



GUIDE TO SERVICES **2018**

www.guernseypost.com



Bailiwick Post

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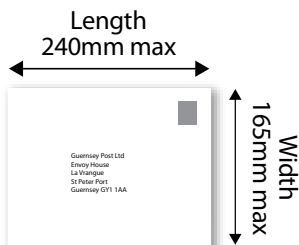
Bailiwick Postal Rates

Postcard

Min: 90mm x 140mm

Max: 235mm x 120mm x 5mm

Letter



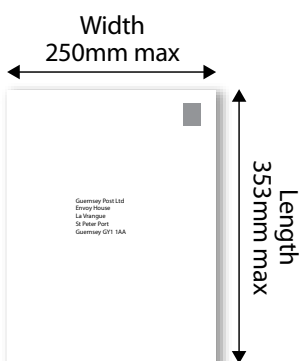
Thickness 5mm max

Weight 100g max

Minimum Size

The minimum length for any item posted is 140mm, minimum width 90mm, and the minimum thickness is 0.25mm.

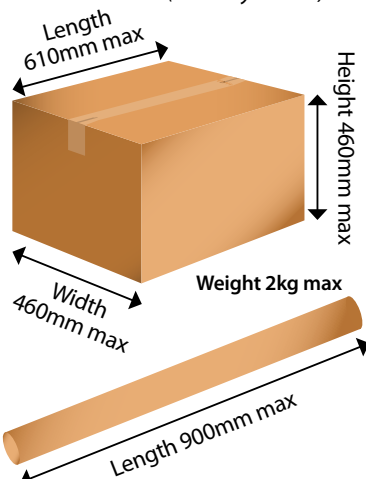
Large Letter



Thickness 25mm max

Weight 750g max

Parcel (formerly Packet)



Item weight not over	Letter	Large Letter	Parcel
POSTCARD	£0.46	-	-
100g	£0.46	£0.63	£1.01
250g	-	£1.10	-
500g	-	£1.55	£1.96
750g	-	£1.95	-
1000g	-	-	£3.14
1500g	-	-	£4.34
2000g max	-	-	£5.54

The most economical way to send an item by post is by using a standard DL or C5 envelope.

A Letter is anything sent in a regular-sized envelope in everyday use i.e. half the size of a sheet of A4 or smaller, less than 5mm thick and under 100g in weight. Popular items that qualify for this format include letters, small birthday cards, sleeved CDs and sleeved DVDs.

A Large Letter is any item that is less than 353mm long, less than 250mm wide, under 750g in weight and up to 25mm thick for Bailiwick.

Popular postal items that fit into the Large Letter format include A4 papers in C4 envelopes, magazines, brochures and boxed CDs and DVDs.

A Parcel (formerly known as Packet), or small package, is anything larger in size than a Large Letter, so more than 353mm long, or more than 250mm wide, or more than 25mm thick but under 610mm long, 460mm wide or 460mm high.

Some examples of items that can be sent by parcel are trainers, books and clothes.

Parcel (formerly known as Packet) (rolled item)

The Parcel format is also designed for cylindrical items that are no longer than 900mm, with the length of the item plus twice the diameter not exceeding 1040mm.

Standard Insurance - Insured up to £4.60

Your receipt must be retained as proof of posting of your item and represents your acceptance of the Terms and Conditions of carriage. It must be provided if you need to make a claim for damage or loss, together with proof of the cost of the item.

Terms and Conditions:

These Terms and Conditions apply to all services unless specified under each section.

- There is no compensation available for prohibited items (please refer to pages 41 - 53 for prohibited items), or items of value that should have been sent by Special Delivery e.g. money, jewellery, diamonds etc.
- You must retain your receipt and provide it if you make a claim for compensation together with proof of the cost of the item.
- The item must be properly packed and addressed.

Claims

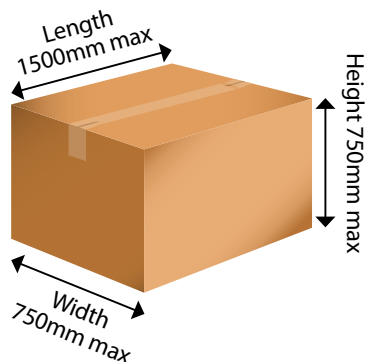
To make a claim you must complete and submit the Claim Form available from any Guernsey Post branch or our website.

We reserve the right to raise a surcharge for underpaid post (£1.00 plus twice the underpaid amount). This surcharge will be sought from the recipient upon delivery.

Bailiwick Postal Rates

Large Parcel

Width + Height + Length must not exceed 3 metres maximum



A **Large Parcel** is any item up to 1.5 metres long, 750mm high and up to 30kg in weight.

The combined length, width and height for a Large Parcel must not exceed 3 metres. Items typically sent are printers, duvets and golf clubs.

Item weight not over	Insurance Up to £50	Insurance Up to £250	Insurance Up to £500
5kg	£9.00	£11.50	£14.00
10kg	£12.00	£14.50	£17.00
20kg	£15.00	£17.50	£20.00
30kg max	£18.00	£20.50	£23.00

Although it is not guaranteed, our local Large Parcel service normally provides delivery to any Bailiwick address within two days of posting for heavy items.

Large Parcel Insurance

Insurance up to £50 is standard for Large Parcels posted to Bailiwick addresses with the option to increase the level of insurance (see prices). *Note: Ceramics and glassware are not covered by insurance.* It is important that all Large Parcels are adequately wrapped and packed to prevent items being damaged.

Please see page 36 of the 'Posting Information' section for more details.

See left for size limits. For more information on our claims procedures please visit our website or contact our customers services team on 01481 711720.

Signed For

(formerly known as Recorded Delivery)



Item weight not over	Letter	Large Letter	Parcel
100g	£1.56	£1.73	£2.11
250g	-	£2.20	-
500g	-	£2.65	£3.06
750g	-	£3.05	-
1000g	-	-	£4.24
1500g	-	-	£5.44
2000g max	-	-	£6.64

Letters and parcels can be sent by **Signed For** within the Bailiwick. Proof of posting (a receipt) is issued at the time of posting and a signature is required on delivery at the destination address.

This service is not tracked but if you require a tracked service see 'Special Delivery' on page 17.

Benefits:

- Proof of posting.
- Signature on delivery.
- Confirmation of delivery of an item can be obtained online or by calling Customer Services on 711720.
- Includes insurance up to a maximum of £46 for items sent locally or the market value, whichever is the smaller sum, subject to proof of cost.

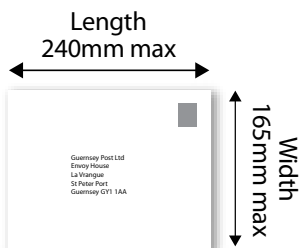
UK, Isle of Man, Jersey Postal Rates

Postcard

Min: 90mm x 140mm

Max: 235mm x 120mm x 5mm

Letter

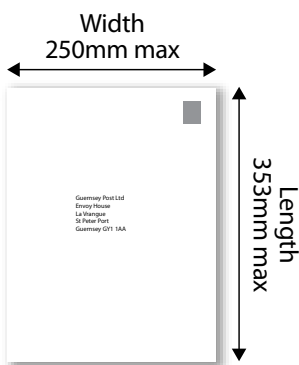


Weight 100g max

Minimum Size

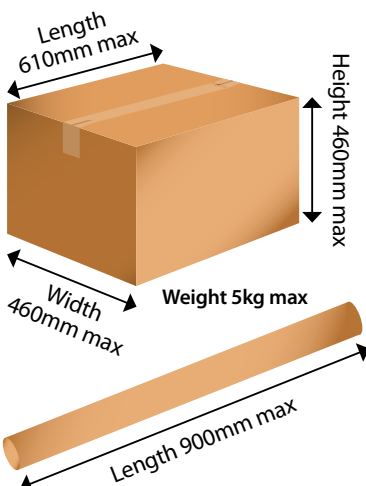
The minimum length for any item posted is 140mm, minimum width 90mm, and the minimum thickness is 0.25mm.

Large Letter



Weight 750g max

Parcel (formerly Packet)



Item weight not over	Letter	Large Letter	Parcel
POSTCARD	£0.62	-	-
100g	£0.62	£0.94	-
250g	-	£1.64	-
500g	-	£2.64	£3.75
750g	-	£3.50	-
1000g	-	-	£5.50
1500g	-	-	£8.00
2000g	-	-	£10.50
3000g	-	-	£16.25
4000g	-	-	£21.25
5000g max	-	-	£26.25

The most economical way to send an item by post is by using a standard DL or C5 envelope.

A Letter is anything sent in a regular-sized envelope in everyday use i.e. half the size of a sheet of A4 or smaller, less than 5mm thick and under 100g in weight. Popular items that qualify for this format include letters, small birthday cards, sleeved CDs and sleeved DVDs.

A Large Letter is any item that is less than 353mm long, less than 250mm wide, under 750g in weight and up to 25mm thick for UK, Isle of Man and Jersey.

Popular postal items that fit into the Large Letter format include A4 papers in C4 envelopes, magazines, brochures and boxed CDs and DVDs.

A Parcel (formerly known as Packet), or small package, is anything larger in size than a Large Letter, so more than 353mm long, or more than 250mm wide, or more than 25mm thick but under 610mm long, 460mm wide or 460mm high.

Some examples of items that can be sent by Parcel are trainers, books and clothes.

Parcel (formerly known as Packet) (rolled item)

The Parcel format is also designed for cylindrical items that are no longer than 900mm, with the length of the item plus twice the diameter not exceeding 1040mm.

Standard Insurance - Insured up to £6.20

Your receipt must be retained as proof of posting of your item and represents your acceptance of the Terms and Conditions of carriage. It must be provided if you need to make a claim for damage or loss, together with proof of the cost of the item.

Terms and Conditions:

These Terms and Conditions apply to all services unless specified under each section.

- There is no compensation available for prohibited items (please refer to page 41 - 53 for prohibited items). or items of value that should have been sent by Special Delivery e.g. money, jewellery, diamonds etc.
- You must retain your receipt and provide it if you make a claim for compensation together with proof of the cost of the item.
- The item must be properly packed and addressed.

Claims

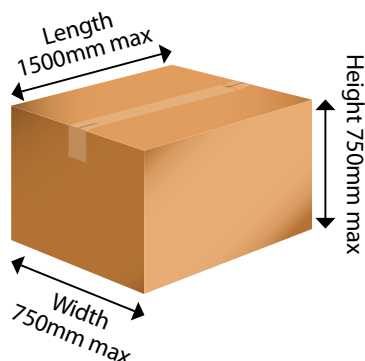
To make a claim you must complete and submit the Claim Form available from any Guernsey Post branch or our website.

We reserve the right to raise a surcharge for underpaid post (£1.00 plus twice the underpaid amount). This surcharge will be sought from the recipient upon delivery.

UK, Isle of Man, Jersey Postal Rates

Large Parcel

Width + Height + Length must not exceed 3 metres maximum



A **Large Parcel** is any item up to 1.5 metres long, 750mm high and up to 30kg in weight.

The combined length, width and height for a Large Parcel must not exceed 3 metres. Items typically sent are printers, duvets and golf clubs.

Item weight not over	Insurance Up to £50	Insurance Up to £250	Insurance Up to £500
5kg	£12.40	£14.90	£17.40
10kg	£16.00	£18.50	£21.00
20kg	£25.00	£27.50	£30.00
30kg max	£35.00	£37.50	£40.00

We operate a speedy and efficient service for Large Parcel items to Jersey, the UK and the Isle of Man.

Parcel Insurance

Although not guaranteed, our Large Parcel service normally offers delivery within three to four days for heavy items sent to the UK, Jersey and the Isle of Man.

Insurance up to £50 is standard for Large Parcels posted to UK, Jersey and Isle of Man addresses with the option to increase the level of insurance (see prices). *Note: Ceramics and glassware are not covered by insurance.* It is important that all Large Parcels are adequately wrapped and packed to prevent items being damaged.

Please see page 36 of the 'Posting Information' section for more details.

See above left for size limits. For more information on our claims procedures please visit our website or contact our customers services team on 01481 711720.

Signed For

(formerly known as Recorded Delivery)



Item weight not over	Letter	Large Letter	Parcel
100g	£1.72	£2.04	-
250g	-	£2.74	-
500g	-	£3.74	£4.85
750g	-	£4.60	-
1000g	-	-	£6.60
1500g	-	-	£9.10
2000g	-	-	£11.60
3000g	-	-	£17.35
4000g	-	-	£22.35
5000g max	-	-	£27.35

Letters and parcels can be sent by Signed For within the UK, Jersey and the Isle of Man. Proof of posting (a receipt) is issued at the time of posting and a signature is required on delivery at the destination address.

This service is not tracked but if you require a tracked service see 'Special Delivery' on page 16.

Benefits:

- Proof of posting.
- Signature on delivery.
- Confirmation of delivery of an item can be obtained online or by calling Customer Services on 711720.
- Includes insurance up to a maximum of £62 for items sent to UK, Jersey or Isle of Man, or the market value, whichever is the smaller sum, subject to proof of cost.

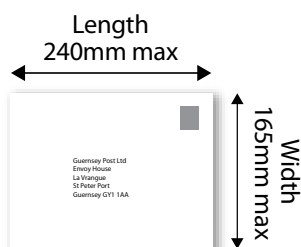
European Postal Rates

Postcard

Min: 90mm x 140mm

Max: 235mm x 120mm x 5mm

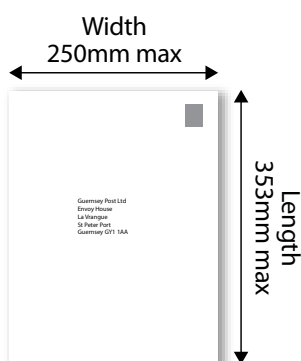
Letter



Thickness 5mm max

Weight 100g max

Large Letter



Thickness 20mm max

Weight 750g max

If your Large Letter is large or bulky, be sure to mark it clearly with the words 'LETTER' and 'AIRMAIL' on the outside.
Standard Insurance - £50 max.

Parcel (formerly Packet)

Maximum size: Length, width and depth combined - 900mm

The greatest single dimension must not exceed - 600mm

Length must not exceed 900mm

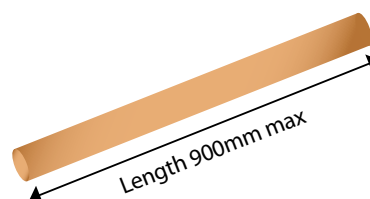
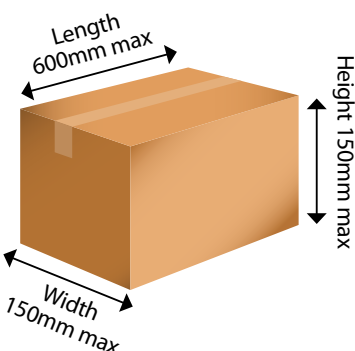
Maximum weight - 2kg

Roll: Length plus twice diameter must not exceed - 1040mm

Item weight not over	Letter	Large Letter	Parcel
POSTCARD	£0.76	-	-
20g	£0.76	-	-
100g	£1.54	£1.81	£2.27
250g	-	£3.49	£4.07
500g	-	£5.61	£6.50
750g	-	£8.46	-
1000g	-	-	£12.26
1500g	-	-	£17.90
2000g max	-	-	£23.54

Our Standard International Parcel service is a quick and easy way to send a Parcel to an overseas country. Service levels vary from country to country. If you need a day-definite service, please see 'Express Services' from page 19.

Make sure you mark your Parcel clearly with the word 'AIRMAIL' on the outside.



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WWW.GUERNSEYPOST.COM**

European Postal Rates

Global Priority Large Parcels

Global Priority offers you the perfect balance between speed and price with delivery from 4 working days to Europe.

