



# International Business Mail Services **Rate card**

Effective from 2nd January 2020



# Contents

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



# 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.

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/prices2020](https://royalmail.com/prices2020)

# 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	£1.120	£7.925	Yes	N/A	N/A	N/A
Zero Sort Base Rate	All countries	WW1	£1.030	£7.925	No	WW3	£0.975	£6.800
Zero Sort Machinable	All countries	WW4	£0.975	£7.925	No	WW6	£0.965	£6.800
Zone Sort Base Rate	EU*	OZ1	£0.970	£7.460	No	OZ3	£0.920	£6.385
	Rest of World	OZ1	£1.025	£7.925	No	OZ3	£0.975	£6.800
Zone Sort Machinable	EU*	OZ4	£0.920	£7.460	No	OZ6	£0.910	£6.385
	Rest of World	OZ4	£0.975	£7.925	No	OZ6	£0.965	£6.800

† 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](https://royalmail.com/surcharges)

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

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## 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	£0.630	£6.550	WP3	£0.610	£5.500
Zero Sort Machinable	All countries	WP4	£0.610	£6.550	WP6	£0.590	£5.500
Zone Sort Base Rate	EU*	IP1	£0.580	£5.795	IP3	£0.565	£4.825
	Rest of World	IP1	£0.630	£6.550	IP3	£0.610	£5.500
Zone Sort Machinable	EU*	IP4	£0.565	£5.795	IP6	£0.545	£4.825
	Rest of World	IP4	£0.610	£6.550	IP6	£0.590	£5.500

† 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)

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### 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 <sup>†</sup>		10-15 days <sup>†</sup>	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Austria	£0.556	£4.570	£0.556	£4.360
Belgium	£0.556	£4.150	£0.556	£4.045
Bulgaria	£0.446	£4.150	£0.446	£3.780
Croatia	£0.486	£4.875	£0.486	£4.765
Cyprus	£0.421	£4.360	£0.421	£4.150
Czech Republic	£0.491	£4.265	£0.491	£4.145
Denmark	£0.621	£5.500	£0.621	£5.295
Estonia	£0.521	£4.780	£0.521	£4.675
Finland	£0.576	£5.515	£0.576	£5.095
France	£0.546	£3.995	£0.546	£3.790
Germany	£0.541	£4.470	£0.541	£4.265
Greece	£0.561	£6.090	£0.561	£5.880
Hungary	£0.481	£4.490	£0.481	£4.270
Ireland	£0.656	£0.990	£0.656	£0.940

<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)

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# International Business Mail Letters Country Sort Low Volume

## EU prices continued

Service level	Priority		Economy	
Product code	DP4		DP6	
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	£0.546	£4.780	£0.546	£4.675
Latvia	£0.441	£5.770	£0.441	£5.555
Lithuania	£0.436	£4.200	£0.436	£3.885
Luxembourg	£0.561	£4.780	£0.561	£4.570
Malta	£0.436	£5.110	£0.436	£4.890
Netherlands	£0.441	£3.730	£0.441	£3.625
Poland	£0.471	£4.160	£0.471	£4.050
Portugal	£0.561	£4.885	£0.561	£4.780
Romania	£0.456	£4.885	£0.456	£4.675
Slovak Republic	£0.531	£5.355	£0.531	£5.145
Slovenia	£0.486	£4.380	£0.486	£4.270
Spain	£0.551	£4.345	£0.551	£4.240
Sweden	£0.561	£4.995	£0.561	£4.775

<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)

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# 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	£0.471	£5.775	£0.471	£5.565
Iceland	£0.566	£4.980	£0.566	£4.930
Norway	£0.651	£11.235	£0.651	£10.710
Russia	£0.436	£4.430	£0.436	£4.210
Switzerland	£0.636	£5.250	£0.636	£5.040
Turkey	£0.426	£4.150	£0.426	£3.940
Rest of Europe	£0.311	£6.875	£0.311	£6.775

† 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)

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# 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 <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
<b>North America</b>				
USA	£0.521	£4.575	£0.521	£4.470
Rest of North America	£0.556	£4.825	£0.556	£4.625
<b>Middle East</b>				
Israel	£0.581	£5.510	£0.581	£5.130
Saudi Arabia	£0.491	£4.210	£0.491	£3.995
UAE	£0.421	£4.320	£0.421	£3.890
Rest of Middle East	£0.221	£7.560	£0.221	£7.360
<b>Far East &amp; Australasia</b>				
Australia	£0.566	£6.850	£0.566	£4.495
China	£0.436	£5.245	£0.436	£4.720
Hong Kong	£0.431	£3.650	£0.431	£3.380
Japan	£0.556	£5.135	£0.556	£4.710
Malaysia	£0.436	£4.210	£0.436	£3.890
New Zealand	£0.521	£8.470	£0.521	£5.550
Singapore	£0.431	£4.050	£0.431	£3.725
South Korea	£0.416	£4.175	£0.416	£3.745
Taiwan	£0.426	£4.590	£0.426	£4.160
Rest of Far East & Australasia	£0.261	£6.265	£0.261	£6.115

