



GUIDE TO SERVICES 2018

Posting Information

www.guernseypost.com



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Quick Reference Guide

Letters, Large Letters, Parcels (formerly known as Packet)

Bailiwick of Guernsey, Jersey, IOM & UK

	Next day guarantee	Tracked	Signature on delivery	Insured	Enhanced compensation
Standard	X	X	X	✓	X
Signed For	X	X	✓	✓	X
Special Delivery	✓	✓	✓	✓	✓

Letters, Large Letters, Parcels - Europe & Rest of World

	Priority Services	Tracked	Signature on delivery	Insured up to £50	Enhanced compensation
Standard	X	X	X	X	X
International Signed	✓	X	✓	✓	✓
International Tracked	✓	✓	X	✓	✓
International Tracked & Signed	✓	✓	✓	✓	✓

Large Parcels - Bailiwick of Guernsey, Jersey, IOM & UK

	Speed	Tracked in UK only	Signature on delivery	Insured up to £50	Enhanced compensation
Standard	2-5 days	X	X	✓	✓

Large Parcels - International

	Speed	Tracked	Signature on delivery	Insured up to £50	Enhanced compensation
Global Value	15-42 days	X	X	X	X
Global Priority	4-10 days	✓**	X	✓	✓
FedEx	1-4 days*	✓	✓	X	✓

* to approximately 90% of destinations - see page 23.

** to all major destinations - see pages 13-14.

Please see the website www.guernseypost.com or contact Customer Services on 711720 for more information.

Posting Information

Sending Currency

Many countries don't allow cash to be sent through their postal networks. Guernsey Post cannot accept liability for loss or damage to mail items containing cash which are sent to these destinations.



Armenia	Dominican Republic	Democratic Republic of	Rwanda
Australia	Finland	Latvia	Serbia
Belarus	France	Lebanon	Saudi Arabia
Bolivia	Georgia	Lithuania	Spain
Botswana	Germany	Malawi	Swaziland
Bulgaria	Greece	Mauritius	Tajikistan
Cape Verde	Hungary	Montenegro	Uganda
Central African Republic	India	Namibia	Uzbekistan
China (excluding Hong Kong and Macao)	Iran	New Zealand	Yemen
Comoros	Iraq	Nicaragua	Zambia
Cuba	Italy	Norway	USA
Czech Republic	Jamaica	Oman	Zimbabwe
	Kazakhstan	Pakistan	
	Laos (People's)	Poland	

Parcel (formerly Packet) & Large Parcel Delivery

Envoy House Collection Counter opening times

Monday to Friday 7am - 6.30pm

Saturday 9am - 12pm

Any items not collected or redelivered within three weeks (one week for signed for items) will be returned to the sender.

For post office opening times in Alderney, Sark and Herm, see page 80.

We pride ourselves on our personal parcel delivery service and if you are not at home when we call, your postman or post woman will leave a 'Missed Delivery' card.

This enables you to collect your item from our Mail Collection Counter at Envoy House after the time stated on your card. Residents of Alderney, Sark and Herm can collect items from their post office in the same way. You will need to bring the card and an accepted form of photographic identification such as a driving licence. If someone else collects the item for you, that person must bring the card, with your signature on it, together with proof of your identity.

Alternatively we can redeliver your item as addressed or to another on island address, free of charge, Monday to Friday, some time between 8am and 5pm.

Guernsey Post also offer an EBOX collection service for Guernsey residents which notifies customers via SMS and email when their postal items have arrived at Envoy House or Smith Street Post Office. This enables the customer to collect their postal item from Envoy House or Smith Street Post Office at their own convenience. Customers will need to register for this service on the website. See page 30 for more information.

Alternatively, customers can register online for a Safe Place delivery service.

For this service the customer will need to nominate a safe, dry area where the Postal worker can leave any item too large to fit through a letterbox. See page 31 for details.

Poste Restante

When you need to send post to someone in another country who does not have an actual address you can always use our free Poste Restante service.

Simply address your item Poste Restante, followed by the name of the recipient and the address of the foreign postal administration you want to entrust it to. Your item will then be held for collection for a maximum of one month.

An example of how to address a Poste Restante postal item:

Poste Restante
Name of recipient
Guernsey Post Ltd
Smith Street
St Peter Port
GUERNSEY
GY1 2JG

We operate a free Poste Restante service for incoming post but other postal administrations may charge.

Posting Information

Guernsey Post Service Levels

Local delivery service

We operate a 5 days a week service (no weekend deliveries) for standard letters and aim to achieve 95% next working day delivery. We also deliver parcels with guaranteed Saturday delivery.

UK, Jersey & Isle of Man delivery service

This is operated 5 days a week (no despatch or deliveries to the UK on Saturday or Sunday) and aims to achieve 80% next working day delivery. Quality of service is independently measured.

Postage Calculator

**Please note that the postage calculator offers a guide cost only, item dimensions are not taken into account.*

(Visit www.guernseypost.com/postage-calculator to find out the cost of postage or locate the postage calculator from the red button on the homepage www.guernseypost.com.) Simply enter the weight of your item, including packaging, where it's going and the approximate value. The Postage Calculator will give you the different options you have to send your item, what features each option has and how much it will cost you.

It will save you time when you visit our branches, as you will know exactly what service you want and how much it will cost.

Please note that FedEx prices may vary from the ones shown on the Postage Calculator due to changes in fuel charges and package dimensions.

Post Acceptance Guidelines

We take great care of every item that passes through our system and you can help us by making sure yours is properly wrapped and packed. Even small items such as a pen or a keyring need adequate wrapping to prevent damage by our mechanised sorting equipment.

When packing your item please refer to the Acceptance Guidelines on the following pages (p37-53), and select the relevant postal information for your item destination. To make the job easier, we sell a range of postal packaging at our Smith Street and Envoy House branches, whilst our retail team can advise you on appropriate insurance and the best postal service for a timely delivery.

Wrap & Pack

A Bag or Box?

For an item such as a book, a padded bag is often sufficient. If you think your item needs more protection, put it into a box: boxes and other durable packaging can be purchased from both Smith Street and Envoy House. Make sure the box is big enough to take the item, with room to spare and then pack that extra space all around with plenty of cushioning. Scrunched-up newspapers, kitchen towels and tissue paper make effective padding. Corrugated paper is another good choice and polystyrene chips or bubble wrap are even better, but whatever you choose, make sure you use plenty.

If there are parts that stick out of the item you're sending - teapot spouts, handles etc. - make sure that they are properly supported.

Mark your package 'FRAGILE', if it contains anything that might break in transit. Unfortunately we cannot take responsibility for anything that is inadequately protected or for fragile items as listed in the fragile items section on page 37. It is your responsibility to pack it correctly and to mark it if it needs special handling.