Tracking for international items only applies to certain postal jurisdictions.

- Maximum Large Parcel sizes and weight limits vary by destination. For more information see pages 13-14, contact Customer Services on 711720 or visit www.guernseypost.com.
- Item insured up to a maximum value of £50 for loss or damage. See website for details.

Additional Insurance

Up to £250	£5.00
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Contact Customer Services for weight, size limits and tracking services of a particular country.

	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9
Item weight not over	Republic of Ireland	Belgium, Netherlands, Luxembourg	France, Denmark, Germany	Italy, Spain Portugal, Greece	Rest of Europe
1kg	£26.50	£37.10	£39.22	£42.40	£38.16
2kg	£29.00	£39.35	£41.52	£44.70	£40.31
3kg	£31.50	£41.60	£43.82	£47.00	£42.46
4kg	£34.00	£43.85	£46.12	£49.30	£44.61
5kg	£36.50	£46.10	£48.42	£51.60	£46.76
6kg	£39.00	£48.35	£50.72	£53.90	£48.91
7kg	£41.50	£50.60	£53.02	£56.20	£51.06
8kg	£44.00	£52.85	£55.32	£58.50	£53.21
9kg	£46.50	£55.10	£57.62	£60.80	£55.36
10kg	£49.00	£57.35	£59.92	£63.10	£57.51
11kg	£51.50	£59.60	£62.22	£65.40	£59.66
12kg	£54.00	£61.85	£64.52	£67.70	£61.81
13kg	£56.50	£64.10	£66.82	£70.00	£63.96
14kg	£59.00	£66.35	£69.12	£72.30	£66.11
15kg	£61.50	£68.60	£71.42	£74.60	£68.26
Each extra 1kg	£2.50	£2.25	£2.30	£2.30	£2.15

Global Value Large Parcels

Where value for money is more important than a guaranteed delivery speed, use Global Value to send your non-urgent items to worldwide destinations.

- 30kg maximum weight limit for individual Large Parcels to most destinations. For more information on weight and size limits see pages 13-14, contact Customer Services on 711720 or visit www.guernseypost.com.
- Insurance is not available for lost, delayed or damaged Large Parcels sent by Global Value.
- No tracking facility is available for this service.

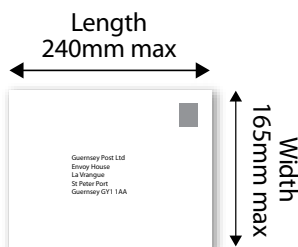
1kg	£13.78	£26.50	£19.08	£31.80	£31.80
2kg	£16.18	£28.65	£21.73	£33.95	£33.65
3kg	£18.58	£30.80	£24.38	£36.10	£35.50
4kg	£20.98	£32.95	£27.03	£38.25	£37.35
5kg	£23.38	£35.10	£29.68	£40.40	£39.20
6kg	£25.78	£37.25	£32.33	£42.55	£41.05
7kg	£28.18	£39.40	£34.98	£44.70	£42.90
8kg	£30.58	£41.55	£37.63	£46.85	£44.75
9kg	£32.98	£43.70	£40.28	£49.00	£46.60
10kg	£35.38	£45.85	£42.93	£51.15	£48.45
11kg	£37.78	£48.00	£45.58	£53.30	£50.30
12kg	£40.18	£50.15	£48.23	£55.45	£52.15
13kg	£42.58	£52.30	£50.88	£57.60	£54.00
14kg	£44.98	£54.45	£53.53	£59.75	£55.85
15kg	£47.38	£56.60	£56.18	£61.90	£57.70
Each extra 1kg	£2.40	£2.15	£2.65	£2.15	£1.85

Rest of World Postal Rates

Postcard

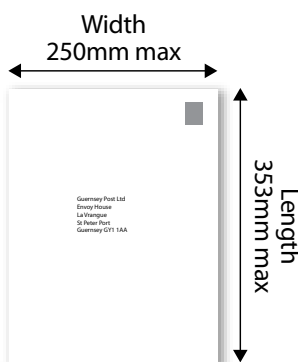
Min: 90mm x 140mm
Max: 235mm x 120mm x 5mm

Letter



Thickness 5mm max
Weight 100g max

Large Letter



Thickness 20mm max
Weight 750g max

Note: 5mm thinner than UK Large Letters

Parcel (formerly Packet)

Maximum size: Length, width and thickness **combined - 900mm**

The greatest single dimension **must not exceed - 600mm**

Length must **not be greater than - 900mm**

Maximum weight - 2kg

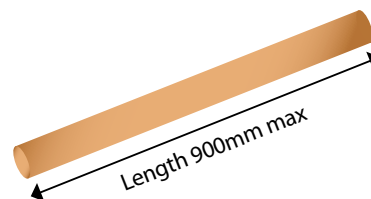
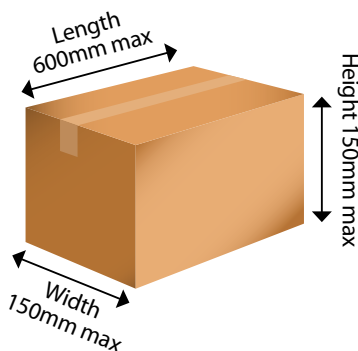
Roll: Length plus twice diameter **must not exceed - 1040mm**

Item weight not over	Letter	Large Letter	Parcel
POSTCARD	£0.85	-	-
20g	£0.85	-	-
100g	£2.31	£2.75	£3.79
250g	-	£5.57	£6.04
500g	-	£9.45	£10.00
750g	-	£11.25	-
1000g	-	-	£15.70
1500g	-	-	£21.20
2000g max			£26.70

**USE OUR ONLINE
POSTAGE CALCULATOR
WWW.GUERNSEYPOST.COM**

Our Standard International Parcel service is the quick and easy way to send a Parcel to an overseas country. Insurance is not available for our Standard International Parcel service and the service levels vary from country to country, so if you need a day-definite service, please go to the 'Express Services' section from page 19, or refer to other Rest of World delivery options pages 8-10.

Make sure you mark your Parcel clearly with the word 'AIRMAIL' on the outside.



Rest of World Postal Rates

Global Priority Large Parcels

Global Priority offers you the perfect balance between speed and price with delivery from 6 working days to major destinations worldwide.

Tracking for international items only applies to certain postal jurisdictions.

- Maximum Large Parcel sizes and weight limits vary by destination.

For more information see pages 13-14, contact Customer Services on 711720 or visit www.guernseypost.com.

- Item insured up to a maximum value of £50 for loss or damage. See website for details.

Additional Insurance	
Up to £250	£5.00

Contact Customer Services for weight, size limits and tracking services of a particular country.

	Zone 10	Zone 11	Zone 12
Item weight not over	USA, Canada	Far East, Australia	Rest of World
1kg	£49.82	£62.54	£66.78
2kg	£57.77	£72.34	£79.53
3kg	£65.72	£82.14	£92.28
4kg	£73.67	£91.94	£105.03
5kg	£81.62	£101.74	£117.78
6kg	£89.57	£111.54	£130.53
7kg	£97.52	£121.34	£143.28
8kg	£105.47	£131.14	£156.03
9kg	£113.42	£140.94	£168.78
10kg	£121.37	£150.74	£181.53
11kg	£129.32	£160.54	£194.28
12kg	£137.27	£170.34	£207.03
13kg	£145.22	£180.14	£219.78
14kg	£153.17	£189.94	£232.53
15kg	£161.12	£199.74	£245.28
Each extra 1kg	+£7.95	+£9.80	+£12.75

Global Value Large Parcels

Where value for money is more important than a guaranteed delivery speed, use Global Value to send your non-urgent items to worldwide destinations.

- 30kg maximum weight limit for individual Large Parcels to most destinations.

For more information on weight and size limits see pages 13-14, contact Customer Services on 711720 or visit www.guernseypost.co

- Insurance is not available for lost, delayed or damaged Large Parcels sent by Global Value.
- No tracking facility is available for this service.

	Zone 10	Zone 11	Zone 12
Item weight not over	USA, Canada	Far East, Australia	Rest of World
1kg	£41.87	£53.00	£54.06
2kg	£48.76	£61.22	£64.40
3kg	£55.65	£69.44	£74.74
4kg	£62.54	£77.66	£85.08
5kg	£69.43	£85.88	£95.42
6kg	£76.32	£94.10	£105.76
7kg	£83.21	£102.32	£116.10
8kg	£90.10	£110.54	£126.44
9kg	£96.99	£118.76	£136.78
10kg	£103.88	£126.98	£147.12
11kg	£110.77	£135.20	£157.46
12kg	£117.66	£143.42	£167.80
13kg	£124.55	£151.64	£178.14
14kg	£131.44	£159.86	£188.48
15kg	£138.33	£168.08	£198.82
Each extra 1kg	+£6.89	+£8.22	+£10.34

European / Rest of World Postal Rates

International Tracked & Signed



Benefits:

- Priority handling.
- Items electronically tracked up to final delivery overseas.
- Automatic insurance up to £50.
- Up to £250 insurance available (exclusions apply, subject to destination and payment of additional fee of £3.00).
- Signature taken on delivery (copy not available).
- Proof of posting.
- *In some countries only* - Returned free of charge if not delivered, providing the return address is supplied.
- Available to 65 countries (see list to the right).

Maximum compensation for cash and money,¹ and instruments sent via International Tracked & Signed is £100. Additional compensation is not available for electronic devices such as mobile telephones, smart phones, tablets, notebooks, personal digital assistants and Blackberrys. Standard compensation is £50.

Loss claims for International Signed to Europe should not be submitted until 20 working days after the estimated delivery date, for items worldwide allow 25 days. All loss claims must be submitted within 6 months of the postal date. See website for details.

¹Cash/money includes coins, notes of any currency, securities of any kind payable to the bearer, travellers cheques and postal orders.

For more information on individual country exclusions, contact Customer Services.

International Tracked & Signed is a fully tracked service from posting to delivery overseas, which requires a signature on delivery. Available from all Guernsey Post branches, International Tracked comes with electronic tracking and operates to 65 countries, although it is not time guaranteed. (See FedEx p 19-26 for time guaranteed service.)

International Tracked & Signed is available to selected destinations only:

European Countries:

Aland Islands	Czech Rep. (EU)	Hungary (EU)	Moldova	Slovenia (EU)
Andorra (EU)	Denmark (EU)	Iceland	Netherlands (EU)	Spain (EU)
Austria (EU)	Faroe Islands	Ireland (Rep.)(EU)	Poland (EU)	Sweden (EU)
Belarus	Finland (EU)	Italy (EU)	Portugal (EU)*	Switzerland**
Belgium (EU)	France (EU)**	Latvia (EU)**	Romania (EU)	Turkey
Bulgaria (EU)	Germany (EU)	Liechtenstein	Russian Fed.	Vatican City State (EU)
Canary Isles (EU)	Gibraltar	Lithuania (EU)	San Marino (EU)	
Croatia (EU)	Greece (EU)	Luxembourg (EU)	Serbia	
Cyprus (EU)	Greenland	Malta (EU)	Slovak Rep. (EU)	

Other Countries:

Argentina	Cayman Islands	Indonesia	Singapore	Tonga
Barbados	Cook Islands	Japan	Sth Korea (Rep)	United Arab Emirates
Belize	Ecuador	Lebanon	Thailand	Uganda
Cambodia	Georgia	Malaysia	Trinidad & Tobago	USA
Canada	Hong Kong	New Zealand**		

(EU) - Member of European Union *Additional insurance is not available. **Please note that these International Tracked countries do not allow cash to be sent through their postal networks.

Letter Postage + £6.95

Item weight not over	Europe	Rest of World
20g	£7.71	£7.80
100g max	£8.49	£9.26

Large Letter Postage + £6.95

Item weight not over	Europe	Rest of World
100g	£8.76	£9.70
250g	£10.44	£12.52
500g	£12.56	£16.40
750g	£15.41	£18.20

Parcel¹ Postage + £6.95

Item weight not over	Europe	Rest of World
100g	£9.22	£10.74
250g	£11.02	£12.99
500g	£13.45	£16.95
1000g	£19.21	£22.65
1500g	£24.85	£28.15
2kg max	£30.49	£33.65

Europe/Rest of World Dimensions for International Tracked & Signed

Postcard

Minimum Size	Maximum Size
90mm x 140mm	120mm x 235mm

Letter

Minimum Size	Maximum Size
90mm x 140mm Thickness: 0.25mm	240mm x 165mm Thickness: 5mm

Large Letter

Minimum Size	Maximum Size
166mm x 241mm Thickness: 0.25mm	353mm x 250mm Thickness: 20mm*

* Please note that the maximum Large Letter depth to Europe and worldwide is 5mm smaller (at 20mm) than the maximum Channel Island, UK and Isle of Man Large Letter dimension (25mm).

Parcel¹ (formerly known as Packet)

Minimum Size	Maximum Size
251mm x 354mm Thickness: 0.25mm	Length, + width + height combined = 900mm The greatest single dimension must not exceed - 600mm

Rolled Parcel (formerly known as Rolled Packet)

Minimum Size	Maximum Size
Length + twice diameter - 170mm The greatest single dimension must not be less than - 100mm	Length plus twice diameter must not exceed - 1040mm Length must not be greater than - 900mm

European / Rest of World Postal Rates

International Tracked formerly Airsure



Benefits:

- Priority handling.
- Items electronically tracked up to final delivery overseas (but no signature on delivery).
- Automatic insurance up to £50.
- Up to £250 insurance available (exclusions apply, subject to destination and payment of additional fee of £3.00).
- Proof of posting.
- Available to 50 countries (see table above-right).
- *In some countries only* - Returned free of charge if not delivered, providing the return address is supplied.

Allow 3-5 working days for International Tracked items sent to Europe, and 5-10 working days for items to worldwide destinations.

Maximum compensation for cash and money,¹ and musical instruments sent via International Tracked is £100. Additional compensation is not available for electronic devices such as mobile telephones, smart phones, tablets, notebooks, personal digital assistants and Blackberrys. Standard compensation is £50.

Loss claims for International Tracked to Europe should not be submitted until 20 working days after the estimated delivery date, for items worldwide allow 25 days. All loss claims must be submitted within 6 months of the postal date. See website for details.

¹Cash/money includes coins, notes of any currency, securities of any kind payable to the bearer, travellers cheques and postal orders.

For a fast, secure and reliable international service, International Tracked is hard to beat for sending a Letter, Large Letter or Parcel. Available from all Guernsey Post branches, International Tracked comes with electronic tracking and operates to 50 countries, although it is not time guaranteed.

International Tracked delivers to the following European and Worldwide Countries:

European Countries:

Aland Islands	Faroe Islands	Ireland (Rep. of)	Poland (EU)	Sweden (EU)
Andorra (EU)	Finland (EU)	Italy (EU)	Portugal (EU)*	Switzerland**
Austria (EU)	France (EU) **	Latvia (EU)**	Ireland (Rep.) (EU)	Turkey
Belgium (EU)	Germany	Liechtenstein	Russian Fed.	Vatican City State (EU)
Canary Isles (EU)	Gibraltar	Lithuania (EU)	San Marino (EU)	
Croatia (EU)	Greece	Luxembourg (EU)	Serbia	
Cyprus (EU)	Greenland	Malta (EU)	Slovak Rep. (EU)	
Denmark (EU)	Hungary (EU)	Netherlands (EU)	Slovenia (EU)	
Estonia (EU)	Iceland	Norway	Spain (EU)	

Other Countries:

Australia**	India	Malaysia	Sth Korea
Canada	Israel	New Zealand**	USA
Hong Kong	Lebanon	Singapore	

(EU) - Member of European Union. *Additional insurance is not available. **Please note that these International Tracked countries do not allow cash to be sent through their postal networks.