<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	6-7 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	£0.101	£9.700	N/A	N/A
Brazil	£0.436	£5.400	£0.436	£5.075
Mexico	£0.426	£4.535	£0.426	£4.105
Rest of Central & South America	£0.221	£8.530	£0.221	£8.130
<b>Africa &amp; Asia</b>				
India	£0.101	£8.210	N/A	N/A
Kenya	£0.101	£8.370	£0.101	£7.940
Nigeria	£0.101	£8.530	£0.101	£8.100
Pakistan	£0.101	£8.530	N/A	N/A
South Africa	£0.421	£4.430	£0.421	£4.105
Rest of Africa & Asia	£0.101	£8.640	£0.101	£8.440

<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	£0.520	£4.570	£0.520	£4.360
Belgium	£0.520	£4.150	£0.520	£4.045
Bulgaria	£0.410	£4.150	£0.410	£3.780
Croatia	£0.450	£4.875	£0.450	£4.765
Cyprus	£0.385	£4.360	£0.385	£4.150
Czech Republic	£0.455	£4.265	£0.455	£4.145
Denmark	£0.585	£5.500	£0.585	£5.295
Estonia	£0.485	£4.780	£0.485	£4.675
Finland	£0.540	£5.515	£0.540	£5.095
France	£0.510	£3.995	£0.510	£3.790
Germany	£0.505	£4.470	£0.505	£4.265
Greece	£0.525	£6.090	£0.525	£5.880
Hungary	£0.445	£4.490	£0.445	£4.270
Ireland	£0.620	£0.990	£0.620	£0.940

<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

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# 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	£0.510	£4.780	£0.510	£4.675
Latvia	£0.405	£5.770	£0.405	£5.555
Lithuania	£0.400	£4.200	£0.400	£3.885
Luxembourg	£0.525	£4.780	£0.525	£4.570
Malta	£0.400	£5.110	£0.400	£4.890
Netherlands	£0.405	£3.730	£0.405	£3.625
Poland	£0.435	£4.160	£0.435	£4.050
Portugal	£0.525	£4.885	£0.525	£4.780
Romania	£0.420	£4.885	£0.420	£4.675
Slovak Republic	£0.495	£5.355	£0.495	£5.145
Slovenia	£0.450	£4.380	£0.450	£4.270
Spain	£0.515	£4.345	£0.515	£4.240
Sweden	£0.525	£4.995	£0.525	£4.775

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# 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	£0.435	£5.775	£0.435	£5.565
Iceland	£0.530	£4.980	£0.530	£4.930
Norway	£0.615	£11.235	£0.615	£10.710
Russia	£0.400	£4.430	£0.400	£4.210
Switzerland	£0.600	£5.250	£0.600	£5.040
Turkey	£0.390	£4.150	£0.390	£3.940
Rest of Europe	£0.275	£6.875	£0.275	£6.775

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# 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 <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
<b>North America</b>				
USA	£0.485	£4.575	£0.485	£4.470
Rest of North America	£0.520	£4.825	£0.520	£4.625
<b>Middle East</b>				
Israel	£0.545	£5.510	£0.545	£5.130
Saudi Arabia	£0.455	£4.210	£0.455	£3.995
UAE	£0.385	£4.320	£0.385	£3.890
Rest of Middle East	£0.185	£7.560	£0.185	£7.360
<b>Far East &amp; Australasia</b>				
Australia	£0.530	£6.850	£0.530	£4.495
China	£0.400	£5.245	£0.400	£4.720
Hong Kong	£0.395	£3.650	£0.395	£3.380
Japan	£0.520	£5.135	£0.520	£4.710

<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)

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# International Business Mail Letters Country Sort High Volume

