



Special Delivery (Air) Terms and Conditions July 2026

Guaranteed next-working-day delivery by 1pm, Monday to Friday, is available for letters, large letters and medical samples sent to the UK, provided they weigh no more than 750g.

Guaranteed delivery within two working days by 1pm, Monday to Friday, is available for letters, large letters and medical samples sent to Jersey, the Isle of Man and Northern Ireland, provided they weigh no more than 750g.

Acceptance of Medical Samples

Guernsey Post may accept the following medical and diagnostic samples through Special Delivery (Air), as long as they meet all relevant postal and air transport rules:

- Exempt Human Specimens.
- Exempt Animal Specimens.
- UN3373 Biological Substance, Category B samples.

This includes blood, urine, swab, tissue and similar specimens sent for diagnosis, testing, research or investigation.

We cannot accept the following items:

- Category A Infectious Substances (UN2814 and UN2900).
- Any item prohibited or restricted under Guernsey Post's Dangerous Goods, Prohibited and Restricted Items policy.
- Any material requiring transport conditions not supported by the Special Delivery network.

Right to Refuse Medical Samples

Guernsey Post may refuse, suspend, return or dispose of an item if:

- The contents are prohibited or incorrectly declared.
- The packaging or labelling does not meet the required regulations.
- The required paperwork is incomplete or inaccurate.
- We suspect the item does not meet dangerous goods requirements.
- The item may present a risk to employees, aircraft, postal operators or the public.

Medical Sample Sender Responsibilities and Liability

The sender is responsible for making sure all items are correctly classified, packaged, labelled and declared in line with the relevant regulations. The sender agrees to cover Guernsey Post for any loss, claim, penalty, regulatory action, clean-up cost or damage caused by:

- Incorrect classification or declaration of contents.
- Packaging failure or leakage.
- Non-compliance with dangerous goods regulations.

- Breaking these Terms and Conditions.

Refund for missed guaranteed times

If we do not meet the guaranteed delivery time for your Special Delivery item, Guernsey Post will refund the cost of the service. To claim, you must send us a completed claim form and your receipt as proof of posting. Claims must be made within 10 days of the posting date.

Compensation of up to £750 for loss or damage of your Special Delivery item is available, subject to proof of posting and proof of value of the documents or medical sample.

To claim compensation, you must send us a completed claim form, evidence of the loss claimed and your receipt as proof of posting.

All claims must be made within 10 days of the posting date. Guernsey Post will not be liable for any consequential or indirect loss. See our Claims and Complaints Scheme for more details.

Exclusions

Special Delivery (Air) is available for items sent to the UK, Jersey, the Isle of Man and Northern Ireland. It is not available for items sent to the Republic of Ireland. Guernsey Post can advise you on alternative services for the Republic of Ireland.

We are not responsible for, and will not be liable for, the accuracy of any tracking status information provided as part of the tracking service.

Liability

Guernsey Post's liability is limited to the compensation available under these Terms and Conditions.

Guernsey Post is not responsible for any loss, damage, delay or failure to perform arising from circumstances beyond its reasonable control.

Guernsey Post does not guarantee the availability, accuracy or completeness of tracking information provided through its tracking systems or those of partner delivery operators.

General

By using the Tracked Service, the sender confirms that:

- the item complies with all applicable regulations and requirements;
- all information provided is accurate and complete; and
- these Terms and Conditions have been accepted.

Guernsey Post may amend these Terms and Conditions from time to time. The version in force on the date of posting will apply.