



Special Delivery (Sea) Terms and Conditions (July 2026)

Sending Gifts

Guaranteed delivery within two working days by 1pm, Monday to Friday, is available for gifts valued under £39. It is also available for gifts valued over £39 where import VAT has been prepaid.

We cannot guarantee delivery times for gifts valued over £39 if import VAT has not been prepaid, as these items may need to be checked by HM Customs. Gifts valued under £39 do not need import VAT to be prepaid. Please check ['Customs \(Border Force\) - Sending a Gift'](#) to find out whether import VAT is needed.

Sending high value items by Special Delivery (Sea)

Guernsey Post can accept items valued up to £900 through Special Delivery (Sea). We can also accept items worth more than £900, up to a maximum of £2,500. However, because import VAT cannot be prepaid on items valued over £900, we cannot guarantee two-working-day delivery. You will still receive a secure, trackable service.

Sending commercial items (including eBay etc.)

Special Delivery (Sea) can also be used for commercial goods, including items sold through eBay and similar platforms. Import VAT must be prepaid for the two-working-day delivery guarantee to apply.

Special Delivery items must not be posted in roadside post boxes.

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.

Compensation for loss or damage of your Special Delivery item is available subject to proof of posting, proof of cost and service level selected.

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 (Sea) is available for items sent to the UK, Jersey and the Isle of Man. 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.

Alcohol, tobacco, perfume and aftershave may need to be checked by HM Customs, so they are not covered by the guaranteed two-working-day service. This also applies to items being sent for repair or valuation. The recipient may receive a C88A form from Customs, which must be completed and returned before the item can be released for delivery.

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.