Letter Postage + £6.05

Item weight not over	Europe	Rest of World
20g	£6.81	£6.90
100g max	£7.59	£8.36

Large Letter Postage + £6.05

Item weight not over	Europe	Rest of World
100g	£7.86	£8.80
250g	£9.54	£11.62
500g	£11.66	£15.50
750g	£14.51	£17.30

Parcel¹ Postage + £6.05

Item weight not over	Europe	Rest of World
100g	£8.32	£9.84
250g	£10.12	£12.09
500g	£12.55	£16.05
1000g	£18.31	£21.75
1500g	£23.95	£27.25
2kg max	£29.59	£32.75

Europe/Rest of World Dimensions for International Tracked & Signed

Postcard

Minimum Size	Maximum Size
90mm x 140mm	120mm x 235mm

Letter

Minimum Size	Maximum Size
90mm x 140mm Thickness: 0.25mm	240mm x 165mm Thickness: 5mm

Large Letter

Minimum Size	Maximum Size
166mm x 241mm Thickness: 0.25mm	353mm x 250mm Thickness: 20mm*

* Please note that the maximum Large Letter depth to Europe and worldwide is 5mm smaller (at 20mm) than the maximum Channel Island, UK and Isle of Man Large Letter dimension (25mm).

Parcel¹ (formerly known as Packet)

Minimum Size	Maximum Size
251mm x 354mm Thickness: 0.25mm	Length, + width + height combined = 900mm The greatest single dimension must not exceed - 600mm

Rolled Parcel (formerly known as Rolled Packet)

Minimum Size	Maximum Size
Length + twice diameter - 170mm The greatest single dimension must not be less than - 100mm	Length plus twice diameter must not exceed - 1040mm Length must not be greater than - 900mm

For more information on individual country exclusions, please contact Customer Services.

European / Rest of World Postal Rates

International Signed



Benefits:

- Global coverage, covers 169 countries.
- International standard service and delivery times.
- Automatic insurance up to £50.
- Up to £250 insurance available (exclusions apply, subject to destination and payment of additional fee of £3.00).
- Online tracking in the UK.
- Signature taken on delivery (copy not available).
- Proof of posting.
- *In some countries only* - Returned free of charge if not delivered, providing the return address is supplied.

Maximum compensation for cash and money¹, and musical instruments sent via International Signed is £100. Additional compensation is not available for electronic devices such as mobile telephones, smart phones, tablets, notebooks, personal digital assistants and Blackberrys. Standard compensation is £50.

Loss claims for International Signed to Europe should not be submitted until 20 working days after the estimated delivery date, for items worldwide allow 25 days. All loss claims must be submitted within 6 months of the postal date. See website for details.

¹Cash/money includes coins, notes of any currency, securities of any kind payable to the bearer, travellers cheques and postal orders.

For more information on individual country exclusions, contact Customer Services.

International Signed is an International Standard service with signature on delivery (copy of signature not available). For additional security - proof of posting can be requested at the counter. This very useful service can be used for almost every international destination (which is not covered by the International Tracked & Signed Service) and can be purchased at any of our branches.

International Signed delivers to the following European and Countries Worldwide:

European Countries:

Albania*	Kosovo	Ukraine
Armenia	Kyrgyzstan	Uzbekistan*
Azerbaijan	Macedonia	
Bosnia-Herzegovina	Montenegro*	
Estonia (EU)	Norway*	
Kazakhstan*	Tajikistan*	
	Turkmenistan	

Other Countries:

Covers countries not listed in Europe.

Please contact our Customer Services team for further information or visit our website.

**Please note that these International Signed countries do not allow cash to be sent through their postal networks.*

Letter Postage + £6.05

Item weight not over	Europe	Rest of World
20g	£6.81	£6.90
100g max	£7.59	£8.36

Large Letter Postage + £6.05

Item weight not over	Europe	Rest of World
100g	£7.86	£8.80
250g	£9.54	£11.62
500g	£11.66	£15.50
750g	£14.51	£17.30

Parcel¹ Postage + £6.05

Item weight not over	Europe	Rest of World
100g	£8.32	£9.84
250g	£10.12	£12.09
500g	£12.55	£16.05
1000g	£18.31	£21.75
1500g	£23.95	£27.25
2000g max	£29.59	£32.75

Europe/Rest of World Dimensions for International Tracked & Signed

Postcard

Minimum Size	Maximum Size
90mm x 140mm	120mm x 235mm

Letter

Minimum Size	Maximum Size
90mm x 140mm Thickness: 0.25mm	240mm x 165mm Thickness: 5mm

Large Letter

Minimum Size	Maximum Size
166mm x 241mm Thickness: 0.25mm	353mm x 250mm Thickness: 20mm*

* Please note that the maximum Large Letter depth to Europe and worldwide is 5mm smaller (at 20mm) than the maximum Channel Island, UK and Isle of Man Large Letter dimension (25mm).

Parcel¹ (formerly known as Packet)

Minimum Size	Maximum Size
251mm x 354mm Thickness: 0.25mm	Length, + width + height combined = 900mm The greatest single dimension must not exceed - 600mm

Rolled Parcel (formerly known as Rolled Packet)

Minimum Size	Maximum Size
Length + twice diameter - 170mm The greatest single dimension must not be less than - 100mm	Length plus twice diameter must not exceed - 1040mm Length must not be greater than - 900mm

European / Rest of World Large Parcel Weight Limits

COUNTRY	GLOBAL PRIORITY MAX WEIGHT (kg)	GLOBAL VALUE MAX WEIGHT (kg)	COUNTRY	GLOBAL PRIORITY MAX WEIGHT (kg)	GLOBAL VALUE MAX WEIGHT (kg)
ALBANIA	30	20	ECUADOR	30	30
ALGERIA	20	20	EGYPT	30	20
ANDORRA	30	20	EL SALVADOR	30	20
ANGOLA	30	20	EQUATOR. GUINEA	30	30
ANGUILLA	20	20	ERITREA	30	20
ANTIGUA & BAR.	30	20	ESTONIA	30	30
ARGENTINA	20	20	ETHIOPIA	30	30
ARMENIA	20	20	FALKLAND ISLES	30	30
ARUBA	20	30	FAROE ISLANDS	30	30
AUSTRALIA	30	30	FIJI	30	20
AUSTRIA	30	30	FINLAND	30	30
AZERBAIJAN	30	30	FR. GUIANA	20	20
AZORES	30	30	FR.POLYNESIA	30	30
B. VIRGIN ISLES	30	20	FRANCE	30	30
BAHAMAS	10	10	GABON	30	20
BAHRAIN	20	20	GAMBIA	10	30
BALEARIC ISLES	30	20	GAZA & KHAN	30	30
BANGLADESH	20	20	GEORGIA	30	20
BARBADOS	30	20	GERMANY	30	30
BELARUS	20	30	GHANA	30	30
BELGIUM	30	30	GIBRALTAR	20	20
BELIZE	30	30	GREECE	30	20
BENIN	30	30	GREENLAND	20	30
BERMUDA	20	20	GRENADA	30	30
BHUTAN	30	20	GUADALOUPE	20	20
BOLIVIA	30	20	GUAM	30	30
BOSNIA-HERZE.	30	20	GUATEMALA	30	20
BOTSWANA	30	30	GUINEA	20	30
BRAZIL	30	30	GUINEA BISSAU	N/A	30
BRITISH VIRGIN ISLES	30	20	GUYANA	30	20
BRUNEI DARUSSALAM	30	30	HAITI	30	30
BULGARIA	30	30	HONDURAS	30	30
BURKINA FASO	30	30	HONG KONG	30	30
BURUNDI	30	30	HUNGARY	30	20
C. AFRICAN REP	30	30	ICELAND	30	30
CAMBODIA	30	30	INDIA	30	20
CAMEROON	30	30	INDONESIA	30	30
CANADA	30	30	IRAN	20	20
CANARY ISLES	20	30	ISRAEL	20	20
CAPE VERDE ISLES	30	20	ITALY	30	30
CAYMAN ISLES	10	20	IVORY COAST	30	30
CHAD	30	20	JAMAICA	30	30
CHILE	30	20	JAPAN	30	30
CHINA (Republic of)	30	30	JORDAN	30	30
CHRISTMAS ISLE	20	20	KAZAKHSTAN	20	20
COCOS ISLAND	20	30	KENYA	30	30
COLOMBIA	20	30	KYRGYZSTAN	30	20
COMOROS	30	20	KIRIBATI	20	20
CONGO (DEM. REP.)	30	20	KOREA (SOUTH)	30	20
CORSICA	30	30	KOSOVO	N/A	20
COSTA RICA	30	30	KUWAIT	30	30
CROATIA	30	30	LAOS	30	30
CUBA	5	5	LATVIA	30	20
CYPRUS	30	30	LEBANON	30	30
CZECH REPUBLIC	30	30	LESOTHO	30	20
DENMARK	30	20	LIBERIA	30	20
DJIBOUTI	20	20	LIBYA	N/A	20
DOMINICA	30	20	LIECHTENSTEIN	20	30
DOMINICAN REP.	30	30	LITHUANIA	30	30

European / International Large Parcel Weight Limits

COUNTRY	GLOBAL PRIORITY MAX WEIGHT (kg)	GLOBAL VALUE MAX WEIGHT (kg)
LUXEMBOURG	30	30
MACAO	30	30
MACEDONIA	30	30
MADAGASCAR	30	20
MADEIRA	30	20
MALAWI	20	30
MALAYSIA	30	30
MALDIVES	30	30
MALI	30	30
MALTA	30	30
MARSHALL ISLES	20	20
MARTINIQUE	30	20
MAURITANIA	30	30
MAURITIUS	30	20
MEXICO	30	20
MICRONESIA	20	30
MOLDOVA	30	30
MONACO	30	30
MONGOLIA	N/A	20
MONTENEGRO	30	30
MONTSERRAT	30	20
MOROCCO	30	30
MOZAMBIQUE	30	30
MYANMAR	N/A	20
NAMIBIA	30	20
NAURU ISLAND	30	30
NEPAL	20	20
NETH. ANTILLES	30	30
NETHERLANDS	30	30
NEW CALEDONIA	30	30
NEW ZEALAND	30	30
NICARAGUA	30	30
NIGER REPUBLIC	30	20
NORTH KOREA	30	20
NORWAY	30	30
OMAN	30	30
PAKISTAN	30	30
PANAMA	30	30
PAP. NEW GUINEA	25	25
PARAGUAY	30	30
PERU	30	30
PHILIPPINES	20	20
PITCAIRN ISLES	N/A	30
POLAND	30	20
PORTUGAL	30	30
PUERTO RICO	30	20
QATAR	20	30
REP. IRELAND	30	30
REUNION ISLES	30	20
ROMANIA	30	30
RUSSIAN FED.	30	20
RWANDA	30	30
SAN MARINO	30	30
SAO TOME & PRINC.	30	20

COUNTRY	GLOBAL PRIORITY MAX WEIGHT (kg)	GLOBAL VALUE MAX WEIGHT (kg)
SARDINIA	30	20
SAUDI ARABIA	30	30
SENEGAL	30	30
SERBIA	30	30
SEYCHELLES	30	30
SIERRA LEONE	30	30
SINGAPORE	30	30
SLOVAK REPUBLIC	30	30
SLOVENIA	30	30
SOLOMON ISLES	30	30
SOUTH AFRICA	30	30
SPAIN	30	30
SRI LANKA	30	30
ST HELENA	N/A	N/A
ST KITTS & NEVIS	30	20
ST LUCIA	20	20
ST PIERRE/MIQ.	30	30
ST VINCENT	30	30
SUDAN	30	30
SURINAME	30	30
SWAZILAND	30	30
SWEDEN	30	30
SWITZERLAND	30	30
SYRIA	30	30
TAIWAN	30	30
TAJIKISTAN	N/A	30
TANZANIA	30	30
THAILAND	30	30
TIMOR-LESTE	20	10
TOGO	30	20
TONGA	N/A	30
TRINIDAD & TOB.	30	20
TRIST. DA CUNHA	N/A	20
TUNISIA	30	30
TURKEY	30	30
TURKMENISTAN	10	20
TURKS & CAICOS	30	20
TUVALU	30	30
UAE	30	30
USA	30	30
UGANDA	30	30
UKRAINE	20	30
URUGUAY	20	30
UZBEKISTAN	N/A	30
VANUATU	20	30
VATICAN CITY	30	30
VENEZUELA	30	30
VIETNAM	30	20
WALLIS&FUT ISL.	30	30
WESTERN SAMOA	20	20
YEMEN REP. of	30	30
ZAMBIA	30	30
ZIMBABWE	20	30



GUIDE TO SERVICES 2018

Express Services

www.guernseypost.com



Special Delivery to the UK, Isle of Man, Jersey and the Bailiwick

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Special Delivery for businesses see page 66

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Express Services

Special Delivery

With a host of additional benefits, Special Delivery is the recommended service for sending items of value to the UK and the other islands. Special Delivery comes with a wide range of insurance and is available from all our branches.

Benefits:

- Guaranteed next working day delivery by 9am or 1pm (Monday to Friday) for documents and goods to Jersey, IOM and most UK destinations (subject to prepayment of Import VAT).
- Option of Saturday delivery (£2.50 extra) *Not available in Jersey.**
- Secure handling.
- Proof of posting.
- Signature will be obtained on delivery of item from the recipient but not necessarily the addressee¹.
- Confirmation of delivery using Track and Trace² online or by calling Customer Services after 3pm on the day of delivery.
- Free proof of delivery.
- Compensation for loss or damage of items, subject to proof of cost, proof of posting and level of insurance (does not include consequential loss).
- Available from all our branches (see latest posting times table for next day guaranteed service).
- Please see full terms and conditions on page 18.

¹ An alternative to a handwritten signature may be possible if the attendee is unable to provide a signature due to disability, and if there is no-one else available to provide a signature.

² Online Track and Trace not available for deliveries to Alderney and Sark

Special Delivery size & weight limits

Maximum weight 20kg.

Parcels sent using Special Delivery

Maximum parcel dimensions
610mm x 460mm x 460mm.

Rolls

Maximum length - 900mm.
Length plus twice the diameter of your item must not exceed 1040mm.

Local Branch acceptance times for next working day delivery¹ in the UK*, Jersey, Isle of Man or the Channel Islands

Our branches	Latest acceptance time
Envoy House	4.30pm
Smith Street	4.15pm
Market, Co-op Fresh Food Store	1.30pm
Bridge, Co-op Fresh Food Store	1.30pm
Cobo, Checkers Xpress	1.30pm
Forest Stores	1.30pm
L'Islet, Checkers Xpress	1.30pm
Rohais, Waitrose	1.30pm
St Martin's, Co-op Fresh Food Store	1.30pm
St Peter's Post Office	1.30pm
Alderney, Richard's Newsagents	11am (Mon-Fri) *guaranteed two day delivery
Sark Post Office and Herm	5.00pm *guaranteed two day delivery

¹ Subject to prepayment of Import VAT where applicable.

Guaranteed Saturday delivery

We offer a guaranteed delivery service on a Saturday within Guernsey.

The service is currently not available in Jersey.

See the table above for the latest acceptable time on the day of posting from Guernsey for guaranteed Saturday delivery and also for a **Guaranteed Saturday 1pm delivery to the Isle of Man and most UK destinations** subject to Border Force UK clearance procedures see page 56.

Guaranteed Saturday Delivery Fee	£2.50
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This fee is added onto the Special Delivery Postage.

Prices (inclusive of postage) delivery guaranteed by 9am.

Item weight	Insurance up to*		
	£500	£1,000	£2,500
1g-100g	£19.64	£21.14	£24.64
101g-500g	£22.32	£23.82	£27.32
501g-1kg	£24.20	£25.70	£29.20
1001g-2kg max	£28.31	£29.81	£33.31

Customers can apply to join the prepaid VAT scheme for items posted from Guernsey to the UK.