Seal of Approval

Make sure you seal your package securely with strong, wide tape. If you wrap it entirely in paper or plastic, make sure that it is strong enough and, again, seal well with tape. As an extra precaution you can also tie your package with string but please keep the ends short. If you use staples, please take care not to leave any dangerous points exposed, as these could cause injury to package handlers.

Packing Advice

Electrical equipment

For computers, televisions, mobile phones and MP3 players (or similar), the original transit box should be used as it will contain specially designed packaging. No compensation will be paid for items damaged in transit that are not packed in their original box.

Compact discs, DVDs and vinyl records

If you are sending only one DVD or CD, place in plastic or cardboard sleeve and use an appropriately sized envelope or jiffy bag. If the disc is of particular importance or a vinyl record, sandwich it between two pieces of thick cardboard at least 25mm (1 inch) larger in area all round than the actual item. Then wrap in brown paper and seal with strong tape. If you are sending more than one item, pack them together in a box with cardboard between each layer. Use plenty of soft packing on all sides to stop them moving. Mark your package 'DO NOT BEND'.



Posting Information

Post Acceptance Guidelines

continued

Important Information

Customers are advised that all post is subject to inspection by Border Force UK and that other specific restrictions and regulations may apply in other receiving countries.

FRAGILE ITEMS

Please note, that fragile objects are only insured for loss, not breakages e.g:

Glass
Ceramics
Lighting
Plaster items
Musical instruments

It is the sender's responsibility to ensure fragile items are packed correctly.



Recording tapes and audio and video cassettes

Padded bags are usually adequate, but if the item is particularly important or valuable, use a strong box with plenty of packing all round.

Films

Put them in a strong envelope with a separate label showing your name and address attached to each one.

Photographic prints

Use a special envelope strengthened with card or put some strong card into a manila envelope, making sure that it is bigger all round than the prints.

Mark the envelope 'DO NOT BEND'.

Maps, plans, drawings etc.

These should be rolled up and placed in strong cardboard tubes, securely sealed at both ends.

Paper goods

For a few sheets, an ordinary envelope will suffice. For small quantities, use a padded bag and for larger quantities, place in a strong box with plenty of extra packing all round.

Sharp implements

Sharp items such as scissors, kitchen knives and chisels may be sent by post only if sharp edges and points are adequately covered with a suitable protective material strong enough to ensure that the contents do not pierce the outer packaging to prevent damage to other packages or injury to anyone handling the package. Wrap each item with cushioning material. Place in a suitable outer container such as a padded envelope. The sender's name and return address must be clearly visible on the outer packaging.

Umbrellas and fishing rods

Place between two strips of rigid material, larger than the item itself and wrap and seal well. Alternatively, use a plastic tube - water pipes and drainpipes are ideal.

Toys and games

The manufacturer's box is not usually designed to cope with being sent through the post. Always put such items into a strong cardboard box and both wrap and seal well.

Musical instruments

Always use an extremely strong box with plenty of soft packing to prevent movement. Loose parts such as the bridge on a violin should be removed and packed separately. Musical instruments are not insured for breakages

Suitcases

Suitcases can be sent if left unlocked.

Perishable articles

We strongly recommend Special Delivery for perishable articles, which in general should be sent by letter post. The packaging should be able to withstand a journey of up to 48 hours. They must be suitably sealed to prevent leakage or tainting of other items such as in sealed vacuum packs. A strong corrugated board box or purpose designed polystyrene pack is recommended, and the name and return address must be clearly visible on the outer packaging.

Liquids, perfumes and nail varnishes

Liquids and 'wet' foods must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag. They must be surrounded with absorbent material and sufficient cushioning material to protect each item from breakage. Volume must not exceed 1 litre per item. Mark as 'FRAGILE' when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging.

Strong-smelling substances

These should normally be sent by parcel post. They must be packed so as not to soil or taint other parcels. Container lids must fit tightly and be sealed with adhesive tape and the item sealed in a waterproof bag, contained within a strong box and adequately wrapped.

Posting Information

Post Acceptance Guidelines

continued

Important Information

Customers are advised that all post is subject to inspection by Border Force UK and that other specific restrictions and regulations may apply in other receiving countries.

Tea and coffee

All powders and fine grains should normally be sent by parcel post. Items must be packed so as not to soil or taint other parcels. Container lids must fit tightly and be sealed with adhesive tape and the item sealed in a waterproof bag, contained within a strong box and adequately wrapped.

Fruit and vegetables

Hard fruits such as apples and pears should be individually wrapped in paper and placed in a strong box with plenty of protective packing all around. Soft items such as grapes and strawberries must be packed so that no moisture can leak out. Use a strong box with an internal wrapping of polythene, greaseproof paper or similar. Mark your parcel **'FRUIT - HANDLE WITH CARE'**.

Sending foodstuffs to the USA

By law, anyone planning to send manufactured foodstuffs to the USA must complete online documentation before posting to advise US Customs of the package's impending arrival. The legislation applies to all manufactured food and drink for human or animal consumption posted to the USA from anywhere in the world.

A prior notification reference number must be obtained from the United States Food and Drugs Administration (FDA) and this can only be done electronically from www.access.fda.gov. This number must be put on your Customs declaration form as part of your package. The FDA estimates that requesting a reference number via the web should take no longer than 15 minutes. This free facility is available 24 hours a day, seven days a week, but if you need assistance with the online pre-notification system, call our Customer Services team.

Guernsey Post has been instructed not to accept items that do not bear a notification number. Failure to comply with these new regulations, either by not having a prior notice reference number or by providing an inaccurate description of the food being sent, will result in the package being returned to the sender (if there is a return address) or destroyed when it reaches the USA.

The only exemption is food made by an individual at home sent as a personal gift to an individual in the USA. To avoid delay and inconvenience, all homemade items must be clearly marked as such.

To find out more about these regulations, you can contact the FDA at www.fda.gov

Flowers

Flowers sent by post should be packed in a strong cardboard box with tissue paper between layers. Use soft packing material to stop the flowers moving. If you use any sort of moisture-retaining material to keep your flowers fresh, they must be enclosed within a plastic bag to prevent leakage.

Live creatures, insects and invertebrates

Live bees, caterpillars, cockroaches, crickets, destroyers of noxious pests, earthworms, fish fry and eggs, leeches and other parasites, lugworms, maggots, mealworms, pupae and chrysalides, rag worms, silkworms, spiders and stick insects can be sent through the post but they must be boxed and packaged to protect the creatures, our staff and our customers from harm.

Items must be clearly marked **'URGENT - LIVING CREATURES - HANDLE WITH CARE'**. The sender's name and address must be clearly visible on the outer packaging.




