## Rest of World prices continued

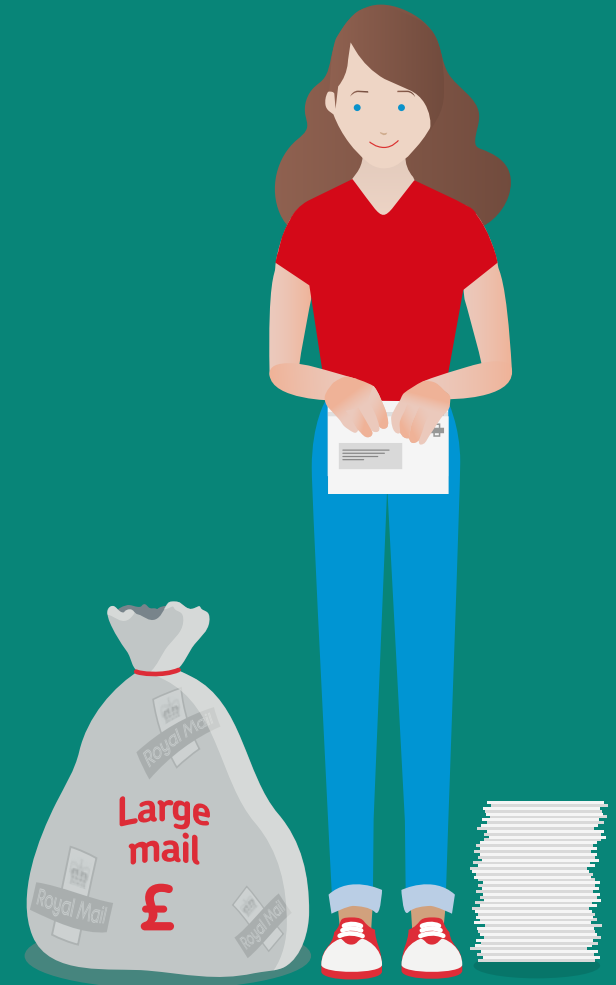
Service level	Priority		Economy	
Product code	DP1		DP3	
Delivery aims	6-7 days <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Malaysia	£0.400	£4.210	£0.400	£3.890
New Zealand	£0.485	£8.470	£0.485	£5.550
Singapore	£0.395	£4.050	£0.395	£3.725
South Korea	£0.380	£4.175	£0.380	£3.745
Taiwan	£0.390	£4.590	£0.390	£4.160
Rest of Far East & Australasia	£0.225	£6.265	£0.225	£6.115
<b>Central &amp; South America</b>				
Argentina	£0.065	£9.700	N/A	N/A
Brazil	£0.400	£5.400	£0.400	£5.075
Mexico	£0.390	£4.535	£0.390	£4.105
Rest of Central & South America	£0.185	£8.530	£0.185	£8.130
<b>Africa &amp; Asia</b>				
India	£0.065	£8.210	N/A	N/A
Kenya	£0.065	£8.370	£0.065	£7.940
Nigeria	£0.065	£8.530	£0.065	£8.100
Pakistan	£0.065	£8.530	N/A	N/A
South Africa	£0.385	£4.430	£0.385	£4.105
Rest of Africa & Asia	£0.065	£8.640	£0.065	£8.440

<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)

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# 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	£1.030	£6.940	WG3	£0.900	£6.400
Zero Sort Machinable	All countries	WG4	£0.990	£6.940	WG6	£0.885	£6.400
Zone Sort Base Rate	EU*	IG1	£0.960	£4.530	IG3	£0.820	£4.260
	Rest of World	IG1	£0.995	£6.940	IG3	£0.870	£6.400
Zone Sort Machinable	EU*	IG4	£0.925	£4.530	IG6	£0.805	£4.260
	Rest of World	IG4	£0.960	£6.940	IG6	£0.845	£6.400

† 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.

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/prices2020](https://royalmail.com/prices2020)

### 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	£0.705	£4.290	£0.705	£3.840
Belgium	£0.650	£4.045	£0.650	£3.940
Bulgaria	£0.495	£4.150	£0.495	£3.780
Croatia	£0.565	£4.675	£0.565	£4.560
Cyprus	£0.505	£4.200	£0.505	£3.990
Czech Republic	£0.575	£4.080	£0.575	£3.960
Denmark	£1.530	£5.255	£1.530	£5.050
Estonia	£0.625	£4.570	£0.625	£4.465
Finland	£0.675	£5.410	£0.675	£4.990
France	£0.960	£3.465	£0.960	£3.255
Germany	£0.615	£3.765	£0.615	£3.655
Greece	£0.755	£4.830	£0.755	£4.620
Hungary	£0.575	£4.115	£0.575	£3.895

<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.