This service cuts item delivery time as it removes the need to present all items to Border Force on arrival in the UK.

Import VAT can also be prepaid at the time of posting at any of our branches. Contact our Customer Services for further details.

Subject to customs clearance procedures, see pages 56-57.

Prices (inclusive of postage) delivery guaranteed by 1pm.

Item weight	Insurance up to*		
	£500	£1,000	£2,500
1g-100g	£8.50	£10.00	£13.50
101g-500g	£10.30	£11.80	£15.30
501g-1kg	£12.75	£14.25	£17.75
1001g-2kg	£16.50	£18.00	£21.50
2001g-5kg	£29.95	£31.45	£34.95
5001g-10kg	£35.00	£36.50	£40.00
10001g-15kg	£40.00	£41.50	£45.00
15001g-20kg max	£52.95	£54.45	£57.95

* Maximum of £873.00 for items where Import VAT is prepaid and next working day delivery is guaranteed.

*Subject to change.

Express Services

Special Delivery continued



Guaranteed next working day delivery and locations

With Special Delivery we guarantee delivery for documents and goods to most UK destinations (including Northern Ireland) by 9am or 1pm the next working day.

Delivery to some destinations takes a little longer, but we still guarantee delivery by 5.30pm within three working days (see right for details).

Special Delivery cannot be used for delivery to an Admail address.

Document packages must be clearly marked 'DOCUMENTS'.

Special Delivery items cannot be posted in Postboxes.

Please see the local branch acceptance times on p16 for next working day delivery in the UK, *subject to prepayment of Import VAT where applicable.*

We deliver by 5.30pm the next working day in the following postcode areas:

Postcodes	Location
Mainland	Area
AB30-56	Aberdeen
IV21-28, 40, 52, 54	Inverness
KW1-14	Orkney
PA28-38	Argyll
PH15, 17-26, 31-40	Perthshire
PH49	Ballachulish
PH50	Kinlochleven

Island	Area
HS1	Stornoway (Lewis)
KA27	Arran
KA28	Cumbræe
KW15	Kirkwall Town
KW16	Stromness Town only

Postcodes	Location
Island	Area
PA41	Gigha
PA42-49	Islay
PA60	Jura
PA77	Tiree
ZE1	Lerwick (Shetlands)
HS3	Harris
HS4	Scalpay
HS5	Leverburgh
HS6	North Uist
HS7	Benbecula
HS8	Eriskay/South Uist
HS9	Castlebay (Barra)
IV41-51, 55, 56	Skye
PA20 (0+9)	Town Only

We cannot guarantee any items that cannot be flown i.e. Perfume, Lithium Batteries (as individual items), Aerosols, Nail Varnish.

All those listed below - two working days by 5.30pm (Saturday not guaranteed).

Postcodes	Location
Island	Area
HS2	Lewis
PA61	Colonsay
PA62-75	Mull
PA78	Coll
ZE2-3	Shetlands

All those listed below - three working days by 5.30pm (Saturday not guaranteed).

Postcodes	Location
Island	Area
KW16-17	Orkney
PH30	Corrour
PH41	Mallaig
PH42	Eigg and Muck
PH43-44	Isle of Rhum & Canna

Bailiwick Special Delivery

Guaranteed next working day delivery and locations

With Special Delivery within the Bailiwick we guarantee delivery for documents and goods by 1.30pm the next working day (*see table p16 for latest acceptance times*).

Special Delivery cannot be used for delivery to an Admail address.

Document packages must be clearly marked 'DOCUMENTS'.

Special Delivery items cannot be posted in Postboxes.

Bailiwick Special Delivery

Item weight	Insurance up to	
	£50	£250
1g-100g	£3.88	£4.88
101g-500g	£5.56	£6.56
501g-1kg	£6.84	£7.84
1001g-2kg	£8.62	£9.62
2001g-5kg	£11.07	£12.07
5001g-10kg	£13.11	£14.11
10001g-15kg	£15.30	£16.30
15001g-20kg max	£17.34	£18.34

Express Services

Special Delivery to UK, Isle of Man and Channel Isles

Pre-payment of VAT on gifts and commercial items

When sending goods and gifts check Customs and Import VAT details, and Border Force Clearance, see page 56.

For more information on the pre-payment of VAT and Border Force UK clearance please turn to the Posting Information section pages 56-57 or visit our website.

Special Delivery Volume discounts for account holders

Discounts are available to customers with a Guernsey Post Business account (see page 66) and are applicable to monthly volumes of Special Delivery items sent within the Bailiwick or to UK, IOM and Jersey. Discounts are calculated monthly and applied to your account, as follows:

Items per month	Discount
50 -100	1%
101 - 200	2%
201 - 500	3%
501 - 1,000	4%
1,001 plus	5%

Terms and Conditions

Sending items Special Delivery for repair or valuation.

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. Please turn to page 56 for more information.

There is no next day delivery guarantee available on items to be sent for repair and valuation.

Claims

If we fail to meet our guarantee times for Special Delivery, Guernsey Post will refund you the cost of the postage on receipt of a completed Claim Form, together with the receipt stating guaranteed delivery time as proof of posting. Claims must be made within 3 months of the posting date, for loss or damage and within 10 days for delayed items. *For more information on our claims procedures please visit our website or contact our customers services team on 01481 711720.*

Insurance

The Terms and Conditions of the insurance cover the cost of money, jewellery and other items lost or damaged, up to a maximum of either £500, £1,000 or £2,500, dependent on the insurance level purchased (£873.00* when Import VAT is prepaid).

We are not liable for consequential loss claims, or the market value of any message or information (such as travel or entertainment tickets). The liability in respect of such items is limited to the value of the printed material and administration fee for replacement, not the actual item or its replacement item.

We are not liable for delays incurred to an item due to events beyond our control. These include the following:

- Perils (exposure to risk or harm) of the air
- Public enemies
- Public authorities acting with apparent or actual authority
- Acts or omissions of Customs Officials, riots, strikes, or other local disputes
- Civil commotion
- Hazards incident to a state of war or weather conditions or natural or local disruptions in air or ground transportation networks
- If an item is wrongly addressed, or no one at address to accept delivery
- Adverse weather conditions.

In case of a claim a **Claim Form** must be completed and returned, with the receipt as proof of posting and proof of the cost price of the replacement item, no later than 3 months from the date of posting.

Exclusions

Special Delivery is available to the UK, the Isle of Man and Channel Islands only. It is not available for items posted to the Republic of Ireland. In such cases, we can advise on alternative services.

Please note that there are some items that cannot be posted using this service, including items classed as dangerous goods. For more information please turn to pages 39-53 or visit our website www.guernseypost.com.

*Subject to change.

Express Services

FedEx

FedEx is the service of choice for sending important or time-sensitive items and documents to other countries throughout the world. You can arrange FedEx with ease and speed at our Envoy House, Smith Street, Alderney and Sark branches and The Bridge, The Market and St Martin's Co-op branches.

Fast Tracking

Items sent by FedEx can be checked throughout their journey.

To confirm your package has been delivered, visit FedEx Tracking on our website or call our Customer Services team.

Volume Discounts

Discounts are available to customers with a Guernsey Post FedEx account (see page 60) and are applicable to monthly volumes. Discounts are calculated monthly and applied to your account, as follows:

Items per month	Discount
5 - 14	5%
15 - 24	10%
25 - 50	15%
50+	P.O.A.

FedEx size and weight limits

FedEx Priority rates are based on the total weight of all packages in one shipment, using one consignment docket. Any fraction of a kilogram takes the next higher weight.

When dimensional weights exceed actual weight, shipments will be charged according to the IATA volumetric standard. This applies to large bulky items that are light in weight so pricing is calculated by size, not weight.

FedEx dimensions

Maximum 274cm length
(always longest side).

Maximum 330cm length and girth combined.

Length and girth = length + (2 x height) + (2 x width).

As an example, if your package is 90cm long, 70cm high and 50cm wide:
90 (length) + 140 (2 x height) + 100 (2 x width) = 330cm.

Benefits:

- A fast reliable guaranteed day specific service.
- Secure handling.
- Real-time customer service tracking.
- Proof of despatch.
- Signature on delivery.
- Full insurance is available.
- Free FedEx Branded packaging (if required).
- Free collection for FedEx account holders.
- Volume discount for account holders.

Calculating Costs using FedEx Branded Envelope or Pak

With FedEx International you can use our online Postage Calculator to give the indicative cost of sending your item, or follow the step by step instructions below.

- Step 1 Determine the delivery zone
- Step 2 Know the weight (FedEx Envelope and Pak only)
- Step 3 Add on any additional insurance
- Step 4 Add any additional services
- Step 5 Add fuel surcharge

FedEx Priority rates are based on the total weight of all packages in a single shipment, using one consignment docket.

Example:

Zone B (Vietnam) x 1kg (FedEx Pak)	=	£ 57.37
Additional insurance (value £50 = 52p)	=	£ 57.89
Fuel surcharge (+15%*)	=	£ 66.57

This example above is for an item using a 1kg FedEx Pak going to Vietnam.

*See Fuel Surcharge p20.

Calculating Costs Using Other Packaging

For light but exceptionally bulky items, shipments will be charged according to the IATA volumetric standard, with the cost calculated by size rather than weight.

To work out the dimensional weight in kg per package = Length x height x width in cm / 5000.

- Step 1 Determine the delivery zone
- Step 2 Know the weight using IATA volumetric standard
- Step 3 Add on any additional insurance
- Step 4 Add any additional services
- Step 5 Add fuel surcharge

FedEx International Priority rates are based on the total weight of all packages in a single shipment, using one consignment docket.

Example:

Zone B (Vietnam) x Package Weight (use IATA as above)		
Package weight = 60cm x 30cm x 20cm/5000 = 7.2kg	=	£ 128.74
Additional insurance (value £500 = £5.16)	=	£ 133.90
Fuel surcharge (+15%*)	=	£ 153.99

This example above is for a 6kg package, insured for £500, for despatch to Vietnam.

*See Fuel Surcharge p20.



Express Services

FedEx International

Pick up or drop-off

FedEx International is available at our Envoy House, Smith Street, Alderney & Sark branches and The Bridge, The Market and St Martin's Co-op branches. FedEx UK is currently only available at our Envoy House and Smith Street branches. Items can be collected if you are a Guernsey Post or FedEx account holder.

FedEx items cannot be posted in post boxes.

Fuel surcharge

FedEx reserves the right to change fuel surcharges without prior notice according to variations in the price of jet fuel. For more information, visit www.fedex.com/gb.

Additional surcharges may apply, please call Customer Services.

Costs for additional services

FedEx is a cost-effective facility with surcharges applying only in the limited circumstances set out below.

Extended area service:
Locations far away from cities £0.31/kg (£14 min)

The full rate per kg will be charged for any part kg

Address correction £5.72

Dangerous goods

A premium is charged for items classed as dangerous goods that are either accessible or inaccessible during the item's transport.

Accessible £50 / Shipment

Inaccessible £39 / Shipment

IMPORTANT INFORMATION

It is the responsibility of the sender to check the following details regarding their shipment, including but not limited to, before sending the shipment:

- Customs duties potentially payable in the receiving country
- Clearance procedures and if a third party clearance broker is required
- VAT payable due to the value of the item

For further country specific information please visit:
www.fedex.com

Insurance levels

Items that are non-document (goods) must be accompanied by a commercial invoice with a Declared Value.

The maximum Declared Values* are as follows:

FedEx Envelope/FedEx Pak	£64
FedEx Box/FedEx Tube and other packaging	£32,000

*Values may vary according to destination.

FedEx International Priority have a maximum Declared Value for Carriage limit of US\$50,000 to most destinations. The maximum Declared Value for Customs and carriage for the contents of a FedEx Envelope or a FedEx Pak, regardless of destination, is US\$100 or US\$9.07 per US pound (1lb), whichever is greater. Goods with a value (actual or declared) exceeding US\$100 should not be shipped in a FedEx Envelope or FedEx Pak. The maximum Declared Value for Customs and Carriage for a FedEx International shipment, if other than a FedEx Envelope or FedEx Pak, can be found at www.fedex.com under the individual country listing. The Declared Value for Carriage may not exceed the Declared Value for Customs.

Unless the sender enters a higher Declared Value for Carriage on the air waybill, the liability of FedEx is limited to the higher of a) the amount provided by the applicable international treaty (including Warsaw and CMR Conventions) or b) £14.30/kg. FedEx does not provide cargo liability or all-risk insurance but the Sender may pay an additional charge for Declared Value for Carriage above these limits, subject to an incremental charge (see table for prices).

Specific items such as artwork, film, antiques, glassware, jewellery, furs, watches etc. are limited to a maximum Declared Value for Carriage of US\$500 per shipment, or US\$9.07 per US pound, whichever is greater. Liability for claims requires notice within strict time limits.

FedEx liability is subject to strict and detailed Terms and Conditions.

For further information regarding carrier liability refer to the FedEx Conditions of Carriage or contact Customer Services.

Insurance level	Price	Insurance level	Price	Insurance level	Price
£50	£ 0.52	£900	£ 9.29	£1,750	£18.06
£100	£ 1.03	£950	£ 9.80	£1,800	£18.57
£150	£ 1.55	£1,000	£10.32	£1,850	£19.09
£200	£ 2.06	£1,050	£10.83	£1,900	£19.60
£250	£ 2.58	£1,100	£11.35	£1,950	£20.12
£300	£ 3.10	£1,150	£11.87	£2,000	£20.63
£350	£ 3.61	£1,200	£12.38	£2,050	£21.15
£400	£ 4.13	£1,250	£12.90	£2,100	£21.67
£450	£ 4.64	£1,300	£13.41	£2,150	£22.18
£500	£ 5.16	£1,350	£13.93	£2,200	£22.70
£550	£ 5.67	£1,400	£14.44	£2,250	£23.21
£600	£ 6.19	£1,450	£14.96	£2,300	£23.73
£650	£ 6.71	£1,500	£15.48	£2,350	£24.25
£700	£ 7.22	£1,550	£15.99	£2,400	£24.76
£750	£ 7.74	£1,600	£16.51	£2,450	£25.28
£800	£ 8.25	£1,650	£17.02	£2,500	£25.79
£850	£ 8.77	£1,700	£17.54	Every extra £50	+£0.52

FedEx International Rates

FedEx Envelope up to 0.5kg/FedEx Pak 0.5kg - 2.5kg

For documents up to 2.5kg, we recommend the FedEx Envelope or FedEx Pak, shown on page 24. Otherwise the rates for packages apply.

Europe*

Item weight kg	Zone R	Zone S	Zone T	Zone U	Zone V
FedEx Envelope 0.5	£37.86	£37.86	£41.11	£42.71	£49.61
FedEx Pak					
0.5	£38.53	£38.53	£43.25	£43.77	£51.05
1.0	£43.70	£43.70	£48.76	£48.61	£57.37
1.5	£46.20	£46.20	£53.02	£50.80	£61.07
2.0	£49.65	£49.65	£58.42	£54.63	£68.87
2.5	£53.28	£53.28	£65.21	£59.23	£75.20

Rest of World*

Zone A	Zone B	Zone C	Zone D	Zone E
£39.26	£49.61	£50.20	£62.32	£61.17
£41.85	£51.05	£51.64	£63.76	£62.61
£45.85	£57.37	£58.02	£73.14	£71.56
£51.37	£64.02	£64.29	£82.00	£79.29
£58.85	£67.74	£70.32	£88.78	£91.66
£69.77	£75.79	£78.09	£96.83	£104.31

Packages 0.5kg - 70kg*

Any type of packaging including FedEx Box and FedEx Tube, shown on page 24.