Posting Information

Post Acceptance Guidelines

continued

Classes Of Dangerous Goods

There are nine classes of dangerous goods. Remember that the ICAO Technical Instructions prohibit nearly all dangerous goods from being transported in the mail.

Class	Examples	Example Labels
1. Explosives	Fireworks, sparklers, flares, ammunition	  
2. Gases	Aerosols (e.g. air fresheners), camping gas cylinders, cigarette lighters, butane refills in hair straighteners	  
3. Flammable Liquids	Cigarette lighters, perfumes, alcoholic beverages with high alcohol content (>24% ABV), nail varnish remover, fuel in any car parts or used garden machinery (e.g. chainsaw with petrol)	
4. Flammable solids; substances liable to spontaneous combustion; substances which, in contact with water, emit flammable gases	Matches, firelighters, 'Chinese lanterns' containing solid fuel	  
5. Oxidising substances; organic peroxides	Bleach, car repair kit hardener	 
6. Toxic and infectious substances	Pesticides, weedkillers, poisons	 
7. Radioactive material	Smoke alarms, luminous dials	  
8. Corrosive material	Battery acid, drain cleaner, mercury (for example in a barometer)	
9. Misc. dangerous substances and articles	Lithium batteries, lead acid batteries (for example car batteries), batteries for golf buggies, motorised wheelchairs and mobility scooters	

Posting Information

Post Acceptance Guidelines

continued

Dangerous Goods

These items should not enter the postal network.

Dangerous Goods	
Camping equipment	May contain flammable gases (butane, propane, etc.), flammable liquids (kerosene, gasoline, etc.) or flammable solids (hexamine, matches, etc.)
Car or motorcycle parts	May include carburettors or fuel tanks that contain or have contained fuel, wet batteries, flammable aerosols, nitro methane or other gasoline additives, compressed gases in tyre inflation devices and fire extinguishers, air bags, etc.
Chemicals	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances
Cleaning materials	May contain aerosols, flammable liquids or corrosive substances
Cylinders	May contain compressed or liquefied gas
Electrical equipment	May contain magnetised material, mercury in switch gear, electron tubes or wet batteries
Household goods	May contain items meeting any of the criteria for dangerous goods. Examples include flammable liquids such as solventbased paint, adhesives, polishes, aerosols, bleach, corrosive oven or drain cleaners, matches, etc.
Hover Boards	May contain large lithium batteries which have been identified as a potential safety hazard
Instruments	May conceal barometers containing mercury
Machinery parts	May contain flammable adhesives, paints, sealants and solvents, wet and lithium batteries, mercury, cylinders of compressed or liquefied gas, etc
Medical supplies	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances
Photographic supplies	May contain items meeting any of the criteria for dangerous goods, particularly heat-producing devices, flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances
Repair kits	May contain organic peroxides and flammable adhesives, solvent-based paints, resins, etc.
Swimming pool chemicals	May contain oxidising or corrosive substances
Toolboxes	May contain explosives (power rivets), compressed gases or aerosols, flammable gases (butane cylinders or torches), flammable adhesives or paints, corrosive liquids, etc.

Posting Information

Post Acceptance Guidelines

continued

Restricted And Prohibited Items

To find out if the items you intend to post are prohibited or restricted, please refer to the A-Z of restricted and prohibited items from page 42-53 before packaging or posting any items to international or domestic destinations.

Safety Data Sheets

European regulations require a Safety Data Sheet (SDS) to be provided for many products, either before or at the time of first delivery. Section 14 of the EU format SDS indicates that a product is classified as dangerous goods by the presence of a four digit 'UN' number. Unless specifically permitted (as shown in the A-Z list) dangerous goods are forbidden in mail.

Batteries

Some battery types are classified as dangerous goods but others are not. Unfortunately, the size and general appearance of a battery does not determine whether it is classed as dangerous goods.



Dangerous Goods

Absorbed Glass Mat (AGM)*, Gel cell*, Lithium ion/polymer, Lithium metal/alloy, Potassium hydroxide, Sodium hydroxide,

Large batteries - for example:

- Sealed lead acid (including motorcycle batteries)*
- Wet lead acid/lead alkaline (including car batteries)

** If certain conditions are met, these types of battery are permitted for carriage as cargo (i.e. by a courier) but not as international mail*



Not Dangerous Goods

Alkaline, Nickel metal hydride (NiMH), Nickel cadmium (NiCd), Zinc-carbon

Please note: These types can be sent in mail providing they are protected against short circuits and any equipment in which they are contained is protected against inadvertent operation.

Consumer Warning Markings for Dangerous Goods



Consumer warning markings

Some everyday household items bear consumer warning markings which may or may not indicate they are classified as dangerous goods. Products bearing the consumer warning markings shown here on the left ARE classified as dangerous goods:



Note: A product bearing the corrosive marking (depicted left) is NOT classified as dangerous goods if the signal word and hazard statement 'Danger - causes serious eye damage' applies. Unless specifically permitted (as shown in the A-Z list) dangerous goods are forbidden in mail.

Posting Information

Post Acceptance Guidelines

continued

Please be aware: You are responsible for checking whether any items you send are prohibited or restricted. Restrictions vary from country to country and you must not send any item addressed to a country in which the item is banned. Any item which resembles a prohibited item may be subject to additional scrutiny which may cause delays. Failure to comply with these regulations may affect your ability to claim compensation and could result in prosecution. We reserve the right to refuse any other item banned by law or that in our opinion may be harmful or dangerous to our customers, employees or the general public.

Restricted and Prohibited Items

Aerosols

Aerosols for personal grooming or medicinal purposes (including deodorants, body sprays, hair sprays, shaving and hair removal creams, asthma inhalers, etc.)

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

Valves must be protected by a cap or other suitable means to prevent inadvertent release of the contents during transport. Aerosols must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. Volume per item must not exceed 500ml. No more than two aerosols can be sent in any one package. An ID8000 label must be applied. Asthma inhalers are exempt under ICAO TI Special Provision A98. Where the volume per inhaler is 50ml or less no quantity restrictions apply. The sender's name and return address must be clearly visible on the outer packaging. Accepted for sea despatch only. Packages must be brought to the attention of a member of staff at one of our retail units and a 'DO NOT FLY' sticker will be applied.

Other aerosols containing flammable, non-flammable or toxic gases (including spray paints, lacquers, solvents, air fresheners, oven cleaners, etc.)

UK destinations: No

International destinations: No

Alcoholic beverages and liquids (less than 24% ABV)

(including beer, ale, cider, wine, fortified wine, champagne)

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

Wrap in polythene and seal with tape. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from breakage. Volume should not exceed 1 litre per item. Mark as 'FRAGILE' when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging.