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/prices2020](https://royalmail.com/prices2020)

# 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	£0.990	£3.330	£0.990	£3.275
Italy	£0.675	£4.515	£0.675	£4.305
Latvia	£0.555	£5.280	£0.555	£5.065
Lithuania	£0.540	£3.675	£0.540	£3.570
Luxembourg	£0.665	£4.470	£0.665	£4.255
Malta	£0.540	£4.780	£0.540	£4.560
Netherlands	£0.590	£3.520	£0.590	£3.415
Poland	£0.565	£4.005	£0.565	£3.895
Portugal	£0.650	£4.675	£0.650	£4.570
Romania	£0.570	£4.255	£0.570	£4.045
Slovak Republic	£0.625	£4.935	£0.625	£4.725
Slovenia	£0.575	£4.230	£0.575	£4.170
Spain	£0.620	£4.220	£0.620	£4.115
Sweden	£0.820	£4.085	£0.820	£3.875

<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.

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/prices2020](https://royalmail.com/prices2020)

# 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	£0.675	£5.145	£0.675	£4.935
Iceland	£0.680	£4.730	£0.680	£4.675
Norway	£1.360	£5.670	£1.360	£5.145
Russia	£0.510	£4.170	£0.510	£3.950
Switzerland	£0.885	£4.410	£0.885	£4.200
Turkey	£0.530	£3.835	£0.530	£3.625
Rest of Europe	£0.350	£6.875	£0.350	£6.775

<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.

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/prices2020](https://royalmail.com/prices2020)

# 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 <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
<b>North America</b>				
USA	£0.610	£4.420	£0.610	£4.315
Rest of North America	£0.595	£4.825	£0.595	£4.625
<b>Middle East</b>				
Israel	£0.680	£5.325	£0.680	£4.940
Saudi Arabia	£0.635	£4.060	£0.635	£3.840
UAE	£0.525	£4.005	£0.525	£3.565
Rest of Middle East	£0.265	£7.560	£0.265	£7.360
<b>Far East &amp; Australasia</b>				
Australia	£0.660	£6.635	£0.660	£4.280
China	£0.515	£5.030	£0.515	£4.505
Hong Kong	£0.475	£3.580	£0.475	£3.320
Japan	£0.650	£4.920	£0.650	£4.710
Malaysia	£0.545	£3.840	£0.545	£3.620
New Zealand	£0.550	£8.100	£0.550	£5.310

<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	6-7 days <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Singapore	£0.525	£3.895	£0.525	£3.730
South Korea	£0.520	£3.745	£0.520	£3.425
Taiwan	£0.535	£4.390	£0.535	£3.950
Rest of Far East & Australasia	£0.305	£6.265	£0.305	£6.115
<b>Central &amp; South America</b>				
Argentina	£0.150	£9.690	N/A	N/A
Brazil	£0.490	£5.490	£0.490	£5.160
Mexico	£0.535	£4.445	£0.535	£4.005
Rest of Central & South America	£0.265	£8.530	£0.265	£8.130
<b>Africa &amp; Asia</b>				
India	£0.150	£8.340	N/A	N/A
Kenya	£0.150	£8.505	£0.150	£8.065
Nigeria	£0.150	£8.670	£0.150	£8.230
Pakistan	£0.150	£8.670	N/A	N/A
South Africa	£0.530	£4.280	£0.530	£3.950
Rest of Africa & Asia	£0.150	£8.640	£0.150	£8.440

<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 <sup>†</sup>		10-15 days <sup>†</sup>	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Austria	£0.655	£4.290	£0.655	£3.840
Belgium	£0.600	£4.045	£0.600	£3.940
Bulgaria	£0.445	£4.150	£0.445	£3.780
Croatia	£0.515	£4.675	£0.515	£4.560
Cyprus	£0.455	£4.200	£0.455	£3.990
Czech Republic	£0.525	£4.080	£0.525	£3.960
Denmark	£1.480	£5.255	£1.480	£5.050
Estonia	£0.575	£4.570	£0.575	£4.465
Finland	£0.625	£5.410	£0.625	£4.990
France	£0.910	£3.465	£0.910	£3.255
Germany	£0.565	£3.765	£0.565	£3.655
Greece	£0.705	£4.830	£0.705	£4.620

<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.

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/prices2020](https://royalmail.com/prices2020)

# 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	£0.525	£4.115	£0.525	£3.895
Ireland	£0.940	£3.330	£0.940	£3.275
Italy	£0.625	£4.515	£0.625	£4.305
Latvia	£0.505	£5.280	£0.505	£5.065
Lithuania	£0.490	£3.675	£0.490	£3.570
Luxembourg	£0.615	£4.470	£0.615	£4.255
Malta	£0.490	£4.780	£0.490	£4.560
Netherlands	£0.540	£3.520	£0.540	£3.415
Poland	£0.515	£4.005	£0.515	£3.895
Portugal	£0.600	£4.675	£0.600	£4.570
Romania	£0.520	£4.255	£0.520	£4.045
Slovak Republic	£0.575	£4.935	£0.575	£4.725
Slovenia	£0.525	£4.230	£0.525	£4.170
Spain	£0.570	£4.220	£0.570	£4.115
Sweden	£0.770	£4.085	£0.770	£3.875

<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.