0.5	£39.10	£39.10	£43.83	£49.83	£61.31
1.0	£44.28	£44.28	£50.49	£54.25	£72.40
1.5	£47.92	£47.92	£54.74	£56.55	£74.06
2.0	£50.22	£50.22	£59.00	£62.30	£82.97
2.5	£53.85	£53.85	£63.48	£65.75	£86.79
3.0	£56.09	£56.09	£67.18	£68.57	£90.47
3.5	£57.93	£57.93	£70.66	£70.30	£94.56
4.0	£61.81	£61.81	£74.98	£73.17	£98.82
4.5	£63.51	£63.51	£78.29	£74.84	£102.95
5.0	£66.39	£66.39	£82.78	£78.95	£108.19
5.5	£69.81	£69.81	£85.38	£82.49	£113.05
6.0	£71.39	£71.39	£89.70	£84.16	£115.71
6.5	£75.18	£75.18	£92.74	£86.96	£120.81
7.0	£78.95	£78.95	£96.92	£89.62	£125.64
7.5	£81.57	£81.57	£103.40	£91.29	£131.76
8.0	£84.43	£84.43	£108.17	£94.96	£135.70
8.5	£86.94	£86.94	£113.62	£97.77	£139.52
9.0	£90.70	£90.70	£116.91	£100.59	£145.79
9.5	£93.46	£93.46	£120.39	£103.25	£148.44
10.0	£96.06	£96.06	£124.82	£106.05	£153.15
15.0	£116.23	£116.23	£160.25	£128.60	£202.85
20.0	£142.54	£142.54	£192.77	£151.14	£257.69
25.0	£163.75	£163.75	£228.10	£172.24	£310.27
per additional 0.5	£1.78	£1.78	£2.15	£3.65	£4.39
50.0	£252.87	£252.87	£335.63	£354.51	£529.92
70.0	£324.17	£324.17	£421.65	£500.33	£705.64

£47.00	£65.91	£64.57	£68.11	£75.01
£54.94	£75.21	£74.92	£78.43	£78.59
£66.62	£78.74	£80.14	£86.33	£85.51
£71.81	£86.01	£84.66	£97.26	£93.16
£75.83	£90.14	£89.41	£103.68	£102.94
£80.44	£92.98	£93.55	£108.85	£110.95
£82.01	£96.69	£98.34	£116.75	£118.36
£84.55	£101.41	£101.98	£122.19	£124.46
£89.01	£106.28	£106.62	£128.92	£131.73
£91.45	£111.12	£110.77	£136.82	£138.86
£94.99	£114.85	£114.16	£144.15	£145.88
£98.53	£119.43	£118.89	£151.63	£153.09
£102.19	£124.17	£123.60	£159.10	£160.29
£105.85	£128.74	£128.46	£165.17	£167.52
£109.37	£133.34	£133.19	£173.80	£173.57
£113.02	£138.06	£136.88	£181.61	£179.49
£116.70	£140.36	£140.45	£188.32	£186.73
£120.22	£144.93	£145.19	£196.18	£193.80
£125.03	£150.56	£150.04	£203.03	£201.14
£127.54	£155.14	£154.13	£209.90	£207.08
£157.08	£203.53	£204.15	£281.89	£284.19
£187.94	£251.93	£253.00	£353.88	£359.89
£222.50	£297.85	£302.01	£424.95	£435.65
£3.63	£4.67	£5.70	£6.79	£8.17
£404.20	£531.30	£587.21	£764.20	£843.90
£549.56	£718.06	£815.37	£1,035.60	£1,170.50

For more information about additional weights and prices, call Customer Services.

*Prices shown exclude fuel surcharges.

Express Services

FedEx International Delivery Zones

Europe

Albania	V
Andorra	T
Austria (EU)	T
Belarus	V
Belgium (EU)	R
Bosnia-Herzegovina	V
Bulgaria (EU)	V
Croatia	V
Cyprus (EU)	C
Czech Rep. (EU)	V
Denmark (EU)	T
Estonia (EU)	V
Faroe Islands	T
Finland (EU)	T
France (EU)	S
Germany (EU)	S
Gibraltar (EU)	U
Greece (EU)	T
Greenland	T
Hungary (EU)	V
Iceland	U
Ireland (EU)	R
Italy (EU)	T
Latvia (EU)	V
Liechtenstein	U
Lithuania (EU)	V
Luxembourg (EU)	R
Macedonia	V
Malta (EU)	C
Moldova	V
Monaco	S
Netherlands (EU)	R
Norway	U
Poland (EU)	V
Portugal (EU)	T
Romania (EU)	V
Russian Federation	V
Slovak Rep. (EU)	V
Slovenia (EU)	V
Spain (EU)	T
Sweden (EU)	T
Switzerland	U
Turkey	V
Ukraine	V

Rest of World

Afghanistan	E	Gabon	E	Niger	E
Algeria	E	Gambia	E	Nigeria	E
American Samoa	E	Georgia	E	Oman	C
Angola	E	Ghana	E	Pakistan	C
Anguilla	D	Grenada	D	Palau	E
Antigua & Barbuda	D	Guadeloupe	D	Palestine Authority	C
Argentina	D	Guam	E	Panama	D
Armenia	E	Guatemala	D	Papua New Guinea	E
Aruba	D	Guinea	E	Paraguay	D
Australia	B	Guyana	D	Peru	D
Azerbaijan	E	Haiti	D	Philippines	B
Bahamas	D	Honduras	D	Qatar	C
Bahrain	C	Hong Kong	B	Réunion Island	E
Bangladesh	C	India	C	Rwanda	E
Barbados	D	Indonesia	B	Saipan (North Mariana Islands)	E
Belize	D	Iraq	C	Samoa	E
Benin	E	Israel	C	Saudi Arabia	C
Bermuda	D	Ivory Coast	E	Senegal	E
Bhutan	C	Jamaica	D	Seychelles	E
Bolivia	D	Japan	B	Singapore	B
Botswana	E	Jordan	C	South Africa	D
Brazil	D	Kazakhstan	E	Sri Lanka	C
British Virgin Islands	D	Kenya	E	St. Kitts & Nevis	D
Brunei	C	Korea, South	B	St. Maarten	D
Burkina Faso	E	Kuwait	C	St. Martin	D
Burundi	E	Kyrgyzstan	E	St. Lucia	D
Cambodia	C	Laos	C	St. Vincent & Grenadines	D
Cameroon	E	Lebanon	C	Suriname	D
Canada	A	Lesotho	E	Swaziland	E
Cape Verde	E	Liberia	E	Taiwan	B
Caribbean Netherlands	D	Libya	C	Tanzania (Uni. Rep of)	E
Cayman Islands	D	Macau	B	Thailand	B
Chad	E	Madagascar	E	Togo	E
Chile	D	Malawi	E	Tonga	E
China	B	Malaysia	B	Trinidad & Tobago	D
Colombia	D	Maldives	E	Tunisia	E
Congo (Brazzaville)	E	Mali	E	Turks & Caicos Islands	D
Cook Islands	E	Marshall Islands	E	Uganda	E
Costa Rica	D	Martinique	D	United Arab Emirates	C
Curacao	D	Mauritania	E	Uruguay	D
Djibouti	E	Mauritius	E	U.S.A.	A
Dominica	D	Mexico	A	Uzbekistan	E
Dominican Republic	D	Micronesia	E	Vanuatu	E
East Timor	B	Mongolia	E	Venezuela	D
Ecuador	D	Montserrat	D	Vietnam	B
Egypt	C	Morocco	E	Virgin Islands (USA)	D
El Salvador	D	Mozambique	E	Wallis & Futuna	E
Eritrea	E	Namibia	E	Zambia	E
Ethiopia	E	Nepal	C	Zimbabwe	E
Fiji	E	New Caledonia	E		
French Guiana	D	New Zealand	B		
French Polynesia	E	Nicaragua	D		

Express Services

FedEx International Transit Times

For our transit times please see table below*. These indicative transit times are subject to change without notice and are based on the FedEx published document transit times.

Guernsey Post provides a free collection service for account holders, so please contact Customer Services should you wish to arrange a FedEx collection.

*Please note that items posted in Sark or Alderney will take at least 24 hours longer.

Europe Transit times (working days)	
Albania	4-5
Andorra	3-4
Austria (EU)	2
Belarus	4-5
Belgium (EU)	2
Bosnia-Herzegovina	4-5
Bulgaria (EU)	3-4
Croatia	4-5
Cyprus (EU)	4-5
Czech Rep. (EU)	2
Denmark (EU)	2
Estonia (EU)	3-4
Faroe Islands	10
Finland (EU)	2
France (EU)	2
Germany (EU)	2
Gibraltar (EU)	3-4
Greece (EU)	3-4
Greenland	15
Hungary (EU)	2-3
Iceland	3-4
Ireland (EU)	2
Italy (EU)	2-3
Latvia (EU)	3-4
Liechtenstein	3-4
Lithuania (EU)	3-4
Luxembourg (EU)	2
Macedonia	4-5
Malta (EU)	3-4
Moldova (Republic of)	7
Monaco	2-3
Netherlands (EU)	2
Norway	2-3
Poland (EU)	2
Portugal (EU)	2
Romania (EU)	3-4
Russian Federation	3-7
Slovak Rep. (EU)	2
Slovenia (EU)	4-5
Spain (EU)	2-3
Sweden (EU)	2
Switzerland	2
Turkey	3-4
Ukraine	4-5

Rest of World Transit times (working days)					
Afghanistan	8	Gabon	7		
Algeria	3-4	Gambia	7	Niger	7
American Samoa	7	Georgia	4-5	Nigeria	4-8
Angola	4-5	Ghana	3-4	Oman	3-4
Anguilla	7	Grenada	4-5	Pakistan	3-5
Antigua & Barbuda	4-5	Guadeloupe	2-4	Palau	7
Argentina	3-4	Guam	4-5	Palestine Authority	16
Armenia	3-4	Guatemala	2-3	Panama	3-4
Aruba	3-4	Guinea	4-5	Papua New Guin.	7
Australia	4-5	Guyana	7	Paraguay	4-5
Azerbaijan	3-4	Haiti	3-4	Peru	3-4
Bahamas	2-3	Honduras	3-4	Philippines	3-4
Bahrain	3-4	Hong Kong	3-4	Qatar	3-4
Bangladesh	3-4	India	3-4	Réunion Island	4-5
Barbados	4-5	Indonesia	3-5	Rwanda	7
Belize	3-4	Iraq	7	Saipan (Nth. Mariana Isles)	5-8
Benin	4-5	Israel	3-6	Samoa	7
Bermuda	3-4	Ivory Coast	4-5	Saudi Arabia	3-5
Bhutan	7	Jamaica	2-3	Senegal	4-5
Bolivia	7	Japan	3-4	Seychelles	4-5
Botswana	8	Jordan	3-4	Singapore	3-4
Brazil	4-8	Kazakhstan	7	South Africa	3-4
British Virgin Isles.	3-4	Kenya	3-4	Sri Lanka	4-5
Brunei	4-5	Korea, South	3-4	St. Kitts & Nevis	2-3
Burkina Faso	7	Kuwait	5	St. Maarten	2-3
Burundi	9	Kyrgyzstan	4-5	St. Martin	3-4
Cambodia	4-5	Laos	4-5	St. Lucia	3-4
Cameroon	9	Lebanon	4-5	St. Vincent & Grenadines	7
Canada	2-3	Lesotho	9	Suriname	8
Cape Verde	8	Liberia	7	Swaziland	9
Caribbean Netherlands	4-7	Libya	10	Taiwan	3-4
Cayman Islands	3-4	Macau	5	Tanzania (Uni. Rep. of)	4-5
Chad	4-5	Madagascar	7	Thailand	3-4
Chile	3-4	Malawi	4-5	Togo	8
China	3-4	Malaysia	3-4	Tonga	7
Colombia	3-4	Maldives	6	Trinidad & Tobago	4-5
Congo (Brazzaville)	8	Mali	3-4	Tunisia	4-5
Cook Islands	7	Marshall Islands	7	Turks & Caicos Is	3-4
Costa Rica	3-4	Martinique	4-5	Uganda	4-5
Curacao	4-5	Mauritania	7	United Arab Em.	3-4
Djibouti	7	Mauritius	7	Uruguay	3-4
Dominica	4-5	Mexico	2-8	U.S.A.	2
Dominican Republic	3-4	Micronesia	7	Uzbekistan	4-5
East Timor	8	Mongolia	7	Vanuatu	7
Ecuador	4-5	Montserrat	8	Venezuela	9-10
Egypt	3-4	Morocco	3-4	Vietnam	3-4
El Salvador	3-4	Mozambique	7	Virgin Islands (USA)	2-3
Eritrea	8	Namibia	8	Wallis & Futuna	9
Ethiopia	3-4	Nepal	6	Zambia	4-5
Fiji	7	New Caledonia	7	Zimbabwe	4-5
French Guiana	8	New Zealand	4-7		
French Polynesia	7	Nicaragua	3-4		

Express Services

FedEx International Packaging

Strong, easy-to-use packaging is vital for the swift delivery of your FedEx item. We have a full range of ready-to-use, self-sealing packaging in a choice of shapes and sizes. Each design has been proven many millions of times and every one is available free of charge when you use our FedEx service.

FedEx Envelope



Holds up to 60 unfolded pages of standard A4 paperwork.
Total weight (including contents, documentation and the envelope) must not exceed 500g.
Remember the special FedEx Envelope rate applies only up to this weight.
Tick the 'FedEx Envelope' box in Section 5 of the International Air Waybill.
Internal measurements: Height 24cm, Width 32cm.

FedEx Pak



For larger documents or other compact items.
Total weight (including contents, documentation and packaging) must not exceed 2.5 kg.
A special FedEx Pak rate applies up to this weight.
Mark the 'FedEx Pak' box in Section 5 of the International Air Waybill.
Internal measurements: Height 30.4cm, Width 39.3cm.

FedEx Tube



A self-sealing tube that's ideal for drawings, blueprints, charts, photographs, fabric samples and any other items which are better rolled than folded.
Internal measurements: Height 96.5cm, Width 15.2cm, Depth 15.2cm.
Weight limit: 9 kgs



FedEx Box - Small

A self-assembly box designed to hold a single reel of magnetic tape and small documents.
Internal measurements: Height 29.2cm, Width 26.9cm, Depth 2.8cm.
Weight limit: 13 kgs



FedEx Box - Medium

A self-sealing box designed for binders or large documents.
Internal measurements: Height 29.2cm, Width 33cm, Depth 6cm.
Weight limit: 13 kgs



FedEx Box - Large

A self-sealing box designed for large stacks of paper, computer print-outs or machine parts.
Internal measurements: Height 31.4cm, Width 44.4cm, Depth 7.6cm.
Weight limit: 13 kgs



Express Services

FedEx UK

FedEx UK is the service of choice for sending important or time-sensitive documents (items of no commercial value) to the UK mainland. Currently it is available to our FedEx account holders and at our Envoy House or Smith Street branches. Account holders can call Customer Services to arrange a free collection.

We have a full range of ready-to-use, self-sealing FedEx UK packaging in a choice of sizes. Each design has been proven many millions of times and every one is available free of charge when you use our FedEx service. See examples on page 26.

Prices shown exclude fuel surcharges. FedEx services and charges are subject to change - for the most up to date information on our FedEx services please visit our website www.guernseypost.com or call Customer Services on 711720.

For a full list of all FedEx UK delivery destinations and delivery timescales, please refer to the website www.guernseypost.com/fedex or visit www.fedex.com.

