

Special Delivery Terms and Conditions (April 2021)

Sending Gifts

Next working day guaranteed delivery is available for goods with a value below £39 and also for goods with a value over £39 provided import VAT is prepaid.

Next working day delivery cannot be guaranteed for goods over £39 without prepaid import VAT as they are subject to HM Customs inspection. Goods with a value of less than £39 are exempt from pre-payment. Check ['Customs \(Border Force\) - Sending a Gift'](#) to see if you need to pre-pay import VAT.

Sending high value items by Special Delivery

Guernsey Post can accept items valued at up to £900.00 for its Special Delivery next working day guaranteed service. If the item is worth more than £900.00 it is acceptable up to a maximum of £2,500 but as it is not possible to prepay import VAT for items worth over £900.00, no guarantee can be given for next working day delivery (although you will still get a trackable and secure service).

Sending commercial items *(including eBay etc.)*

Special Delivery is also available for anyone sending commercial goods. The import VAT must be prepaid for next day delivery to apply.

Special Delivery items cannot be posted in pillar boxes.

If we fail to meet our guarantee times for Special Delivery, Guernsey Post will refund the cost of the service on receipt of a completed claim form, together with the receipt as proof of posting. Claims must be made within 10 days of the posting date.

Exclusions

Special Delivery applies only to the UK and Channel Islands and is not available for items posted to the Republic of Ireland. Guernsey Post can advise on alternative services for items posted to the Republic of Ireland.

Alcohol, tobacco, perfume and aftershave products are subject to HM Customs inspection and are excluded from guaranteed next day service. This also applies to items being sent for repair or valuation. The intended recipient should expect to receive a C88A form from Customs, this form must be completed and returned to Customs before the item is released for delivery.

We will not be responsible or have any liability to you, for the accuracy of any status information provide to you as part of a tracking service.