Alcoholic beverages and liquids (24% – 70% ABV)

(including whisky, vodka and most spirits and liqueurs)

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag. Surround with absorbent material and sufficient cushioning material to protect each item from breakage. Volume must not exceed 1 litre per item. No more than two items can be sent in any one package. Mark as 'FRAGILE' when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging.

Alcoholic beverages and liquids (greater than 70% ABV)

(including some high strength vodkas and absinthes)

UK destinations: No

International destinations: No

Ammunition (excluding lead pellets and other airgun and airsoft projectiles)

UK destinations: No

International destinations: No

Asbestos

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

Samples of asbestos may be posted provided the sample is fixed within an inert material such as a glue or resin. Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.

Posting Information

Post Acceptance Guidelines

continued

Balloons filled with non-flammable gas

UK destinations: No

International destinations: No

Batteries - new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd)

(including D, C, 9V, AA, AAA, and AAAA alkaline metal batteries)

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.

Batteries - new and used lithium ion and lithium polymer

Lithium ion/polymer batteries sent on their own

(e.g. lithium batteries sent as replacements)

UK destinations: No

International destinations: No

Lithium ion/polymer batteries sent with equipment

(e.g. rechargeable batteries found in electronic devices)

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

The maximum number of batteries allowed in each package is the minimum number required to power the equipment plus two spares. The maximum net quantity of cells or batteries is 5kg per package. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. The consignment must be accompanied with a document with an indication that the package contains lithium ion cells or batteries; that the package must be handled with care and that a flammability hazard exists if the package is damaged; that special procedures must be followed in the event the package is damaged, to include inspection and repacking if necessary; and also a telephone number for additional information. Cells and batteries must be packed in inner packagings that completely enclose the cell or battery. Cells and batteries must be protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.

Lithium ion/polymer batteries contained in equipment

(e.g. rechargeable batteries found in electronic devices)

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged,

Posting Information

Post Acceptance Guidelines

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Please be aware: You are responsible for checking whether any items you send are prohibited or restricted. Restrictions vary from country to country and you must not send any item addressed to a country in which the item is banned. Any item which resembles a prohibited item may be subject to additional scrutiny which may cause delays. Failure to comply with these regulations may affect your ability to claim compensation and could result in prosecution. We reserve the right to refuse any other item banned by law or that in our opinion may be harmful or dangerous to our customers, employees or the general public.

Lithium ion/polymer batteries contained in equipment

(e.g. rechargeable batteries found in electronic devices)

Follow these packaging guidelines (continued):

are forbidden. Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. Cells and batteries must be protected against short circuit.

The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging.

Batteries - new and used lithium metal and lithium alloy

Lithium metal/alloy batteries sent on their own

(e.g. lithium batteries sent as replacements including D, C, AA, AAA, AAAA, A23, 9-volt, CR2032 and LR44)

UK destinations: No

International destinations: No

Lithium metal/alloy batteries sent with equipment

(e.g. non-rechargeable batteries found in electronic devices)

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

The maximum number of batteries allowed in each package is the minimum number required to power the equipment plus two spares. The maximum net quantity of cells or batteries is 5kg per package. The lithium content must not be more than 1g per cell or 2g per battery. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. The consignment must be accompanied with a document with an indication that the package contains lithium metal cells or batteries; that the package must be handled with care and that a flammability hazard exists if the package is damaged; that special procedures must be followed in the event the package is damaged, to include inspection and repacking if necessary; and also a telephone number for additional information. Cells and batteries must be packed in inner packagings that completely enclose the cell or battery. Cells and batteries must be protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.

Lithium metal/alloy batteries contained in equipment

(e.g. non-rechargeable batteries found in electronic devices)

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. The lithium content must not be more than 1g per cell or 2g per battery. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their

Posting Information

Post Acceptance Guidelines

continued

responsibilities. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging.

Batteries - new wet, non-spillable

(e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries)

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

Batteries must comply with Special Provision 238 of the UN Recommendations on the Transport of Dangerous Goods, Model Regulations (please check with the manufacturer or distributor). No more than one battery in any one package. Maximum weight 1.5kg. Item must be protected against short circuit (by the effective insulation of exposed terminals) and securely packaged. Package must be marked "NOT RESTRICTED" and "SPA67 / SP238". The sender's name and return address must be clearly visible on the outer packaging.

Batteries classified as dangerous goods and certain used batteries

Batteries that are classified as dangerous goods by the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organisation (ICAO) including wet spillable lead acid/lead alkaline batteries (including car batteries), lithium batteries when not sent with or in equipment, damaged batteries of any type, together with used alkaline and nickel metal hydride batteries.

UK destinations: No

International destinations: No

Biological substances

(Diagnostic specimens including blood and urine. Category B (UN3373) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organisation (ICAO))

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. The total sample volume/mass in any parcel must not exceed 50ml/50g. All biological substances must be posted in packaging that complies with Packaging Instruction 650. The sender's name and return address must be clearly visible on the outer packaging.

Christmas Crackers

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

Can only be sent in their made up form in their original retail packaging.

Clinical and medical waste

(including contaminated dressings, bandages and needles)

UK destinations: No

International destinations: No

Controlled drugs and narcotics

(including cannabis, cocaine, heroin, LSD, opium and amyl nitrate)

UK destinations: No

International destinations: No

Posting Information

Post Acceptance Guidelines

continued

Please be aware: You are responsible for checking whether any items you send are prohibited or restricted. Restrictions vary from country to country and you must not send any item addressed to a country in which the item is banned. Any item which resembles a prohibited item may be subject to additional scrutiny which may cause delays. Failure to comply with these regulations may affect your ability to claim compensation and could result in prosecution. We reserve the right to refuse any other item banned by law or that in our opinion may be harmful or dangerous to our customers, employees or the general public.

Corrosives

(including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal)

UK destinations: No

International destinations: No

Counterfeit currency, bank notes and stamps

(including any false instrument, or copy of a false instrument within the meaning of section 5 of the Forgery and Counterfeiting Act 1981)

UK destinations: No

International destinations: No

Dry Ice

(e.g. UN1845 when used as a coolant for UN3373 or for other perishable items)

UK destinations: No

International destinations: No

Electronic items sent with new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd) batteries

(including D, C, 9V, AA, AAA and AAAA alkaline metal batteries)

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

Must be new and sent unopened in their original retail packaging. Surround with sufficient cushioning material to protect each item from damage. Wrap each item, including plugs, individually. Place item in a rigid container and cushion to avoid movement. Any equipment sent with batteries or cells must be secured against movement within the outer packaging and must be packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging.

