



Tracked Service – Terms and Conditions July 2026

About the Service

The Guernsey Post Tracked Service provides a tracking and delivery confirmation for items sent from Guernsey to the United Kingdom (excluding Northern Ireland), the Isle of Man and Jersey.

The service includes end-to-end tracking and delivery confirmation. A signature is not required on delivery.

Service Availability

The Tracked Service is available to retail and business customers through Guernsey Post branches.

The service is available for delivery to England, Scotland, Wales, the Isle of Man and Jersey. The service is not available for delivery to Northern Ireland.

Guernsey Post reserves the right to amend, suspend or withdraw the service at any time.

Items accepted

The Tracked Service may be used for:

- Letters
- Large Letters
- Standard Parcels weighing up to 2kg.

All items must comply with:

- Guernsey Post Prohibited and Restricted Items requirements
- Customs requirements
- Applicable postal regulations; and
- Transportation security regulations.

Letters and Large Letters may be presented in hard-backed envelopes to where additional protection is required.

Guernsey Post may refuse to accept, carry or deliver any items that does not comply with these requirements.

Delivery and Tracking

Tracked items have an expected delivery standard of two to three working days from the date of posting.

Delivery times are estimates only and are not guaranteed.

Delivery may be delayed by circumstances outside Guernsey Post's reasonable control including:

- Customs inspections
- Transport disruption;
- Adverse weather conditions;
- Operational issues within partner delivery networks; or
- Other unforeseen events.

Tracked information will be made available where scans are captured within the postal network.

Delivery confirmation is provided electronically and may include photographic proof of delivery.

Recipients may be offered alternative delivery options by the delivery operatory subject to local availability and operational requirements.

Customs and VAT Requirements

Items containing goods sent to the United Kingdom must be accompanied by a correctly completed customs declaration.

Where applicable, VAT must be prepaid or the item must qualify for an exemption under applicable customs legislation.

The sender is responsible for ensuring that all customs information is accurate, complete and complies with applicable laws and regulations.

Guernsey Post accepts no liability for delays, returns, additional charges, seizures, non-delivery or other consequences resulting from incomplete, inaccurate or missing customs information.

Postage Payment

Tracked service items will be issued with an authorised Tracked Service label.

Where a customer uses a valid Postage Paid Impression (PPI), no physical stamp is required as postage details are incorporated within the Tracked service label.

Postage stamps may be used as full or part payment towards the Tracked Service fee, provided the stamps are valid, unused and otherwise eligible for postage.

Where the value of valid postage stamps affixed exceeds the applicable Tracked Service charge, no refund, credit or cash equivalent will be provided.

Guernsey Post reserves the right to refuse stamps that are invalid, damaged, previously used or otherwise unsuitable for postage.

Claims for Loss or Damage

Compensation for loss or damage is available up to the actual value of the contents, subject to :

- Proof of posting;
- Proof of value; and
- Proof of loss or damage

The maximum compensation is £75 per item.

Compensation is not payable for:

- Delay in delivery;
- Indirect or consequential losses;
- Business interruption;
- Loss of profit, revenue or opportunity;
- Items prohibited under Guernsey Post policies
- Items inadequately packaged; or
- Losses arising from inaccurate or incomplete customs declarations.

For printing items, including tickets, compensation is limited to the reasonable cost of replacement printing and associated administration costs.

Compensation will not exceed the actual value of the contents or the applicable compensation limit, whichever is lower.

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.