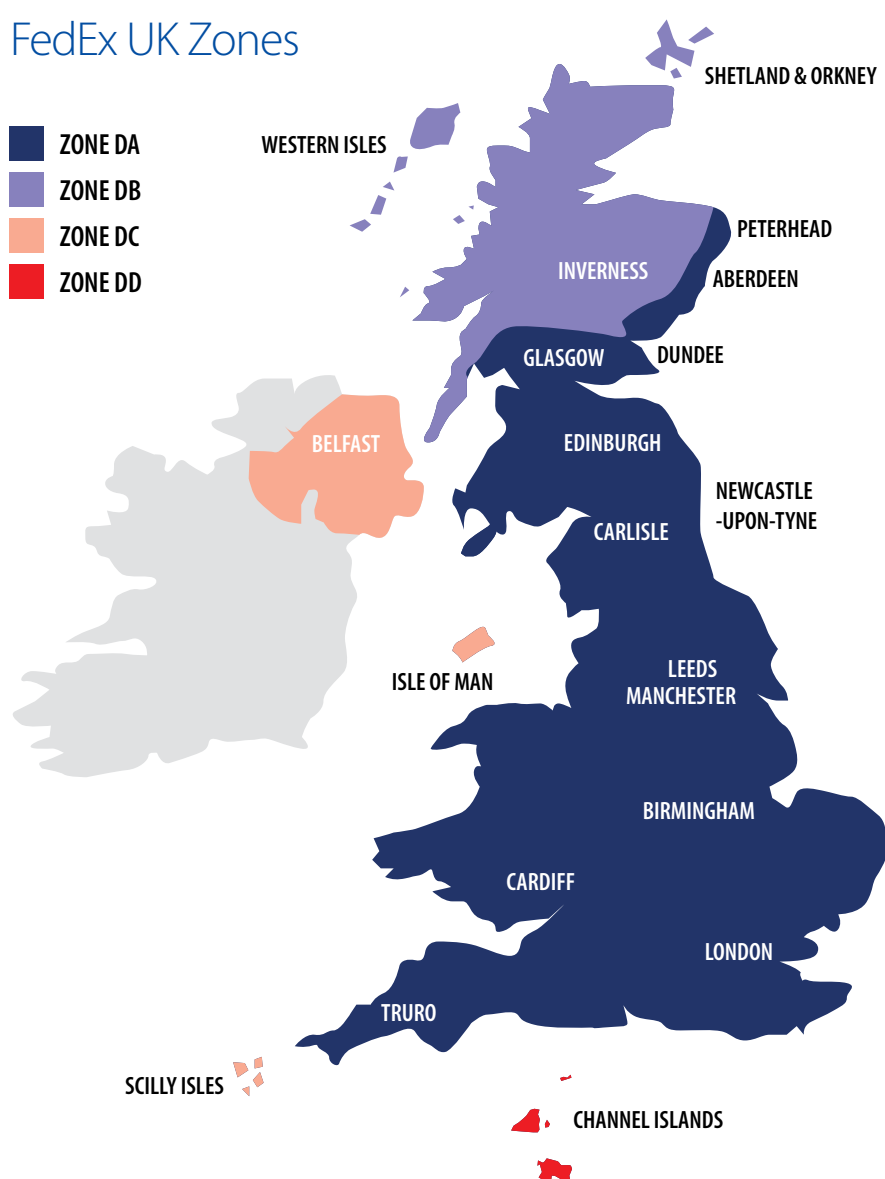
FedEx UK Pak 0.5kg - 2.5kg

Item weight kg	Zone DA	Zone DA	Zone DA	Zone DA	Zone DB	Zone DC	Zone DD
Pak	Before 9am	Before 10am	Before 12pm	Next Day	Next Day	Next Day	Next Day
0.5	£62.75	£43.36	£31.14	£23.48	£34.01	£47.72	£52.16
1.0	£63.33	£43.93	£31.72	£24.05	£34.58	£48.30	£52.74
1.5	£63.90	£50.16	£36.86	£24.63	£35.16	£48.87	£53.31
2.0	£64.48	£50.74	£37.43	£25.20	£35.73	£49.45	£53.89
2.5	£65.05	£51.31	£38.01	£25.78	£36.31	£50.02	£54.46

If non-FedEx branded packaging is used different FedEx rates will apply.

FedEx UK Zones

- ZONE DA
- ZONE DB
- ZONE DC
- ZONE DD



Express Services

FedEx UK Packaging

Strong, easy-to-use packaging is vital for the swift delivery of your FedEx item. We have a full range of ready-to-use, self-sealing packaging in a choice of sizes. Each design has been proven many millions of times and every one is available free of charge when you use our FedEx service.

35 cm



25 cm

FedEx UK Small Pak

Self-seal, tear- and water-resistant packaging.

For larger documents or other compact items.

Internal measurements: 35 x 25 cm

Weight limit: 2.5 kgs

42 cm



30.5 cm

FedEx UK Medium Pak

Self-seal, tear- and water-resistant packaging.

For larger documents or other compact items.

Internal measurements: 42 x 30.5 cm

Weight limit: 2.5 kgs

51.5 cm



43.5 cm

FedEx UK Large Pak

Self-seal, tear- and water-resistant packaging.

For larger documents or other compact items.

Internal measurements: 42 x 30.5 cm

Weight limit: 2.5 kgs



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www.guernseypost.com



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Additional Services

Keepsafe

Looking after your post for short periods

Keepsafe Costs

Weeks	Cost
2	£25.00
3-4	£35.00
5-6	£45.00
7-12	£55.00
Up to 4 months	£60.00
Up to 5 months	£65.00
Up to 6 months (maximum)	£70.00

Costs for renewing an existing Keepsafe service

Weeks	Cost
2	£10.00
3-4	£20.00
5-6	£30.00
7-12 max	£40.00
Up to 4 months	£45.00
Up to 5 months	£50.00

Our Keepsafe service is tailor-made to look after your post, for periods of between 2 weeks and 6 months, while you are away from your home or office. Keepsafe is perfectly suited for individuals, schools and businesses during holiday times and is quick and easy to arrange.

Setting up a Keepsafe service

You can pick up a Keepsafe application form at any of our branches, by calling Customer Services or visiting our website. It must be completed by everyone at the address for whom the service is intended and returned to Customer Services at Envoy House, at least 7 working days before the service is required. Please read the Terms and Conditions before applying.

Send completed forms (including a copy of your photo ID and proof of address) to: Customer Services, FREEPOST, Guernsey Post Ltd, Envoy House, La Vrangue, St Peter Port, GUERNSEY, GY1 5SS.

Terms and Conditions:

- Post can be held for a maximum of 6 months.
- Photo identification is required, i.e.: passport, driving licence or Photo ID card.
- A proof of address is required, e.g. a recent utility bill (no more than 3 months old).
- Post can be held for more than one person at the same address provided their details and signatures are included on the application form.
- All types of post can be held.
- Completed forms should be handed in or posted (including a copy of your photo ID and proof of address), with your payment to Guernsey Post, 7 working days before the Keepsafe is required to begin.
- A £15.00 set-up fee is included in the price of setting up a new Keepsafe instruction.
- To extend the Keepsafe period beyond your original instruction, you need to submit a new form to Guernsey Post at least 7 working days before the expiry date.
- If you are unable to give 7 working days notice for an extension, it may result in a further £15.00 set-up fee being charged.
- Unless you specify otherwise, all your held post will be delivered on the first delivery day after the agreed period. Normal deliveries will also resume from that day.
- Businesses with multiple addresses will be quoted a price on application. Please contact Customer Services for further information.

HM Forces Service

Letters

Forces Air Letters (up to 100g) are charged at 62p. 'Blueys' are available free of charge at any of our branches but postage must be paid.

Large Letters, Parcels and Large Parcels Standard UK postage rates (based on weight) apply to all items to any BFPO anywhere in the world.

HM Forces Service size and weight limits

Maximum weight for packages posted to all BFPOs with the exception of HM ships (BFPO 200 - 499): 30kg

Maximum weight limit for items sent to HM ships (BFPOs 200-499): 11kg

We have special arrangements in place for reaching men and women serving with the British Armed Forces. You can use this service to send post directly to any British Forces Post Office (BFPO) address as well as to any US Army Post Office (APO) address.

The service is also available for sending post to the dependants and families of serving men and women with the British Armed Forces and to any UK based civilians and family members attached to HM Forces.

Reduced rates or free postage are applicable to some BFPOs in war zones as declared by the UK Government and at the discretion of Guernsey Post. A maximum compensation level of £62 applies in all cases. For more information, call Customer Services or visit www.gov.uk and search for BFPO.

	Minimum size	Maximum size
Letter, Large Letter or Parcel	One surface at least 90mm x 140mm	Length, width and depth combined - 900mm
Roll	Length plus twice diameter - 170mm Shortest single dimensions - 100mm	Length plus twice diameter - 1040mm Length - 900mm
Postcard	90mm x 140mm	120mm x 235mm

Additional Services

Redirection

With our easy-to-use Redirection service you can have your post sent on to any other address anywhere in the world.

As soon as you activate this service, your post will be redirected from your established address. This can be either to a PO Box or to another physical address within the Bailiwick, the UK or overseas.

A set-up fee is not payable on renewal of existing redirection instructions, providing a minimum of 7 working days notice is given prior to expiry.

How to set up a Redirection notice

Pick up a Redirection of Post application form from any of our branches, by calling Customer Services or by visiting our website. It must be completed by every addressee for whom the service is intended and returned to Customer Services at least 7 working days before the service is required. Please read the full Terms and Conditions before applying.

Please send completed forms (including a copy of your photo ID and proof of address) to **Customer Services, FREEPOST, Envoy House, La Vrangue, St Peter Port, GUERNSEY, GY1 5SS.**

During the redirection period, we strongly recommend you pass on your new address details to anyone sending you post, as quickly as you can.

Redirection Costs

Month	Within Bailiwick	To Jersey UK, IOM	To Europe	To Rest of World
1	£30.00	£40.00	£70.00	£115.00
3	£55.00	£80.00	£160.00	£285.00
6	£85.00	£135.00	£280.00	£515.00
12	£145.00	£236.00	£520.00	£970.00

Costs for renewing an existing Redirection service

Month	Within Bailiwick	To Jersey UK, IOM	To Europe	To Rest of World
1	£15.00	£25.00	£55.00	£100.00
3	£40.00	£65.00	£145.00	£270.00
6	£70.00	£120.00	£265.00	£500.00

Terms and Conditions:

- Post will be redirected for everyone at your old address provided details and signatures are given on the application form. e.g. Post addressed to Mr. & Mrs. when only Mr. is on the redirection instruction card will be delivered as addressed, if we do not have the other persons permission to redirect this mail.
- Photo identification is required, i.e. passport, driving licence or Photo ID card.
- Proof of address e.g. a recent utility bill (no more than 3 months old).
- The fee covers redirection of post, for one family unit or company with a single address, subject to signatures on the application form.
- Post can be redirected for up to 12 months from a physical address and for up to 4 months from a closed PO Box.
- All post will be redirected from Bailiwick, UK, Jersey and Isle of Man addresses.
- If your new address is overseas, then items over 2kg or sent via ParcelForce will be returned to the sender.
- Items below 2kg for international destinations will be forwarded on a weekly basis.
- The service is open only to applicants who occupied or rented the old address.
- Redirections are not possible if your old address was a hotel, boarding house, club, or any other type of transient lodging.
- Post can only be redirected for up to one month from a Poste Restante address.
- Proof of Power of Attorney is required to redirect post for deceased persons.
- Forms (including a copy of your photo ID and proof of address) must be handed in, or posted, to Guernsey Post, together with your payment, at least 7 working days before the redirection is required.
- Redirection of post for businesses must include a letter, signed by a director or person in authority, on company headed paper. Businesses with multiple addresses will be quoted a price on application. Refer to page 78 for business rates.
- A £15.00 set-up fee is included in the price of setting up a new redirection instruction.
- If you wish the redirection to extend beyond the period for which you have paid, you must submit a new application form, along with additional payment, at least 7 working days before the date of expiry. Renewals are charged at multiples of the first month rate unless you are extending to a standard period i.e. 3 to 6 months.
- Failure to give 7 working days notice for renewals may result in a further £15.00 set-up fee being charged.

Additional Services

Braille Items & Other Equipment

We offer special rates (see below) for the posting of any Braille newspapers, magazines, books and documents. Special rates also apply to equipment designed for use by blind and visually impaired customers.

Local delivery

Any weight	Free
------------	------

By air to the UK and Europe

up to 1kg	Free
1-7kgs	1p per 500g or part thereof

By air to the Rest of the World

up to 500g	10p
500g - 1kg	20p
1kg - 7kgs	20p per kg or part thereof

EBOX Customer Collection

EBOX Customer Collection service provides notification that a postal item is ready for collection from Envoy House. Once your postal item is available for collection we will notify you via email or text, you can then collect your item at a time that is convenient for you.

Benefits:

- Personal EBOX number
- Early morning notification
- Text & email message
- Convenient collection times
- Collect from Mail Collection counter at Envoy House or Smith Street Post Office*
- Easy access
- Ample parking
- Option to have delivered

Mr S Body
The Barn EBOX 3001
Grande Rue, Vale,
GUERNSEY
GY3 1AZ

**size and weight restrictions apply*

Making parcel delivery easier for you...



Why Choose EBOX?

Guernsey Post EBOX Collection gives you the convenience of collecting your item/s at a time that suits you.

Sign up to our EBOX service today and when an EBOX item arrives at Guernsey Post that is too large to fit through an average size letterbox, we will send you an email and an SMS text message that morning informing you that your item is ready to collect.

You can then choose to collect your item from Envoy House anytime that is convenient to you when the Mail Collection Counter is open Mon-Fri 7am-6.30pm and Sat 9am-12pm, or from Smith Street Mon-Fri 8.30am-5pm and Sat 8.30am-12noon. These times will vary during the December Christmas period. Alternatively we can arrange delivery, free of charge.

Terms and Conditions:

- Customers signed up to the EBOX service will receive a text and/or email message informing them that items have been sent to their selected collection point at Envoy House or Smith Street.
- Customers will need to show the text/email message notification or photographic ID which matches the property address each time they wish to collect an item. Guernsey Post has the right to decline collection of the item if these identifiers are not shown.
- Customers are responsible for notifying Guernsey Post of any change of address within 30 days of that change occurring. Guernsey Post has no liability for any items directed to the designated collection point if the individual has moved and Guernsey Post has not been notified of the move and/or new address.
- Any cancellation of the service by an individual must be made in writing to Guernsey Post. The EBOX Service for that individual will cease within 5 working days of receipt of notification.

For further information please contact the Customer Services team.

Registration is easy

Registering for your own unique EBOX number has never been easier, just follow these simple steps:

1. Visit https://www.guernseypost.com/post_eaccount to create your own PosteAccount.
2. After creating your account, head to 'My PosteAccount' and select 'Sign me up for EBOX!' Register your details and select your preferred collection point - Envoy House or Smith Street*. You will then receive your own EBOX number via your email address and through confirmation in the post.
3. When purchasing an item online, simply add your new EBOX number after the house name or house number of your delivery address. (See example shown on the left).

Additional Services

Safe Place Delivery



Safe Place delivery is a service that allows household residents to allocate a safe and secure place for delivery. This allows Guernsey Post postal workers to deliver your parcels even when you are not at home.

The 'Safe Place' must be on your property. Places such as a garage, garden shed or outside storage box are ideal. Alternatively an adjacent neighbour can be nominated as your 'Safe Place', and if agreed with your neighbour, your neighbour can sign for your items on your behalf.

Benefits:

- **Parcels delivered first time**
- **No more waiting for the Postie to arrive**
- **Less trips to Envoy House to collect standard parcel items**
- **No need to arrange a redelivery**

Registration is easy

Registering your safe place has never been easier, just follow these simple steps:

1. Visit https://www.guernseypost.com/post_eaccount to create your own PosteAccount.
2. After creating your account, head to 'My PosteAccount' and select 'Sign me up for Safe Place Now!'
3. Enter your Safe Place location and Guernsey Post will set you up.