Electronic items sent with lithium metal and lithium alloy batteries

Lithium metal/alloy batteries sent with equipment

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

The maximum number of batteries allowed in each package is the minimum number required to power the equipment plus two spares. The maximum net quantity of cells or batteries is 5kg per package. The lithium content must not be more than 1g per cell or 2g per battery. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. The consignment must be accompanied with a document with an indication that the package contains lithium ion cells or batteries; that the package must be handled with care and that a flammability hazard exists if the package is damaged; that special procedures must be followed in the event the package is damaged, to include inspection and repacking if necessary; and also a telephone number for additional information. Cells and batteries must be packed in inner packagings that completely enclose the cell or battery. Cells and batteries must be protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.

Posting Information

Post Acceptance Guidelines

continued

Lithium metal/alloy batteries contained in equipment

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. The lithium content must not be more than 1g per cell or 2g per battery. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging.

Electronic items sent with lithium ion and lithium polymer batteries

Lithium ion/polymer batteries sent with electronic devices.

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

The maximum number of batteries allowed in each package is the minimum number required to power the equipment plus two spares. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. The consignment must be accompanied with a document with an indication that the package contains lithium ion cells or batteries; that the package must be handled with care and that a flammability hazard exists if the package is damaged; that special procedures must be followed in the event the package is damaged, to include inspection and repacking if necessary; and also a telephone number for additional information. Cells and batteries must be packed in inner packagings that completely enclose the cell or battery. Cells and batteries must be protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.

Lithium ion/polymer batteries contained in equipment

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. (continued on p48)

Posting Information

Post Acceptance Guidelines

continued

Please be aware: You are responsible for checking whether any items you send are prohibited or restricted. Restrictions vary from country to country and you must not send any item addressed to a country in which the item is banned. Any item which resembles a prohibited item may be subject to additional scrutiny which may cause delays. Failure to comply with these regulations may affect your ability to claim compensation and could result in prosecution. We reserve the right to refuse any other item banned by law or that in our opinion may be harmful or dangerous to our customers, employees or the general public.

Lithium ion/polymer batteries contained in equipment

Follow these packaging guidelines (continued from p 47):

Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging.

Electronic items containing any batteries exceeding 100wh

(including some high performance laptop computers and power tools)

UK destinations: No

International destinations: No

Environmental waste

(including used batteries and used engine oil)

UK destinations: No

International destinations: No

Explosives

(including fireworks, flares, blasting caps, Christmas cracker snaps)

UK destinations: No

International destinations: No

Flammable liquids

(including petroleum, lighter fluid, certain adhesives, solvent-based paints, wood varnish, enamels and acetones including nail varnish removers; also see Alcoholic Beverages, Perfumes and Aftershaves and Nail Varnish)

UK destinations: No

International destinations: No

Flammable solids

(including magnesium, phosphorous, potassium, sodium, zinc and fire lighters)

UK destinations: No

International destinations: No

Frozen water

(including packs of ice)

UK destinations: No

International destinations: No

Gases

(including flammable, non-flammable, toxic and compressed gases, gas cylinders for camping stoves, butane, ethane, refills for lighters, fire extinguishers and scuba tanks; also see Aerosols and Lighters)

UK destinations: No

International destinations: No

Goods made in foreign prisons

(except those imported for a non-commercial purpose, of a kind not manufactured in the United Kingdom, or those in transit)

UK destinations: No

International destinations: No

Posting Information

Post Acceptance Guidelines

continued

Guns for sporting use

(Guns intended for sporting purposes - including Section 1 and Section 2 firearms, low-powered air guns and their component parts - may be sent in compliance with UK law and subject to domestic controls on the possession of firearms. The sender's name and address must be clearly visible on the outer packaging). These items can only be accepted to the UK via Parcelforce. **Please note these items will not be returned to sender if undeliverable due to the Parcelforce International Dangerous Goods Policy.**

UK destinations: Yes

International destinations: No

Human or animal remains

(including ashes)

UK destinations: No

International destinations: No

Infectious substances and pathogens

(UN2814 or UN2900) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organisation (ICAO)

UK destinations: No

International destinations: No

Lighters

(new and unused empty lighters)

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

Must be new, empty and sent unopened in their original retail packaging. A sender's name and return address must be clearly visible on the outer packaging.

(lighters or refills containing flammable liquid or gas including used butane and petrol cigar and cigarette lighters; also see Aerosols, Flammable Liquids and Gases)

UK destinations: No

International destinations: No

Liquids over 1 litre

(containing liquids not classified as dangerous goods)

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

Volume per item of any liquid sent internationally should not exceed 1 litre. Some liquids, such as alcohol or paints, have their own additional restrictions. The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag, so that any inadvertent leakage is contained within the outer packaging. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. Mark as "FRAGILE" when sending glass bottles. The sender's name and address must be clearly visible on the outer packaging.

Live animals and reptiles

(including snakes, mice and rodents)

UK destinations: No

International destinations: No

Posting Information

Post Acceptance Guidelines

continued

Please be aware: You are responsible for checking whether any items you send are prohibited or restricted. Restrictions vary from country to country and you must not send any item addressed to a country in which the item is banned. Any item which resembles a prohibited item may be subject to additional scrutiny which may cause delays. Failure to comply with these regulations may affect your ability to claim compensation and could result in prosecution. We reserve the right to refuse any other item banned by law or that in our opinion may be harmful or dangerous to our customers, employees or the general public.

Live creatures, insects and invertebrates

(including bees, caterpillars, cockroaches, crickets, destroyers of noxious pests, earthworms, fish fry and eggs, leeches and other parasites, lugworms, maggots, mealworms, pupae and chrysalides, rag worms, silkworms, spiders and stick insects)

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

Must be boxed and packaged to protect the creatures, our staff and our customers from harm. Items must be clearly marked 'URGENT - LIVING CREATURES - HANDLE WITH CARE! The sender's name and address must be clearly visible on the outer packaging.

(if classified as dangerous within the Dangerous Wild Animals Act 1976, including certain venomous spiders)

UK destinations: No

International destinations: No

Lottery tickets

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

Foreign lottery tickets are prohibited. UK lottery tickets are allowed in the domestic post.

Magnetised material

Other than those that are prohibited (including loud speakers)

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

Wrap soft packing material at least 2cm thick around each item. The sender's name and return address must be clearly visible on the outer packaging.

With a magnetic field strength of 0.418A/metre or more at a distance of 4.6 metres from the outside of the package

(including certain Public Address systems)

UK destinations: No

International destinations: No

Matches

UK destinations: No

International destinations: No

Nail varnish and polish

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

Volume per item must not exceed 30ml. No more than four bottles of nail varnish can be sent in any one package. Bottles of nail varnish must be placed in strong outer packaging and be so packed, secured or cushioned in such a way that they cannot break, be punctured or leak their contents into the outer packaging. An ID8000 label must be applied. The sender's name and return address must be clearly visible on the outer packaging. Accepted for sea despatch only. Packages must be brought to the attention of a member of staff at one of our retail units and a 'DO NOT FLY' sticker will be applied.

