



# International Business Parcels **Rate card**

Effective from 2nd January 2020



# Contents

<b>International Business Parcels services</b> .....	<b>3</b>
<b>International Business Tracked with Signature</b> .....	<b>4</b>
<b>International Business Tracked</b> .....	<b>8</b>
<b>International Business Signed</b> .....	<b>12</b>
<b>International Business Standard</b> .....	<b>16</b>
Zero Sort and Zone Sort .....	<b>17</b>
Zero Sort Country Priced High Volume .....	<b>18</b>
<b>Remedial work charges</b> .....	<b>23</b>
<b>Help and advice</b> .....	<b>27</b>



# 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](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 Tracked with Signature



# International Business Tracked & Signed

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

Service	Product code	Region	Item format					
			Letter		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 & Signed	MTC	EU*	£5.500	£5.550	£6.300	£3.900	N/A	N/A
		Rest of World	£5.650	£6.200	£6.450	£6.150	N/A	N/A
International Business Mail Tracked & Signed with extra compensation	MTD	EU*	£7.900	£5.550	£8.700	£3.900	N/A	N/A
		Rest of World	£8.050	£6.200	£8.850	£6.150	N/A	N/A
International Business Parcels Tracked & Signed	MTA	EU*	N/A	N/A	N/A	N/A	£6.800	£3.700
		Rest of World	N/A	N/A	N/A	N/A	£6.950	£6.050
International Business Parcels Tracked & Signed with extra compensation	MTB	EU*	N/A	N/A	N/A	N/A	£9.200	£3.700
		Rest of World	N/A	N/A	N/A	N/A	£9.350	£6.050

†All delivery aim figures in working days 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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# International Business Tracked & 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	£5.78	£5.96	£8.18	£8.36
100g	Letter	£6.06	£6.27	£8.46	£8.67
100g	Large letter	£6.69	£7.07	£9.09	£9.47
200g	Large letter	£7.08	£7.68	£9.48	£10.08
300g	Large letter	£7.47	£8.30	£9.87	£10.70
400g	Large letter	£7.86	£8.91	£10.26	£11.31
500g	Large letter	£8.25	£9.53	£10.65	£11.93
500g	Parcel	£8.65	£9.98	£11.05	£12.38
600g	Parcel	£9.02	£10.58	£11.42	£12.98
700g	Parcel	£9.39	£11.19	£11.79	£13.59
800g	Parcel	£9.76	£11.79	£12.16	£14.19
900g	Parcel	£10.13	£12.40	£12.53	£14.80
1kg	Parcel	£10.50	£13.00	£12.90	£15.40

All delivery aim figures in working days 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 Tracked & 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
1.1kg	Parcel	£10.87	£13.61	£13.27	£16.01
1.2kg	Parcel	£11.24	£14.21	£13.64	£16.61
1.3kg	Parcel	£11.61	£14.82	£14.01	£17.22
1.4kg	Parcel	£11.98	£15.42	£14.38	£17.82
1.5kg	Parcel	£12.35	£16.03	£14.75	£18.43
1.6kg	Parcel	£12.72	£16.63	£15.12	£19.03
1.7kg	Parcel	£13.09	£17.24	£15.49	£19.64
1.8kg	Parcel	£13.46	£17.84	£15.86	£20.24
1.9kg	Parcel	£13.83	£18.45	£16.23	£20.85
2kg	Parcel	£14.20	£19.05	£16.60	£21.45

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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# International Business Tracked





# International Business Tracked

The table below shows our current rates for Tracked:

Service	Product code	Region	Item format					
			Letter		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*	£5.150	£5.550	£5.700	£3.900	N/A	N/A
		Rest of World	£5.550	£6.200	£6.150	£6.150	N/A	N/A
International Business Mail Tracked with extra compensation	MTJ	EU*	£7.550	£5.550	£8.100	£3.900	N/A	N/A
		Rest of World	£7.950	£6.200	£8.550	£6.150	N/A	N/A
International Business Parcels Tracked	MP1	EU*	N/A	N/A	N/A	N/A	£5.900	£3.700
		Rest of World	N/A	N/A	N/A	N/A	£6.400	£6.050
International Business Parcels Tracked with extra compensation	MP4	EU*	N/A	N/A	N/A	N/A	£8.300	£3.700
		Rest of World	N/A	N/A	N/A	N/A	£8.800	£6.050