Terms and Conditions:

- This service is only available for standard parcel deliveries and not for any items that need to be signed for, unless you nominate a neighbour to sign on your behalf.
- The Safe Place, must be secure and weatherproof.
- The Safe Place will apply to the household - all items that are too large to fit through a letterbox will be left in this place.
- The neighbour must be happy to accept a customers' deliveries and provide their name and address as we will write to them to confirm this service.
- A Safe Place service is not available for businesses, hotels, boarding houses, clubs, or any other type of transient lodging.
- Guernsey Post has the right to decline an application for this service if we feel the allocated place is not secure or weatherproof.
- A Safe Place Delivery service will take 5 working days* to become operational.
- Guernsey Post has no liability for any items left at the agreed designated 'Safe Place'.
- Any cancellation of the service by an individual must be made in writing to Guernsey Post. The Safe Place service for that individual will cease within 5 working days of receipt of notification.
- Under the Health and Safety Work Act 1987, Guernsey Post has a duty under law to ensure the health, safety & welfare of employees at work. If your property has a dog, please be advised that Guernsey Post reserves the right to assess the risk to its employees and reject any Safe Place areas that expose its employees to potential risk of attack or injury during delivery.

*For further information please contact the Customer Services team.

Door2Door Service For Charities

Local charities and not-for-profit organisations can apply to Guernsey Post for one of our free Door2Door delivery slots.

There is one free delivery per quarter available. The charity or organisation will need to meet the cost of producing the leaflet but there will be no charge for the delivery of the leaflet.

How do I apply?

Simply write to us at the address below and advise how you wish to use the service (eg: to target homes or businesses, by parish or Island wide). Please also specify what the purpose of your mailing is (e.g. if it is a fundraising initiative how much are you hoping to raise and specifically what for).

We will allocate the free delivery each quarter to the charity we believe will benefit most from the service.

Charities can apply for the free Door2Door by emailing marketing@guernseypost.com or by writing to:

Charity Door2Door Services
Guernsey Post Marketing Team
Guernsey Post
Envoy House
La Vrangue
St Peter Port
Guernsey GY1 1AA



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	✗	✗	✗	✓	✗
Signed For	✗	✗	✓	✓	✗
Special Delivery	✓	✓	✓	✓	✓

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

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

Large Parcels - International

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

* 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 & Large Parcel Delivery

(formerly Packet)

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

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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

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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.

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

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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,

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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

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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

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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.

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.

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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)

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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

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

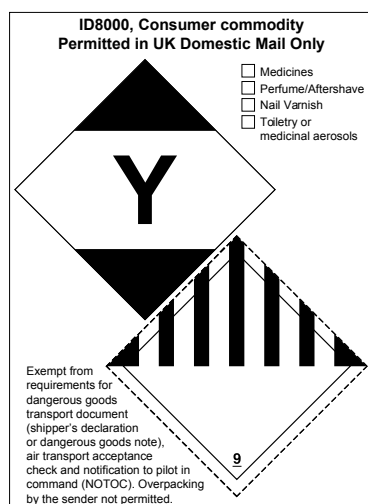
Weapons

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

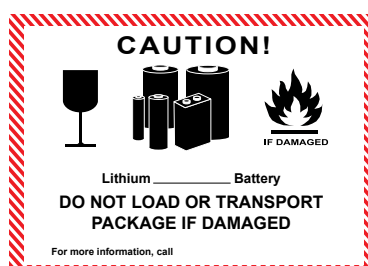
UK destinations: No

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: • 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)

Customs Declaration		CN22
DECLARATION EN DOUANE		May be opened officially Peut être ouvert d'office
Great Britain/Grande-Bretagne Important! See instructions on the back		
<input type="checkbox"/> Gift/Cadeau	<input type="checkbox"/> Commercial sample /Echantillon commercial	
<input type="checkbox"/> Documents	<input type="checkbox"/> Other/Autre	Tick one or more boxes
Quantity and detailed description of contents (1) Quantité et description détaillée 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) 1250gms	Total Value (7) Valeur totale £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 customs 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 Mr. Sample	Sender's Customs reference (if any) Référence en douane de l'expéditeur (s'il y a lieu)	No. of item (barcode, if any) N° de l'envoi (code à barres, s'il existe)	May be opened officially Peut être ouvert d'office
Business n/a	Street High Street 321			Important! See instructions on the back
Postcode GY1 2BC	City Guernsey			
Country UK				
To A	Name Mr. Muster			
Business n/a	Street Neue Strasse 65			
Postcode D-345212	City Neustadt			
Country Germany				
Detailed description of contents (1) Description détaillée du contenu	Quantity (2) Quantité	Net Weight (3) Poids Net (en kg)	Value (5) Valeur	For commercial items only Pour les envois commerciaux seulement
digital photo camera	1	950gms	£342.99	HS tariff number (7) N° tarifaire du SH
camera bag	1	250gms	£15.00	Country of origin of goods (8) Pays d'origine des marchandises
sd card	1	20gms	£23.95	
		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	Returned goods Retour de marchandise	Explanation: Explication:	Office of origin/Date of posting Bureau d'origine/Date de dépôt
<input type="checkbox"/> Gift/Cadeau	<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/sous 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	Certificate (13) Certificat No(s). of certificate(s)	Invoice (14) Facture 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



GUIDE TO SERVICES 2018

Business Accounts

www.guernseypost.com



GPL Business Account Services

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Freepost	
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International Business Reply Service	
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Bulk Mail Services	
■	70

GPL Business Account Services

Open an Account With Us



Credit Terms

Your monthly account must be settled in full within 30 days of the end of the month. Changes to your credit limit will be subject to the following review by Guernsey Post.

Limit below £5,000

- Trade and Bank references (new account).
- No references are required for change in limit.
- Credit reference check.
- Internal review.
- Review of previous 6 months' history (where applicable).

Limit above £5,000 below £15,000

- Trade and Bank references.
- Trade references for any change in limit.
- Credit reference check.
- Internal review.
- Review of previous 12 months' history (where applicable).

Limit above £15,000

- Trade and Bank references.
- Credit reference check.
- Internal review.
- Review of previous 12 months' history (where applicable).
- Copy of latest audited accounts.

Customers must ensure all relevant information is provided to enable Guernsey Post to make a credit limit decision.

Starting a credit account with Guernsey Post, opens up a wide range of very useful business services, including Freepost, PrePaid Postage, PO Boxes, International and Business Reply Services, and FedEx UK and FedEx International for Business.

All you have to do is complete our Account Facilities application form and Bank Consent form. You will find them on our website www.guernseypost.com/forms.

Simply fill these in and return to Customer Services, FREEPOST, Envoy House, La Vrangue, St Peter Port, GUERNSEY, GY1 5SS.

Credit Terms and Conditions

Credit policy

Guernsey Post operates a clear credit policy, with every customer receiving a monthly statement, that must be settled within 30 days of the end of the month.

Without a credit account, Guernsey Post can only provide business services with advance payment. For those businesses which take advantage of our credit facilities, every legal entity is regarded as a separate customer.

Invoicing and payment

Guernsey Post operates monthly payment terms as standard. Customers are required to pay within 30 days of the statement date (or as otherwise agreed in writing with Guernsey Post), providing they remain within their credit limits. Any balance that goes beyond the agreed credit limit must be paid immediately.

Guernsey Post is unable to issue payment terms that deviate from its declared policy and cannot enter into informal arrangements with customers. Guernsey Post operates strict payments terms of 30 days, should payment for services provided not be received within the 30 days, then Guernsey Post reserves the right to suspend services to the customer. Guernsey Post reserves the right to charge customers a £50 administration fee on all accounts that have not been paid within 30 days of the relevant statement date.

Credit limits

The limits for our business services reflect the individual needs and abilities of our customers. The determining factors include their trading history with Guernsey Post, trading references, reports from credit referencing agencies, general trading history and, in some cases, the trading history of their officers and directors.

The minimum requirement for a credit limit in excess of £1,000, is a satisfactory bank reference. Guernsey Post reserves the right to insist on a bank guarantee or Merchant's Deposit for limits in excess of £1,000. Limits are reviewed periodically on request and also when applying for additional products and services.

General

Guernsey Post reserves the right to refuse a credit application without explanation, as well as the right to close any existing account at any time. Guernsey Post also reserves the right to vary, change or amend any, or all, of the terms and conditions for its credit account services. All credit accounts are in accordance with the Bailiwick of Guernsey law.

Direct Debit

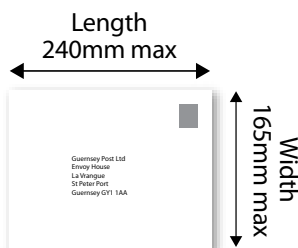
With a monthly direct debit you can spread the cost of delivery evenly throughout the year, avoiding large invoices. Direct Debit will also enable you to factor monthly charges into your budget more easily. For more information please call our Customer Services team on 711720.

NEW

GPL Business Account Services

Business Postal Rates

Letter

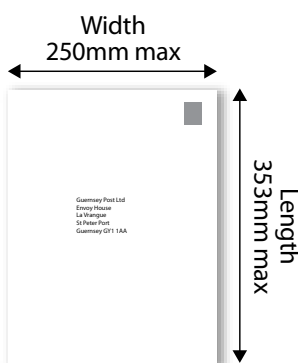


Thickness 5mm max
Weight 100g max

Minimum Size

The minimum length for any item posted is 140mm, minimum width 90mm, and the minimum thickness is 0.25mm.

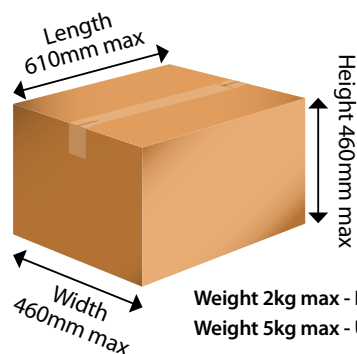
Large Letter



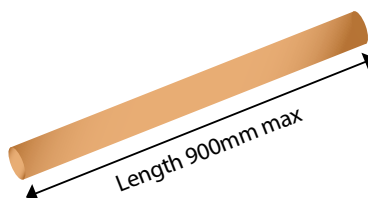
Thickness 25mm max (Bailiwick & UK)
Weight 750g max

Note: International Large Letter maximum thickness is 20mm = 5mm thinner than UK Large Letters

Parcel (formerly Packet)



Weight 2kg max - Bailiwick
Weight 5kg max - UK, Jsy, IOM



We have a series of special rates for business customers.

These discounted rates are only available to PPI (Postage Paid Impressions) customers. See page 71 to check if you qualify for a PPI account and find information regarding our Ebilling service, which is a simpler more cost-effective way to pay for postage avoiding all the associated franking machine costs.

Please note: These rates are not applicable to Bulk PPI products (page 73).

Bailiwick

Letter

Item weight not over	Postal	Postal + Signed For
100g max	£0.44	£1.54

Large Letter (25mm max thickness)

Item weight not over	Postal	Postal + Signed For
100g	£0.61	£1.71
250g	£1.08	£2.18
500g	£1.53	£2.63
750g max	£1.93	£3.03

Parcel (formerly known as Packet)

Item weight not over	Postal	Postal + Signed For
100g	£0.99	£2.09
500g	£1.94	£3.04
1000g	£3.12	£4.22
1500g	£4.32	£5.42
2kg max	£5.52	£6.62

UK, Jersey & Isle of Man

Letter

Item weight not over	Postal	Postal + Signed For
100g max	£0.60	£1.70

Large Letter (25mm max thickness)

Item weight not over	Postal	Postal + Signed For
100g	£0.92	£2.02
250g	£1.62	£2.72
500g	£2.62	£3.72
750g max	£3.48	£4.58

Parcel (formerly known as Packet)

Item weight not over	Postal	Postal + Signed For
500g	£3.73	£4.83
1000g	£5.48	£6.58
1500g	£7.98	£9.08
2000g	£10.48	£11.58
3000g	£16.23	£17.33
4000g	£21.23	£22.33
5kg max	£26.23	£27.33

Signed For to the UK, CI & IOM

Post can be sent by Signed For within the Bailiwick, to the UK, Jersey and the Isle of Man. Proof of posting (a receipt) is issued at the time of posting and a signature is required on delivery at the destination address. Cost £1.10 in addition to postage. For Benefits and Terms and Conditions see page 3.

GPL Business Account Services

Business Postal Rates - Europe

We have a series of special rates for business customers.

These discounted rates are only available to PPI (Postage Paid Impressions) customers. See page 71 to check if you qualify for a PPI account and find information regarding our Ebilling service, which is a simpler more cost-effective way to pay for postage avoiding all the associated franking machine costs.

Please note: These rates are not applicable to Bulk PPI products (page 73).

Europe

Letter

Item weight not over	Postal
20g	£0.74
100g max	£1.52

Parcel (formerly known as Packet)

Item weight not over	Postal
100g	£2.25
250g	£4.05
500g	£6.48
1000g	£12.24
1500g	£17.88
2kg max	£23.52

Large Letter (20mm max thickness)

Item weight not over	Postal
100g	£1.79
250g	£3.47
500g	£5.59
750g max	£8.44

Business Postal Rates - ROW

We have a series of special rates for business customers.

These discounted rates are only available to PPI (Postage Paid Impressions) customers. See page 71 to check if you qualify for a PPI account and find information regarding our Ebilling service, which is a simpler more cost-effective way to pay for postage avoiding all the associated franking machine costs.

Please note: These rates are not applicable to Bulk PPI products (page 73).

Rest of World

Letter

Item weight not over	Postal
20g	£0.83
100g max	£2.29

Parcel (formerly known as Packet)

Item weight not over	Postal
100g	£3.77
250g	£6.02
500g	£9.98
1000g	£15.68
1500g	£21.18
2kg max	£26.68

Large Letter (20mm max thickness)

Item weight not over	Postal
100g	£2.73
250g	£5.55
500g	£9.43
750g max	£11.23

GPL Business European / Rest of World Postal Rates

International Tracked & Signed

Benefits:

- Priority handling.
- Items electronically tracked up to final delivery overseas.
- Automatic insurance up to £50.
- Up to £250 insurance available (exclusions apply, subject to destination and payment of additional fee of £3.00).
- Signature taken on delivery (copy not available).
- Proof of posting.
- *In some countries only* - Returned free of charge if not delivered, providing the return address is supplied.
- Available to 65 countries (see list to the right).

Maximum compensation for cash and money,¹ and instruments sent via International Tracked & Signed is £100. Additional compensation is not available for electronic devices such as mobile telephones, smart phones, tablets, notebooks, personal digital assistants and Blackberrys. Standard compensation is £50.

Loss claims for International Signed to Europe should not be submitted until 20 working days after the estimated delivery date, for items worldwide allow 25 days. All loss claims must be submitted within 6 months of the postal date. *See website for details.*

¹Cash/money includes coins, notes of any currency, securities of any kind payable to the bearer, travellers cheques and postal orders.

For more information on individual country exclusions, contact Customer Services.

* Please note that the maximum Large Letter depth to Europe and worldwide is 5mm smaller (at 20mm) than the maximum Channel Island, UK and Isle of Man Large Letter dimension (25mm).

International Tracked & Signed is a fully tracked service from posting to delivery overseas, which requires a signature on delivery. Available from all Guernsey Post branches, International Tracked comes with electronic tracking and operates to 65 countries, although it is not time guaranteed.