Posting Information

Post Acceptance Guidelines

continued

Obscene publications and pornography

(including pornography as detailed in Part 5 of the Criminal Justice and Immigration Act 2008 and indecent photographs or pseudo-photographs of a child as detailed in section 160 and 161 of the Criminal Justice Act 1988) If we find such items in the post we will inform the Police.

UK destinations: No

International destinations: No

Oxidising materials and organic peroxides

(including disinfectants, nitrates and hair dyes or colourants containing peroxide)

UK destinations: No

International destinations: No

Paints, wood varnishes and enamels - solvent-based

(except nail varnish or nail polish with a volume of 30ml or less when sent to a UK destination)

UK destinations: No

International destinations: No

Paints, wood stains and enamels -water-based

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag, so that any inadvertent leakage is contained within the outer packaging. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. Volumes per item should not exceed 150ml. No more than four items can be sent in any one package. The sender's name and return address must be clearly visible on the outer packaging.

Perfume and aftershave

(including eau de parfum and eau de toilette)

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

Volume per item must not exceed 150ml. No more than four perfumes or aftershaves can be sent in any one package. The perfume or aftershave must be within its original retail packaging and then placed in strong outer packaging. The inner packagings must be packed, secured or cushioned to prevent breakage or leakage of their contents into the outer packaging. An ID8000 label must be applied. The sender's name and return address must be clearly visible on the outer packaging. Accepted for sea despatch only. Packages must be brought to the attention of a member of staff at one of our retail units and a 'DO NOT FLY' sticker will be applied.

Perishables

(including flowers, fresh fruit, vegetables and frozen or chilled foodstuffs)

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

Should be able to withstand a journey of up to 48 hours. Must be suitably sealed to prevent leakage or tainting of other items such as in sealed vacuum packs. Strong corrugated board box or purpose designed polystyrene pack name and return address must be clearly visible on the outer packaging.

Posting Information

Post Acceptance Guidelines

continued

Please be aware: You are responsible for checking whether any items you send are prohibited or restricted. Restrictions vary from country to country and you must not send any item addressed to a country in which the item is banned. Any item which resembles a prohibited item may be subject to additional scrutiny which may cause delays. Failure to comply with these regulations may affect your ability to claim compensation and could result in prosecution. We reserve the right to refuse any other item banned by law or that in our opinion may be harmful or dangerous to our customers, employees or the general public.

Pesticides

(including weed killer and any chemical used to kill pests and insects, such as fly sprays)

UK destinations: No

International destinations: No

Poisons, toxic liquids, solids or gases

(including substances that are liable to cause death or injury if swallowed or inhaled or by skin contact, including arsenic, beryllium, cyanide, fluorine, rat poison)

UK destinations: No

International destinations: No

Prescription medicines and drugs sent for scientific or medical purposes

(non-toxic and non-flammable)

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. Private individuals may send medicines in prescription quantities in cases of emergency only. All drugs and medical prescriptions can only be sent using Special Delivery, International Tracked or Signed Services. Volume/ mass per item must not exceed 50ml/50g. The medicines must be securely closed and placed in a leak-proof container such as a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. The sender's name and return address must be clearly visible on the outer packaging.

(toxic, flammable, or toxic and flammable)

UK destinations: Yes

International destinations: No

Follow these packaging guidelines:

May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. Volume/ mass per item must not exceed 50ml/50g. Private individuals may send medicines in prescription quantities in cases of emergency only. All drugs and medical prescriptions can only be sent using Special Delivery Services. No more than eight items can be sent in any one parcel/large parcel. The medicines must be securely closed and placed in a leakproof container such as a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. ID8000 label must be applied. The sender's name and return address must be clearly visible on the outer packaging.

Radioactive material and samples

Not classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organisation (ICAO) such as samples of granite rock

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.

Classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organisation (ICAO) such as luminous dials from aircraft

UK destinations: No

International destinations: No

Posting Information

Post Acceptance Guidelines

continued

Sharp objects and instruments

(including scissors and kitchen knives or utensils)

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

Wrap heavy cardboard around sharp edges and points, strong enough to ensure that the contents do not pierce the outer packaging. Wrap each item with cushioning material. Place in a suitable outer container such as a padded envelope. The sender's name and return address must be clearly visible on the outer packaging.

Tickets and related advertisements for illegal lotteries

UK destinations: No

International destinations: No

Vaccines

UK destinations: Yes

International destinations: Yes

Follow these packaging guidelines:

May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. Volume/mass per item must not exceed 50ml/50g. All drugs and medical prescriptions can only be sent using Special Delivery, International Tracked or Signed Services. The medicines must be securely closed and placed in a leakproof liner such as a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. The sender's name and return address must be clearly visible on the outer packaging.

Waste, dirt, filth or refuse

(including household waste)

UK destinations: No

International destinations: No

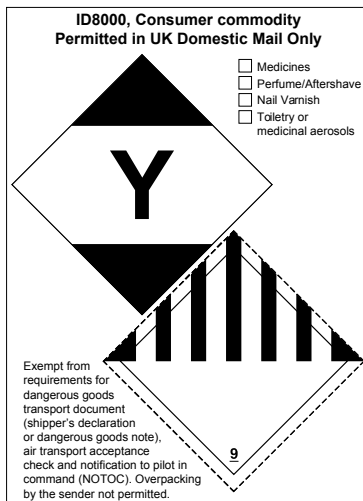
Weapons

(including Section 5 firearms, CS gas and pepper sprays, flick knives, tasers and stun guns)

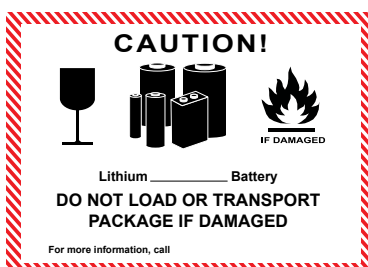
UK destinations: No

International destinations: No

Consumer Commodity in UK Mail label (ID8000)



Lithium battery handling label



Labelling your items correctly

For packages which need to be labelled with an ID8000 label or a Lithium battery handling label (shown on the left) please follow the instructions below:

Consumer Commodity in UK Mail label (ID8000)

- Label must be 99 x 139mm in size.
- Tick the relevant box according to the contents of the package. If sending multiple items, tick all the boxes that apply.
- Apply the label securely and visibly to the outer packaging.

Lithium battery handling label

- Label must be 120 x 110mm (large packages) or 74 x 105mm (on packages which are too small to bear larger labels) in size.
- Write or print the word 'metal' or 'ion' in the space after Lithium to indicate the type of battery contained within the package.
- Include a contact telephone number.
- Apply the label securely and visibly to your outer packaging.