†All delivery aim figures in working days 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 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/prices2020](https://royalmail.com/prices2020)

# 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	£5.43	£5.86	£7.83	£8.26
100g	Letter	£5.71	£6.17	£8.11	£8.57
100g	Large letter	£6.09	£6.77	£8.49	£9.17
200g	Large letter	£6.48	£7.38	£8.88	£9.78
300g	Large letter	£6.87	£8.00	£9.27	£10.40
400g	Large letter	£7.26	£8.61	£9.66	£11.01
500g	Large letter	£7.65	£9.23	£10.05	£11.63
500g	Parcel	£7.75	£9.43	£10.15	£11.83
600g	Parcel	£8.12	£10.03	£10.52	£12.43
700g	Parcel	£8.49	£10.64	£10.89	£13.04
800g	Parcel	£8.86	£11.24	£11.26	£13.64
900g	Parcel	£9.23	£11.85	£11.63	£14.25
1kg	Parcel	£9.60	£12.45	£12.00	£14.85

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

# 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	£9.97	£13.06	£12.37	£15.46
1.2kg	Parcel	£10.34	£13.66	£12.74	£16.06
1.3kg	Parcel	£10.71	£14.27	£13.11	£16.67
1.4kg	Parcel	£11.08	£14.87	£13.48	£17.27
1.5kg	Parcel	£11.45	£15.48	£13.85	£17.88
1.6kg	Parcel	£11.82	£16.08	£14.22	£18.48
1.7kg	Parcel	£12.19	£16.69	£14.59	£19.09
1.8kg	Parcel	£12.56	£17.29	£14.96	£19.69
1.9kg	Parcel	£12.93	£17.90	£15.33	£20.30
2kg	Parcel	£13.30	£18.50	£15.70	£20.90

Prices exclude surcharge and VAT. For surcharge level visit [royalmail.com/surcharges](https://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	Item format					
			Letter		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*	£5.250	£5.550	£5.900	£3.900	N/A	N/A
		Rest of World	£5.450	£6.200	£6.050	£6.150	N/A	N/A
International Business Mail Signed with extra compensation	MTN	EU*	£7.650	£5.550	£8.300	£3.900	N/A	N/A
		Rest of World	£7.850	£6.200	£8.450	£6.150	N/A	N/A
International Business Parcels Signed	MP5	EU*	N/A	N/A	N/A	N/A	£6.150	£3.700
		Rest of World	N/A	N/A	N/A	N/A	£6.300	£6.050
International Business Parcels Signed with extra compensation	MP6	EU*	N/A	N/A	N/A	N/A	£8.550	£3.700
		Rest of World	N/A	N/A	N/A	N/A	£8.700	£6.050

†All delivery aim figures in working days 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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# 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	£5.53	£5.76	£7.93	£8.16
100g	Letter	£5.81	£6.07	£8.21	£8.47
100g	Large letter	£6.29	£6.67	£8.69	£9.07
200g	Large letter	£6.68	£7.28	£9.08	£9.68
300g	Large letter	£7.07	£7.90	£9.47	£10.30
400g	Large letter	£7.46	£8.51	£9.86	£10.91
500g	Large letter	£7.85	£9.13	£10.25	£11.53
500g	Parcel	£8.00	£9.33	£10.40	£11.73
600g	Parcel	£8.37	£9.93	£10.77	£12.33
700g	Parcel	£8.74	£10.54	£11.14	£12.94
800g	Parcel	£9.11	£11.14	£11.51	£13.54
900g	Parcel	£9.48	£11.75	£11.88	£14.15
1 kg	Parcel	£9.85	£12.35	£12.25	£14.75

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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# International Business Signed

