Australia	£0.500	£6.850	£0.500	£4.650
China	£0.380	£5.000	£0.380	£4.500
Hong Kong	£0.370	£3.420	£0.370	£3.170
Japan	£0.500	£4.650	£0.500	£4.250

<sup>†</sup> 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](https://royalmail.com/surcharges) VAT is payable at standard rate for EU destinations and zero-rated for Rest of World destinations.



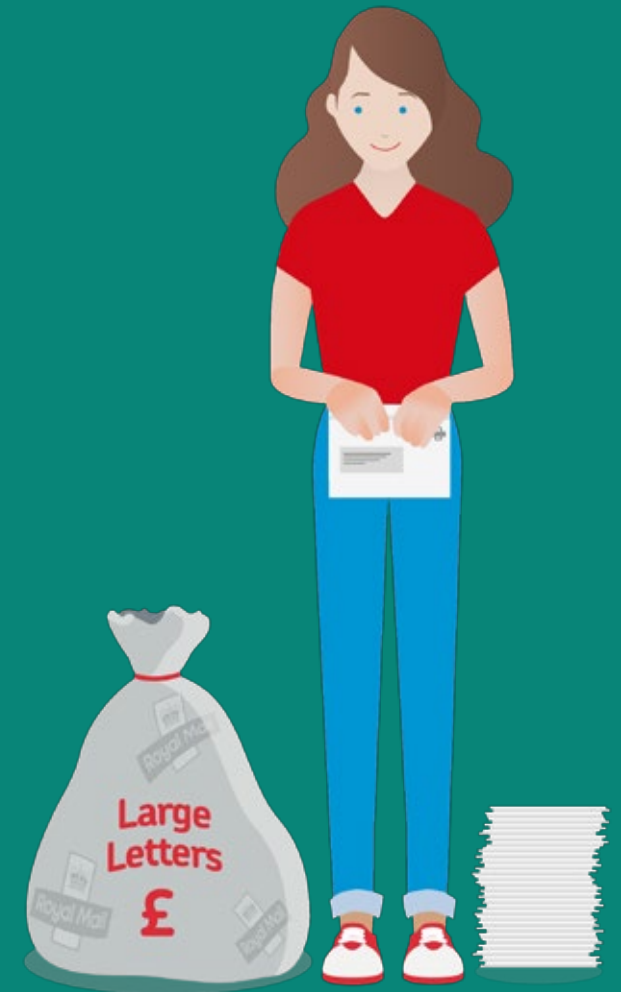
# International Business Mail Letters Country Sort High Volume

## Rest of World prices continued

Service level	Priority		Economy	
Product code	DP1		DP3	
Delivery aims	5-7 days <sup>†</sup>		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	£0.350	£3.750	£0.350	£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	£5.600	£0.210	£5.300
<b>Central &amp; South America</b>				
Argentina	£0.060	£8.210	N/A	N/A
Brazil	£0.355	£5.000	£0.355	£4.700
Mexico	£0.360	£4.200	£0.360	£3.800
Rest of Central & South America	£0.170	£7.800	£0.170	£7.300
<b>Africa &amp; Asia</b>				
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	£7.900	£0.060	£7.600

<sup>†</sup> 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](https://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 5-7 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	£0.920	£6.200	WG3	£0.805	£5.720
Zero Sort Machinable	All countries	WG4	£0.885	£6.200	WG6	£0.790	£5.720
Zone Sort Base Rate	EU	IG1	£0.880	£4.150	IG3	£0.750	£3.900
	Rest of World	IG1	£0.890	£6.200	IG3	£0.775	£5.720
Zone Sort Machinable	EU	IG4	£0.845	£4.150	IG6	£0.735	£3.900
	Rest of World	IG4	£0.855	£6.200	IG6	£0.755	£5.720

† 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](http://royalmail.com/surcharges)

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

### 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 <sup>†</sup>		10-15 days <sup>†</sup>	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Austria	£1.220	£0.950	£1.220	£0.850
Belgium	£0.685	£3.800	£0.685	£3.700
Bulgaria	£0.480	£3.950	£0.480	£3.600
Croatia	£0.530	£4.150	£0.530	£4.050
Cyprus	£0.490	£4.000	£0.490	£3.800
Czech Republic	£0.500	£3.300	£0.500	£3.200
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	£0.900	£3.250	£0.900	£3.050
Germany	£0.600	£3.800	£0.600	£3.700
Greece	£0.725	£4.600	£0.725	£4.400
Hungary	£0.530	£3.700	£0.530	£3.500

<sup>†</sup> 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](http://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

## EU prices continued

Service level	Priority		Economy	
Product code	DG4		DG6	
Delivery aims	3-5 days <sup>†</sup>		10-15 days <sup>†</sup>	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Ireland	£0.980	£3.350	£0.980	£3.300
Italy	£0.710	£4.300	£0.710	£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	£0.550	£3.500	£0.550	£3.400
Poland	£0.525	£3.300	£0.525	£3.200
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	£3.650	£0.530	£3.600
Spain	£0.620	£4.050	£0.620	£3.950
Sweden	£0.840	£4.200	£0.840	£4.000

<sup>†</sup> 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](http://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