Posting Information

Post Acceptance Guidelines

continued

Getting the Address Right

Writing an address may seem like the simplest thing in the world, but all too often something is left out and that makes it harder for Guernsey Post to do its job - which is to get your letter or package where it needs to go as quickly as we can and with as little fuss as possible.



At full speed, our mechanised sorting equipment processes around 80,000 pieces an hour - but it recognises only the post that has a postcode as the final line of the address. We should also remind you that postal administrations in other countries have varying standards for addressing post, so it is always worth checking when sending post to international destinations.

A correct postal address must consist of certain elements. Every house and business has a complete postal address which helps us to deliver all Letters more quickly, accurately and cost effectively. The table below identifies the possible elements that make up an address and details whether each is required for the delivery of post.

DATA	POSTALLY REQUIRED	PO BOX	LOCAL	UK
Name of addressee (title, initials, surname)	As applicable	Mrs Jones	A Le Page	Mr A Smith
Company / Organisation	As applicable	Guernsey Press	LP Stationery	Acme Plc
Building Name (not needed if it has a number)	Yes (or PO Box number)	PO Box 57	LP House	Acme House
Number of building & name of street or road	Yes (not when PO Box)		Le Pollet	3 High Street
Additional locality information (only where similar road names exist within a Post Town Area)	Yes (not when PO Box)		St Peter Port	Hedge End
Post Town (Capital letters)	Yes	GUERNSEY	GUERNSEY	SOUTHAMPTON
County	No (provided Post Town and Postcode are included)	Channel Islands	Channel Islands	Hampshire
Postcode (Capital letters)	Yes	GY1 3BW	GY1 1BA	SO31 4NG

Underpaid Post

The importance of a return address

Including a return address on any items that you post is more important than ever. It enables us to return items back to you if they cannot be delivered or if there are any issues with the postage paid.

Every day we receive post that either has insufficient stamps to cover the postage or no stamps at all.

For individual items we send a card to the recipient to explain that an item has been held at our headquarters, as insufficient postage has been paid. The card specifies the associated costs to receive the item. The recipient has 31-days to visit us, examine the item and decide whether they want to pay the associated costs to receive it.

The costs associated with underpaid items are the difference of the underpaid amount plus a £1 administration fee. Payment is available online by debit card - see Underpaid Item form at www.guernseypost.com/payment_forms. Alternatively affix stamps in the space provided on the Underpaid Item notification card you receive or give Customers Services a call on 711720 quoting the reference number shown on the bottom left corner of the notification card and pay by debit card. *NB. Cheques will not be accepted.*

Items received by Royal Mail, or any other postal administration, sent into the Bailiwick will also have the associated costs collected on their behalf. Items sent internationally with insufficient postage paid will be returned to sender. If a return address is not included on the item then it will be held by us for collection for up to 90-days and may be destroyed after this time.

Posting Information

Post Acceptance Guidelines

continued

Contact Customer Services on:

Telephone: 711720

Fax: 712082

Email: custserv@guernseypost.com

Use the Enquiry form on www.guernseypost.com

Write to:

Customer Services
Guernsey Post Limited
Envoy House
La Vrangue
St. Peter Port
GUERNSEY
GY1 1AA

Please ensure that you provide the following:

- First name(s)
- Last name
- Telephone number
- Email address (if applicable)
- Company (if applicable)
- Address in full (including postcode)
- Date of change

Addressing Your FAQs

Do I need postcodes on local post?

We require postcodes on ALL POST. Any post without a postcode, or with a postcode that is incorrect or in the wrong place, has to be manually sorted at each process, making our job harder and possibly resulting in delay. We will endeavour to deliver your post even without a postcode but we can provide you with a better service if we have a postcode to work with.

Why isn't my postcode unique to me?

Some organisations are allocated a unique postcode to ensure the segregation of large deliveries of post to a single address but our postcodes usually cover more than just one address in a specific area.

Why must the postcode be at the end of the address?

Our mechanised sorting equipment 'reads' every address from the bottom and that's why it's so important for the postcode to be at the end of the address, on a single line by itself.

Can the machinery read handwriting?

Our equipment is able to read both typed and handwritten addresses as long as the wording is clear and the envelope is free of written clutter. Poor contrast between the print and envelope colour may also make an address difficult for our machine to pick up. Particular care should be taken to ensure that the first part of a Bailiwick of Guernsey postcode reads GY because if this bit isn't clear, your post could end up in Glasgow or Guildford.

Is a part written postcode any good to you?

No. Our sorting equipment will reject incomplete postcodes as 'not registered'.

What if my database has addresses without postcodes?

If you need any help coding your electronic list, call Customer Services.

Do I still need a postcode for my PO Box?

Companies and individuals who hire PO Boxes from Guernsey Post will be made aware that their PO Boxes have a unique postcode different from that of their actual addresses. It is essential that the PO Box postcode is used on all communications and not the postcode for the box holder's actual address.

How can I find the right postcodes?

If you don't have the postcode for a local address, simply use the postcode finder on our website or call Customer Services. For UK postcodes you can use the Royal Mail website www.royalmail.com or call Royal Mail on 0906 302 1222 any time between 8am and 4pm, Monday to Friday, (calls cost 51p per minute) or call 0845 711 1222 between 4pm and 6pm, Monday to Friday, and between 8am to 1pm on Saturday (calls charged at the UK rate).

What about sending post overseas?

When sending post to international destinations, please check the addressing standard of the country in question. Some countries have special requirements for certain destinations and items.

Do I have to put my address on the post item?

We recommend that all international postal items display the complete name and address of both sender and recipient. For some countries, Canada for instance, failure to do so will result in your post not getting through. See our undeliverable post policy in our customer services section for more information.

When do I need a customs declaration?

Complete and legible customs declarations - along with any required import documentation - must be provided to identify the contents of any package leaving the Bailiwick of Guernsey and specifically when sending Special Delivery items for next working day guaranteed delivery. Loose descriptions such as 'gift' or 'present' are unacceptable.

What if I change house or business name?

You need to let us know when you are changing your house or business name. You can do this in a number of ways.

Posting Information

Borderforce (Customs) Guidelines

Border Force clearance for items being sent to the UK

When you post commercial or returned goods, gifts or items sent for repair or valuation to anywhere outside the Bailiwick you must provide a complete and legible customs declaration form. Please see the guide below to determine exactly what information is required to deliver your item to its UK destination. For further information please visit www.guernseypost.com or pick up a leaflet from any of our branches.