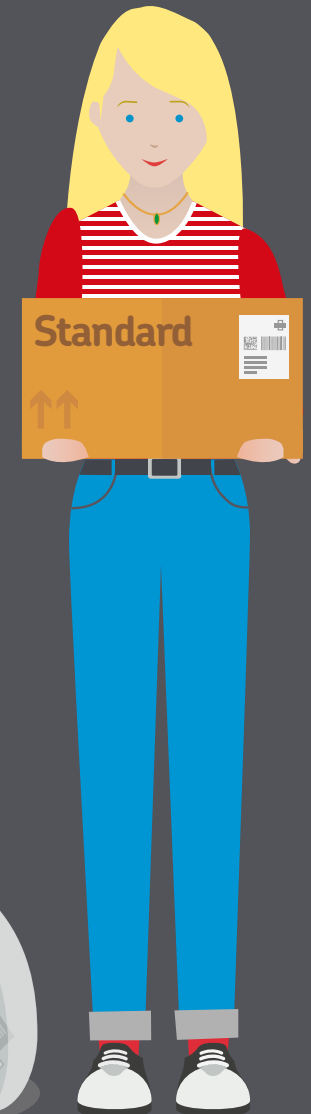
Average item weight	Format	Standard product		Product with extra compensation	
		EU*	Rest of World	EU*	Rest of World
1.1kg	Parcel	£10.22	£12.96	£12.62	£15.36
1.2kg	Parcel	£10.59	£13.56	£12.99	£15.96
1.3kg	Parcel	£10.96	£14.17	£13.36	£16.57
1.4kg	Parcel	£11.33	£14.77	£13.73	£17.17
1.5kg	Parcel	£11.70	£15.38	£14.10	£17.78
1.6kg	Parcel	£12.07	£15.98	£14.47	£18.38
1.7kg	Parcel	£12.44	£16.59	£14.84	£18.99
1.8kg	Parcel	£12.81	£17.19	£15.21	£19.59
1.9kg	Parcel	£13.18	£17.80	£15.58	£20.20
2kg	Parcel	£13.55	£18.40	£15.95	£20.80

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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# 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	£1.765	£6.755	WE3	£1.765	£6.320
Zone Sort Base Rate	EU*	IE1	£1.635	£4.250	IE3	£1.635	£4.145
	Rest of World	IE1	£1.735	£6.755	IE3	£1.735	£6.320

†All delivery aim figures are in working days, except where weeks are stated, and exclude day of posting and Bank Holidays.

\* VAT will be charged to EU countries for Zone Sort. Zero Sort will incur VAT on all mail at the standard rate.

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/prices2020](http://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 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 <sup>†</sup>		10-15 days <sup>†</sup>	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Austria	£1.235	£3.345	£1.235	£2.990
Belgium	£1.220	£2.735	£1.220	£2.630
Bulgaria	£0.930	£3.315	£0.930	£2.945
Croatia	£1.150	£3.670	£1.150	£3.560
Cyprus	£0.945	£3.510	£0.945	£3.295
Czech Republic	£1.100	£3.470	£1.100	£3.345
Denmark	£2.385	£2.550	£2.385	£2.345
Estonia	£1.140	£3.580	£1.140	£3.475
Finland	£1.220	£4.000	£1.220	£3.580
France	£1.710	£1.385	£1.710	£1.175
Germany	£1.185	£2.615	£1.185	£2.510

# 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 <sup>†</sup>		10-15 days <sup>†</sup>	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Greece	£1.220	£3.525	£1.220	£3.315
Hungary	£1.065	£3.340	£1.065	£3.120
Ireland	£1.835	£3.720	£1.835	£3.665
Italy	£1.220	£3.580	£1.220	£3.370
Latvia	£0.935	£4.750	£0.935	£4.535
Lithuania	£0.930	£3.050	£0.930	£2.945
Luxembourg	£1.245	£3.455	£1.245	£3.240
Malta	£0.975	£4.290	£0.975	£4.070
Netherlands	£1.220	£2.840	£1.220	£2.735
Poland	£1.195	£3.225	£1.195	£3.105
Portugal	£1.220	£3.630	£1.220	£3.525
Romania	£0.955	£4.105	£0.955	£3.895
Slovak Republic	£1.070	£4.265	£1.070	£4.050
Slovenia	£1.105	£3.230	£1.105	£3.175
Spain	£1.235	£3.050	£1.235	£2.945
Sweden	£1.670	£2.445	£1.670	£2.235