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 <sup>†</sup>		10-15 days <sup>†</sup>	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Gibraltar	£0.650	£4.900	£0.650	£4.700
Iceland	£0.375	£8.500	£0.375	£8.450
Norway	£1.300	£5.400	£1.300	£4.900
Russia	£0.500	£4.000	£0.500	£3.800
Switzerland	£0.850	£4.200	£0.850	£4.000
Turkey	£0.510	£3.650	£0.510	£3.450
Rest of Europe	£0.360	£5.000	£0.360	£4.900

<sup>†</sup> 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](https://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

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	5-7 days <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
<b>North America</b>				
USA	£0.600	£4.300	£0.600	£4.200
Rest of North America	£0.580	£4.550	£0.580	£4.250
<b>Middle East</b>				
Israel	£0.640	£4.800	£0.640	£4.450
Saudi Arabia	£0.580	£3.600	£0.580	£3.400
UAE	£0.490	£3.650	£0.490	£3.250
Rest of Middle East	£0.270	£6.700	£0.270	£6.500
<b>Far East &amp; Australasia</b>				
Australia	£0.650	£6.500	£0.650	£4.300
China	£0.500	£4.800	£0.500	£4.300
Hong Kong	£0.460	£3.420	£0.460	£3.170
Japan	£0.640	£4.400	£0.640	£4.200
Malaysia	£0.510	£3.500	£0.510	£3.300
New Zealand	£0.500	£7.250	£0.500	£4.750

<sup>†</sup> 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](https://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	5-7 days <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Singapore	£0.490	£3.300	£0.490	£3.150
South Korea	£0.495	£3.500	£0.495	£3.200
Taiwan	£0.500	£4.000	£0.500	£3.600
Rest of Far East & Australasia	£0.320	£5.550	£0.320	£5.350
<b>Central &amp; South America</b>				
Argentina	£0.150	£8.210	N/A	N/A
Brazil	£0.445	£5.000	£0.445	£4.700
Mexico	£0.500	£4.050	£0.500	£3.650
Rest of Central & South America	£0.260	£7.600	£0.260	£7.200
<b>Africa &amp; Asia</b>				
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	£7.700	£0.150	£7.500

<sup>†</sup> 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](https://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	£0.635	£3.800	£0.635	£3.700
Bulgaria	£0.430	£3.950	£0.430	£3.600
Croatia	£0.480	£4.150	£0.480	£4.050
Cyprus	£0.440	£4.000	£0.440	£3.800
Czech Rep	£0.450	£3.300	£0.450	£3.200
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	£0.850	£3.250	£0.850	£3.050
Germany	£0.550	£3.800	£0.550	£3.700
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](https://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

## EU prices continued

Service level	Priority		Economy	
Product code	DG1		DG3	
Delivery aims	3-5 days <sup>†</sup>		10-15 days <sup>†</sup>	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Hungary	£0.480	£3.700	£0.480	£3.500
Ireland	£0.930	£3.350	£0.930	£3.300
Italy	£0.660	£4.300	£0.660	£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	£0.500	£3.500	£0.500	£3.400
Poland	£0.475	£3.300	£0.475	£3.200
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	£3.650	£0.480	£3.600
Spain	£0.570	£4.050	£0.570	£3.950
Sweden	£0.790	£4.200	£0.790	£4.000

<sup>†</sup> 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](https://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.

## Rest of Europe prices

Service level	Priority		Economy	
Product code	DG1		DG3	
Delivery aims	3-5 days <sup>†</sup>		10-15 days <sup>†</sup>	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Gibraltar	£0.600	£4.900	£0.600	£4.700
Iceland	£0.325	£8.500	£0.325	£8.450
Norway	£1.250	£5.400	£1.250	£4.900
Russia	£0.450	£4.000	£0.450	£3.800
Switzerland	£0.800	£4.200	£0.800	£4.000
Turkey	£0.460	£3.650	£0.460	£3.450
Rest of Europe	£0.310	£5.100	£0.310	£4.900

<sup>†</sup> 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](http://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.

## Rest of World Prices

Service level	Priority		Economy	
Product code	DG1		DG3	
Delivery aims	5-7 days <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
<b>North America</b>				
USA	£0.550	£4.300	£0.550	£4.200
Rest of North America	£0.530	£4.550	£0.530	£4.250
<b>Middle East</b>				
Israel	£0.590	£4.800	£0.590	£4.450
Saudi Arabia	£0.530	£3.600	£0.530	£3.400
UAE	£0.440	£3.650	£0.440	£3.250
Rest of Middle East	£0.220	£6.700	£0.220	£6.500
<b>Far East &amp; Australasia</b>				
Australia	£0.600	£6.500	£0.600	£4.300
China	£0.450	£4.800	£0.450	£4.300
Hong Kong	£0.410	£3.420	£0.410	£3.170
Japan	£0.590	£4.400	£0.590	£4.200

<sup>†</sup> 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](https://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	5-7 days <sup>†</sup>		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	£3.300	£0.440	£3.150
South Korea	£0.445	£3.500	£0.445	£3.200
Taiwan	£0.450	£4.000	£0.450	£3.600
Rest of Far East & Australasia	£0.270	£5.550	£0.270	£5.350
<b>Central &amp; South America</b>				
Argentina	£0.100	£8.210	N/A	N/A
Brazil	£0.395	£5.000	£0.395	£4.700
Mexico	£0.450	£4.050	£0.450	£3.650
Rest of Central & South America	£0.210	£7.600	£0.210	£7.200
<b>Africa &amp; Asia</b>				
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	£7.700	£0.100	£7.500

<sup>†</sup> 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](https://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](https://royalmail.com/internationalbusinessmail)

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