	Sending a gift	Sending a commercial item	Sending an item for repair or valuation	Returning an item
Definition	The Border Force in the UK states; a gift is an item sent between two private people, is of an occasional nature such as a birthday or Christmas gift and where no monetary consideration has been made.	Border Force in the UK consider all sales transactions, including ebay sales and sales of second hand goods as commercial transactions.	Any items posted to the UK for repair or valuation.	Items being returned to a retailer, mail order or internet company.
VAT	There is no VAT payable, if the value of the gift is below £39 ¹ . If the value of the gift is £39 ¹ or more VAT must be paid or the recipient will be charged the appropriate amount in addition to a handling fee. When sending an item containing gifts for more than one person the £39 ¹ VAT relief applies to each individual person, provided the gifts are: <ul style="list-style-type: none"> individually wrapped specifically addressed to each individual declared separately on the customs declaration form There is no VAT payable on standard postal services, however, the cost of the Special Delivery service will be included in the calculation of VAT.	VAT should be paid on the amount ² charged to your customer for all of the items that you are selling plus any other related charges such as postage and packing. Example 1 soft toy £20.00 2 calculators P&P £2.00 Sub Total £40.00 VAT £8.00 Grand Total £48.00 Some products are zero-rated for VAT purposes, for example children's clothing and books. To check the exact criteria please consult www.hmrc.gov.uk or call our Customer Services team on 711720.	Not applicable	Not applicable
Non payment of VAT	Non pre-payment of VAT, will result in the item being sent to Border Force in the UK to clear, increasing the transit time. Furthermore the recipient will be asked to pay the VAT plus a handling fee.	Non pre-payment of VAT, will result in the item being sent to Border Force in the UK to clear, increasing the transit time. Furthermore the recipient will be asked to pay the VAT plus a handling fee.	Not applicable	Not applicable
Customs Form	Please attach a CN22 customs declaration form for gifts under £270. Please attach a CN23 customs declaration form for gifts over £270 and when using our parcel service.	Please attach a CN22 customs declaration form for goods under £270. Please attach a CN23 customs declaration form for goods over £270 and when using our Large Parcel service.	Please attach a CN23 for all items for repair or valuation, making sure the item is marked "ITEM SENT FOR REPAIR/VALUATION".	Please attach a CN22 customs declaration form for goods under £270. Attach a CN23 customs declaration form for goods over £270 and when using our Large Parcel service, making sure the item is marked "RETURNED GOODS".
Other requirements	It is essential to include a return address on the outside of the packaging.	It is essential to include a return address on the outside of the packaging.	The recipient will receive relevant forms which must be completed and returned to Border Force in the UK before the items can be released.	The recipient will receive relevant forms which must be completed and returned to Border Force in the UK before the items can be released.

¹ This figure is subject to change.
² Subject to a maximum value of £873.00* excluding VAT

*Subject to change

Posting Information

Borderforce (Customs) Guidelines

continued

Customs Forms

CN22 Form

To be attached to items under £270 in value with the exception of Large Parcels.
(see below)

Gift/Cadeau		Commercial sample / Echantillon commercial	
Documents		Other/Autre	
		Tick one or more boxes	
Quantity and detailed description of contents (1) Quantite et description detaillee du contenu	Weight (in kg)(2) Poids	Value (3) Valeur	
1 children's book, hardback	750gms	£7.99	
1 soft toy	150gms	£2.99	
1 girl's t-shirt	350gms	£15.99	
For Commercial items only If known, HS tariff number (4) and country of origin of goods (5) N° tarifaire du SH et pays d'origine des marchandises (si connus)		Total Weight Poids total (in kg)(6)	Total Value (7) Valeur totale
		1250gms	£26.97
I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or custom regulations. Date and sender's signature (8)			
03.10.2012			
Sender's name and address			
Mrs S. Smith			
Home Sweet Home, Cottage Lane,			
St. Peter Port, Guernsey.			
Postcode			
G Y I I A A			

CN23 Form

To be attached to all Large Parcels and any items over £270 in value.

Great Britain / Grande-Bretagne		CUSTOMS DECLARATION		CN 23	
From De	Name <i>Mr. Sample</i>	Sender's Customs reference (8) (N° de l'expéditeur si elle existe)	No. of item (barcode, if any)	I May be opened officially / Peut être ouvert d'office	
	Business <i>n/a</i>	DÉCLARATION EN DOUANE		Important! / See instructions on the back	
	Street <i>High Street 321</i>	N° de l'envoi (code à barres, s'il existe)			
	Postcode <i>GY1 2BC</i> City <i>Guernsey</i>				
	Country <i>UK</i>				
To A	Name <i>Mr. Muster</i>	Importer's reference (if any) (tax code/VAT No./importer code) (optional)		Reference de l'importateur (si elle existe) (code fiscal/N° de TVA/code de l'importateur) (optionnel)	
	Business <i>n/a</i>	Importer's telephone/fax/e-mail (if known)		N° de téléphone/fax/e-mail de l'importateur (si connu)	
	Street <i>Neue Strasse 65</i>				
	Postcode <i>D-345212</i> City <i>Neustadt</i>				
	Country <i>Germany</i>				
Detailed description of contents (1) Description détaillée du contenu	Quantity (2) Quantité	Net Weight (3) Poids Net (in kg)	Value (5) Valeur	For commercial items only Pour les envois commerciaux seulement	
<i>digital photo camera</i>	<i>1</i>	<i>950gms</i>	<i>£342.99</i>	HS tariff number (7) N° tarifaire du SH	Country of origin of goods (8) Pays d'origine des marchandises
<i>camera bag</i>	<i>1</i>	<i>250gms</i>	<i>£15.00</i>		
<i>sd card</i>	<i>1</i>	<i>20gms</i>	<i>£23.95</i>		
		Total gross weight (4) Poids brut total	Total value (6) Valeur totale	Postal charges/Fees (9) / Frais de port/Frais	
Category of item (10) / catégorie de l'envoi		Commercial sample / Echantillon commercial		Office of origin/Date of posting / Bureau d'origine/Date de dépôt	
<input type="checkbox"/> Gift / cadeau		<input type="checkbox"/> Returned goods / Retour de marchandise			
<input type="checkbox"/> Documents		<input type="checkbox"/> Other / Autre			
Comments (11): (e.g., goods subject to quarantine, sanitary/phytosanitary inspection or other restrictions) Observations: (p. ex. Marchandises soumises à la quarantaine/à des contrôles sanitaires, phytosanitaires ou à d'autres restrictions)					
I certify that the particulars given in this customs declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations					
(12) Licence		(13) Certificat		(14) Facture	
		No(s). of certificate(s)		No. of invoice	
Date and sender's signature (15)					

Value exceeding £873.00*

Please be aware that postal Parcels and Large Parcels with a value exceeding £873.00* or items for temporary importation regardless of the value e.g. repairs or valuations, are subject to Border Force clearance procedures. Therefore the intended recipient should expect to receive a C88A form from Border Force in the UK, this form must be completed and returned to Border Force before the item is released for delivery.

*Subject to change