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

# 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 <sup>†</sup>		10-15 days <sup>†</sup>	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Gibraltar	£1.015	£4.510	£1.015	£4.290
Iceland	£1.260	£3.560	£1.260	£3.505
Norway	£2.875	£4.000	£2.875	£3.475
Russia	£0.960	£3.190	£0.960	£2.970
Switzerland	£1.720	£3.580	£1.720	£3.370
Turkey	£1.005	£3.105	£1.005	£2.895
Rest of Europe	£0.480	£6.875	£0.480	£6.675

<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.

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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 World prices

Service level	Priority		Economy	
Product code	DE1		DE3	
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	£1.215	£3.485	£1.215	£3.380
Rest of North America	£1.200	£3.400	£1.200	£3.200
<b>Middle East</b>				
Israel	£1.265	£4.235	£1.265	£3.850
Saudi Arabia	£1.125	£3.520	£1.125	£3.300
UAE	£0.990	£3.520	£0.990	£3.080
Rest of Middle East	£0.390	£7.560	£0.390	£7.360
<b>Far East &amp; Australasia</b>				
Australia	£1.245	£5.615	£1.245	£3.240
China	£0.930	£3.885	£0.930	£3.360
Hong Kong	£0.915	£2.730	£0.915	£2.460

<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 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 <sup>†</sup>		6-12 weeks	
Country	Price per item	Price per kilo	Price per item	Price per kilo
Japan	£1.245	£3.835	£1.245	£3.620
Malaysia	£0.960	£3.520	£0.960	£3.300
New Zealand	£1.105	£6.720	£1.105	£3.920
Singapore	£0.960	£3.135	£0.960	£2.860
South Korea	£0.960	£3.245	£0.960	£2.915
Taiwan	£0.960	£3.465	£0.960	£3.025
Rest of Far East & Australasia	£0.430	£6.265	£0.430	£6.065
<b>Central &amp; South America</b>				
Argentina	£0.245	£9.710	N/A	N/A
Brazil	£1.015	£4.180	£1.015	£3.850
Mexico	£0.935	£3.960	£0.935	£3.520
Rest of Central & South America	£0.360	£8.530	£0.360	£8.330
<b>Africa &amp; Asia</b>				
India	£0.245	£8.360	N/A	N/A
Kenya	£0.245	£8.525	£0.245	£8.085
Nigeria	£0.245	£8.690	£0.245	£8.250
Pakistan	£0.245	£8.690	N/A	N/A
South Africa	£0.960	£3.575	£0.960	£3.245
Rest of Africa & Asia	£0.245	£8.640	£0.245	£8.440

<sup>†</sup> All delivery aim figures are in working days, except where weeks are stated, and exclude day of posting.

\* Denotes EU countries that are liable for VAT at the standard rate.

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.

# 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

<b>Problem</b>	<b>Standard product</b>	<b>Product with extra compensation</b>
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
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)/York (250kg)	Poster authorises Royal Mail to perform rework	£1 per bag/York 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
Indicia missing or incorrect	Poster authorises Royal Mail to apply the correct indicia	£0.08 per 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
Incorrect barcode label (applies to International Tracked and International Signed)	Poster authorises Royal Mail to perform rework, if possible	£0.08 per item plus £27.95 rework fee
	Poster requests Royal Mail to return mail	£0.22 per item plus £27.95 rework fee
	Poster to collect from Royal Mail	0.16 per item plus £27.95 rework fee
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

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

# Remedial work charges for our International Business Tracked and Signature services

<b>Problem</b>	<b>Standard product</b>	<b>Product with extra compensation</b>
Oversized items (see format dimensions 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
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 £27.95 rework fee
	2) Poster to collect mail from Royal Mail	£0.16 per kg plus £27.95 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 £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

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/business/international/services](https://royalmail.com/business/international/services)

## **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](https://royalmail.com/internationalbusinessparcelsreturns)