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/prices2020](https://royalmail.com/prices2020)

# 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	£0.625	£5.145	£0.625	£4.935
Iceland	£0.630	£4.730	£0.630	£4.675
Norway	£1.310	£5.670	£1.310	£5.145
Russia	£0.460	£4.170	£0.460	£3.950
Switzerland	£0.835	£4.410	£0.835	£4.200
Turkey	£0.480	£3.835	£0.480	£3.625
Rest of Europe	£0.300	£6.875	£0.300	£6.775

<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)

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# 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 <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
<b>North America</b>				
USA	£0.560	£4.420	£0.560	£4.315
Rest of North America	£0.545	£4.825	£0.545	£4.625
<b>Middle East</b>				
Israel	£0.630	£5.325	£0.630	£4.940
Saudi Arabia	£0.585	£4.060	£0.585	£3.840
UAE	£0.475	£4.005	£0.475	£3.565
Rest of Middle East	£0.215	£7.560	£0.215	£7.360
<b>Far East &amp; Australasia</b>				
Australia	£0.610	£6.635	£0.610	£4.280
China	£0.465	£5.030	£0.465	£4.505
Hong Kong	£0.425	£3.580	£0.425	£3.320
Japan	£0.600	£4.920	£0.600	£4.710

<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

## Rest of World Prices continued

Service level	Priority		Economy	
Product code	DG1		DG3	
Delivery aims	6-7 days <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Malaysia	£0.495	£3.840	£0.495	£3.620
New Zealand	£0.500	£8.100	£0.500	£5.310
Singapore	£0.475	£3.895	£0.475	£3.730
South Korea	£0.470	£3.745	£0.470	£3.425
Taiwan	£0.485	£4.390	£0.485	£3.950
Rest of Far East & Australasia	£0.255	£6.265	£0.255	£6.115
<b>Central &amp; South America</b>				
Argentina	£0.100	£9.690	N/A	N/A
Brazil	£0.440	£5.490	£0.440	£5.160
Mexico	£0.485	£4.445	£0.485	£4.005
Rest of Central & South America	£0.215	£8.530	£0.215	£8.130
<b>Africa &amp; Asia</b>				
India	£0.100	£8.340	N/A	N/A
Kenya	£0.100	£8.505	£0.100	£8.065
Nigeria	£0.100	£8.670	£0.100	£8.230
Pakistan	£0.100	£8.670	N/A	N/A
South Africa	£0.480	£4.280	£0.480	£3.950
Rest of Africa & Asia	£0.100	£8.640	£0.100	£8.440

<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 £27.95 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £27.95 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £27.95 rework fee
Overweight bag (above 11kg)	Poster authorises Royal Mail to perform rework	£1 per bag/tray plus £27.95 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £27.95 rework fee
Overweight tray (above 10kg)	Poster to collect mail from Royal Mail	£0.16 per kg plus £27.95 rework fee
Indicia missing or incorrect	Poster authorises Royal Mail to apply the correct indicia	£0.02 per machinable item plus £27.95 rework fee
		£0.08 per non-machinable item plus £27.95 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £27.95 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £27.95 rework fee

# Remedial work charges for International Business Mail

<b>Please note</b>	<b>Solution</b>	<b>Charge</b>
Incorrect label on bag/container or bag incorrectly sealed	Poster authorises Royal Mail to perform rework	£0.50 per bag/container plus £27.95 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £27.95 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £27.95 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 £27.95 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £27.95 rework fee
Destination country not showing within address	Poster requests Royal Mail to return mail	£0.22 per kg plus £27.95 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £27.95 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 £27.95 per page)
	Poster requests Royal Mail to return mail	£0.22 per kg plus £27.95 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £27.95 rework fee
	Poster authorises Royal Mail to process mail at International Mixed Mail Premium Unsorted Rates	International Mixed Mail Premium Unsorted rates plus £27.95 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 £27.95 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £27.95 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 £27.95 rework fee
	Poster requests Royal Mail to return mail	£0.22 per kg plus £27.95 rework fee
	Poster to collect mail from Royal Mail	£0.16 per kg plus £27.95 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/business/international/services](https://royalmail.com/business/international/services)