



**Terms and Conditions**  
**International Tracked**  
**January 2026**

1. Available for sending goods, gifts and items of value (non-personal correspondence) in Large Letter or Parcel format.
2. Compensation up to £50 included in the price
3. Compensation up to £250 available, subject to exclusions and additional payment.
  - 3.1. Exclusions include electronic devices such as mobile telephones, tablets and notebooks;
  - 3.2. Maximum compensation for cash and money, and instruments is £100. For mobile devices, it is £50. Cash/money includes coins, notes of any currency, securities of any kind payable to the bearer, travellers cheques and postal orders.
4. Loss claims;
  - 4.1. Loss claims for International Tracked items to Europe should not be submitted until 20 working days after the estimated delivery date.
  - 4.2. Loss claims for International Tracked items to Worldwide destinations should not be submitted until 25 working days after the estimated delivery date.
  - 4.3. All Loss Claims must be submitted within 3 months of the posting date.