International Tracked & Signed is available to selected destinations only:

European Countries:

Aland Islands	Czech Rep. (EU)	Hungary (EU)	Moldova	Slovenia (EU)
Andorra (EU)	Denmark (EU)	Iceland	Netherlands (EU)	Spain (EU)
Austria (EU)	Faroe Islands	Ireland (Rep.)(EU)	Poland (EU)	Sweden (EU)
Belarus	Finland (EU)	Italy (EU)	Portugal (EU)*	Switzerland**
Belgium (EU)	France (EU)**	Latvia (EU)**	Romania (EU)	Turkey
Bulgaria (EU)	Greenland	Liechtenstein	Russian Fed.	Vatican City
Canary Isles (EU)	Germany (EU)	Lithuania (EU)	San Marino (EU)	State (EU)
Croatia (EU)	Gibraltar	Luxembourg (EU)	Serbia	
Cyprus (EU)	Greece (EU)	Malta (EU)	Slovak Rep. (EU)	

Other Countries:

Argentina	Cayman Islands	Indonesia	Singapore	Tonga
Barbados	Cook Islands	Japan	Sth Korea (Rep)	United Arab
Belize	Ecuador	Lebanon	Thailand	Emirates
Cambodia	Georgia	Malaysia	Trinidad &	Uganda
Canada	Hong Kong	New Zealand**	Tobago	USA

(EU) - Member of European Union *Additional insurance is not available. **Please note that these International Tracked countries do not allow cash to be sent through their postal networks.

Letter Postage + £6.95

Item weight not over	Europe	Rest of World
20g	£7.69	£7.78
100g max	£8.47	£9.24

Large Letter

Postage + £6.95

Item weight not over	Europe	Rest of World
100g	£8.74	£9.68
250g	£10.42	£12.50
500g	£12.54	£16.38
750g max	£15.39	£18.18

Parcel² Postage + £6.95

Item weight not over	Europe	Rest of World
100g	£9.20	£10.72
250g	£11.00	£12.97
500g	£13.43	£16.93
1000g	£19.19	£22.63
1500g	£24.83	£28.13
2kg max	£30.47	£33.63

Europe/Rest of World Dimensions for International Tracked & Signed

Postcard

Minimum Size	Maximum Size
90mm x 140mm	120mm x 235mm

Letter

Minimum Size	Maximum Size
90mm x 140mm Thickness: 0.25mm	240mm x 165mm Thickness: 5mm

Large Letter

Minimum Size	Maximum Size
166mm x 241mm Thickness: 0.25mm	353mm x 250mm Thickness: 20mm*

* Please note that the maximum Large Letter depth to Europe and worldwide is 5mm smaller (at 20mm) than the maximum Channel Island, UK and Isle of Man Large Letter dimension (25mm).

Parcel² (formerly known as Packet)

Minimum Size	Maximum Size
251mm x 354mm Thickness: 0.25mm	Length, + width + height combined = 900mm The greatest single dimension must not exceed - 600mm

Rolled Parcel (formerly known as Rolled Packet)

Minimum Size	Maximum Size
Length + twice diameter - 170mm The greatest single dimension must not be less than - 100mm	Length plus twice diameter must not exceed - 1040mm Length must not be greater than - 900mm

GPL Business European / Rest of World Postal Rates

International Tracked

(formerly Airsure)

Benefits:

- Priority handling.
- Items electronically tracked up to final delivery overseas (but no signature on delivery).
- Automatic insurance up to £50.
- Up to £250 insurance available (exclusions apply, subject to destination and payment of additional fee of £3.00).
- Proof of posting.
- Available to 50 countries (see table above-right).
- *In some countries only* - Returned free of charge if not delivered, providing the return address is supplied.

Allow 3-5 working days for International Tracked items sent to Europe, and 5-7 working days for items to worldwide destinations.

Maximum compensation for cash and money,¹ and musical instruments sent via International Tracked is £100. Additional compensation is not available for electronic devices such as mobile telephones, smart phones, tablets, notebooks, personal digital assistants and Blackberrys. Standard compensation is £50.

Loss claims for International Tracked to Europe should not be submitted until 20 working days after the estimated delivery date, for items worldwide allow 25 days. All loss claims must be submitted within 6 months of the postal date. See website for details.

¹Cash/money includes coins, notes of any currency, securities of any kind payable to the bearer, travellers cheques and postal orders.

For more information on individual country exclusions, contact Customer Services.

For a fast, secure and reliable international service, International Tracked is hard to beat for sending a Letter or Parcel. Available from all Guernsey Post branches, International Tracked comes with electronic tracking and operates to 50 countries, although it is not time guaranteed.

International Tracked delivers to the following European and Worldwide Countries:

European Countries:			Other Countries:
Aland Islands	Gibraltar	Norway	Australia**
Andorra	Greece (EU)	Poland (EU)	Canada
Austria (EU)	Greenland	Portugal (EU)*	Hong Kong
Belgium (EU)	Hungary (EU)	Russian Federation	India
Canary Islands (EU)	Iceland	San Marino (EU)	Israel
Croatia (EU)	Ireland (Rep of) (EU)	Serbia	Lebanon
Cyprus (EU)	Italy (EU)	Slovak Republic (EU)	Malaysia
Denmark (EU)	Latvia (EU)**	Slovenia (EU)	New Zealand**
Estonia (EU)	Liechtenstein	Spain (EU)	Singapore
Faroe Islands	Lithuania (EU)	Sweden (EU)	South Korea (Rep. of)
Finland (EU)	Luxembourg (EU)	Switzerland**	USA
France (EU) **	Malta (EU)	Turkey	
Germany (EU)	Netherlands (EU)	Vatican City Ste (EU)	

(EU) - Member of European Union. *Additional insurance is not available. **Please note that these International Tracked countries do not allow cash to be sent through their postal networks.

Letter Postage + £6.05

Item weight not over	Europe	Rest of World
20g	£6.79	£6.88
100g max	£7.57	£8.34

Large Letter

Postage + £6.05

Item weight not over	Europe	Rest of World
100g	£7.84	£8.78
250g	£9.52	£11.60
500g	£11.64	£15.48
750g max	£14.49	£17.28

Parcel² Postage + £6.05

Item weight not over	Europe	Rest of World
100g	£8.30	£9.82
250g	£10.10	£12.07
500g	£12.53	£16.03
1000g	£18.29	£21.73
1500g	£23.93	£27.23
2kg max	£29.57	£32.73

Europe/Rest of World Dimensions for International Tracked & Signed

Postcard

Minimum Size	Maximum Size
90mm x 140mm	120mm x 235mm

Letter

Minimum Size	Maximum Size
90mm x 140mm Thickness: 0.25mm	240mm x 165mm Thickness: 5mm

Large Letter

Minimum Size	Maximum Size
166mm x 241mm Thickness: 0.25mm	353mm x 250mm Thickness: 20mm*

* Please note that the maximum Large Letter depth to Europe and worldwide is 5mm smaller (at 20mm) than the maximum Channel Island, UK and Isle of Man Large Letter dimension (25mm).

Parcel² (formerly known as Packet)

Minimum Size	Maximum Size
251mm x 354mm Thickness: 0.25mm	Length, + width + height combined = 900mm The greatest single dimension must not exceed - 600mm

Rolled Parcel (formerly known as Rolled Packet)

Minimum Size	Maximum Size
Length + twice diameter - 170mm The greatest single dimension must not be less than - 100mm	Length plus twice diameter must not exceed - 1040mm Length must not be greater than - 900mm

GPL Business European / Rest of World Postal Rates

International Signed

Benefits:

- Global coverage, covers 169 countries.
- International standard service and delivery times.
- Automatic insurance up to £50.
- Up to £250 insurance available (exclusions apply, subject to destination and payment of additional fee of £3.00).
- Online tracking in the UK.
- Signature taken on delivery (copy not available).
- Proof of posting.
- *In some countries only* - Returned free of charge if not delivered, providing the return address is supplied.

Maximum compensation for cash and money¹, and musical instruments sent via International Signed is £100. Additional compensation is not available for electronic devices such as mobile telephones, smart phones, tablets, notebooks, personal digital assistants and Blackberrys. Standard compensation is £50.

Loss claims for International Signed to Europe should not be submitted until 20 working days after the estimated delivery date, for items worldwide allow 25 days. All loss claims must be submitted within 6 months of the postal date. See website for details.

¹Cash/money includes coins, notes of any currency, securities of any kind payable to the bearer, travellers cheques and postal orders.

For more information on individual country exclusions, contact Customer Services.

International Signed is an International Standard service with the additional security of proof of posting and signature on delivery (copy of signature not available). This very useful service can be used for almost every international destination (which is not covered by the International Tracked & Signed Service) and can be purchased at any of our branches.

International Signed delivers to the following European and Countries Worldwide:

European Countries:

Albania*	Kosovo	Ukraine
Armenia	Kyrgyzstan	Uzbekistan*
Azerbaijan	Macedonia	
Bosnia-Herzegovina	Montenegro*	
Estonia (EU)	Norway*	
Kazakhstan*	Tajikistan*	
	Turkmenistan	

Other Countries:

Covers countries not listed in Europe. Please contact our Customer Services team for further information or visit our website.

**Please note that these International Signed countries do not allow cash to be sent through their postal networks.*

Letter Postage + £6.05

Item weight not over	Europe	Rest of World
20g	£6.79	£6.88
100g max	£7.57	£8.34

Large Letter Postage + £6.05

Item weight not over	Europe	Rest of World
100g	£7.84	£8.78
250g	£9.52	£11.60
500g	£11.64	£15.48
750g max	£14.49	£17.28

Parcel² Postage + £6.05

Item weight not over	Europe	Rest of World
100g	£8.30	£9.82
250g	£10.10	£12.07
500g	£12.53	£16.03
1000g	£18.29	£21.73
1500g	£23.93	£27.23
2kg max	£29.57	£32.73

Europe/Rest of World Dimensions for International Tracked & Signed

Postcard

Minimum Size	Maximum Size
90mm x 140mm	120mm x 235mm

Letter

Minimum Size	Maximum Size
90mm x 140mm Thickness: 0.25mm	240mm x 165mm Thickness: 5mm

Large Letter

Minimum Size	Maximum Size
166mm x 241mm Thickness: 0.25mm	353mm x 250mm Thickness: 20mm*

* Please note that the maximum Large Letter depth to Europe and worldwide is 5mm smaller (at 20mm) than the maximum Channel Island, UK and Isle of Man Large Letter dimension (25mm).

Parcel² (formerly known as Packet)

Minimum Size	Maximum Size
251mm x 354mm Thickness: 0.25mm	Length, + width + height combined = 900mm The greatest single dimension must not exceed - 600mm

Rolled Parcel (formerly known as Rolled Packet)

Minimum Size	Maximum Size
Length + twice diameter - 170mm The greatest single dimension must not be less than - 100mm	Length plus twice diameter must not exceed - 1040mm Length must not be greater than - 900mm

GPL Business Account Services

Special Delivery for Businesses

Sending items Special Delivery for repair or valuation.

When sending goods and gifts check Customs and Import VAT details, Border Force Clearance, see page 56-57.

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. Please turn to page 56 for more information.

There is no next day delivery guarantee available on items to be sent for repair and valuation.

Volume discount

For business customers holding a PPI account and posting more than 50 items in any one month, volume discounts will apply.

Discount levels are based on the monthly volume of Special Delivery items posted. See table below.

Items per month	Discount
50 - 100	1%
101 - 200	2%
201 - 500	3%
501 - 1,000	4%
1,001 plus	5%

Only customs cleared items, gifts under £39* or where VAT prepaid and documents can be guaranteed for 9am delivery to the UK.

We cannot guarantee any items that cannot be flown i.e. Perfume, Lithium Batteries (as individual items), Aerosols, Nail Varnish.

We cannot guarantee delivery by 9am the next working day to the following postcode areas:

Postcodes	Location	Postcodes	Location	Postcodes	Location
Mainland	Area	Island	Area	Island	Area
AB 30-39, 41-45, 51-56	Aberdeen	IM (all except IM1)	Isle of Man	PH 15-50	Perthshire
BD 23-24	Mid Yorkshire	IV (all except IV1)	Inverness	PL 29 (3)	Devon
BT 35, 44, 47, 51, 53, 54, 70-71, 76, 77, 81, 92-94	Northern Ireland	LA 18, 20	Cumbria, Lancashire	PO 30-41	Isle of Wight
DG 9 (7&9)	West of Scotland	LD 1-4, 6	Chester and N. Wales	SY 25	North Wales
FK 17-21	Falkirk	NN 4-6, 10	Northampton	TR 12-13, 17-26	Cornwall
GY 1-9	Guernsey	KA 27, 28	Arran, Cumbrae	YO 41, 43, 51, 60-62	Mid Yorkshire
HG 3	Mid Yorkshire	KW All	NE Scotland	ZE 1-3	Shetland Islands
HS 1-9	Outer Hebrides	PA 20-49	Paisley		

*subject to change

Regular business customers can gain a series of extra benefits from our Special Delivery Service.

Guaranteed next working day delivery

With Special Delivery we guarantee delivery for documents and goods to most UK destinations (including Northern Ireland, and Jersey) by 1pm the next working day.

Insurance options - up to			
Item weight	£500	£1,000	£2,500
1g - 100g	£8.25	£9.75	£13.25
101g - 500g	£9.75	£11.25	£14.75
501g - 1kg	£12.50	£14.00	£17.50
1001g - 2kg	£16.25	£17.75	£21.25
2001g - 5kg	£29.70	£31.20	£34.70
5001g - 10kg	£34.75	£36.25	£39.75
10001g - 15kg	£39.75	£41.25	£44.75
15001g - 20kg	£52.70	£54.20	£57.70

Delivery to some destinations takes a little longer, but we still guarantee delivery by 5.30pm within three working days (see page 16 for details).

Special Delivery cannot be used for delivery to an Admail address.

Document packages must be clearly marked 'DOCUMENTS'.

Special Delivery items cannot be posted in Postboxes.

Despatch arrangements

Business customers, who make frequent use of our Special Delivery service, are provided with online access to streamline the despatch process.

Prices do not include collection costs, but Special Delivery items will be collected if you have other arrangements such as a Timed Collection service (see page 70) or a Bulk Mail contract.

Guaranteed next working day delivery (before 9am)

Insurance options - up to			
Item weight	£500	£1,000	£2,500
1g - 100g	£19.64	£21.14	£24.64
101g - 500g	£22.32	£23.82	£27.32
501g - 1kg	£24.20	£25.70	£29.20
1001g - 2kg	£28.31	£29.81	£33.31

Business customers can apply to join the prepaid VAT scheme for items posted from Guernsey to the UK.

This service cuts delivery time for customers as it removes the need to present all items to Border Force on arrival in the UK.

Import VAT can also be prepaid

at the time of posting at any of our branches. Contact our Customer Services for further details.

Subject to customs clearance procedures, see pages 56-57.

Guaranteed Saturday 1pm delivery

We offer a guaranteed delivery service on a Saturday (except for the Bailiwick of Guernsey - subject to final destination).

See the table on page 16 for the latest acceptable time on the day of posting for guaranteed Saturday delivery.

GPL Business Account Services

FedEx UK for Businesses

FedEx UK is the service of choice for sending important or time-sensitive documents (items of no commercial value) to the UK mainland. Currently it is available to our FedEx account holders and at our Envoy House or Smith Street branches. Account holders can call Customer Services to arrange a free collection.

For more information about FedEx UK and International regarding insurance, sizes and weights please refer to pages 19-20.

We have a full range of ready-to-use, self-sealing Fed Ex UK packaging in a choice of sizes. Each design has been proven many millions of times and every one is available free of charge when you use our FedEx service. See examples on page 26.

IMPORTANT INFORMATION

It is the responsibility of the sender to check the following details regarding their shipment, including but not limited to, before sending the shipment:

- Customs duties potentially payable in the receiving country
- Clearance procedures and if a third party clearance broker is required
- VAT payable due to the value of the item

For further country specific information please visit:
www.fedex.com

Prices shown exclude fuel surcharges. FedEx services and charges are subject to change - for the most up to date information on our FedEx services please visit our website www.guernseypost.com or call Customer Services on 711720.

For a full list of all FedEx UK delivery destinations and delivery timescales, please refer to the website www.guernseypost.com/fedex or visit www.fedex.com.

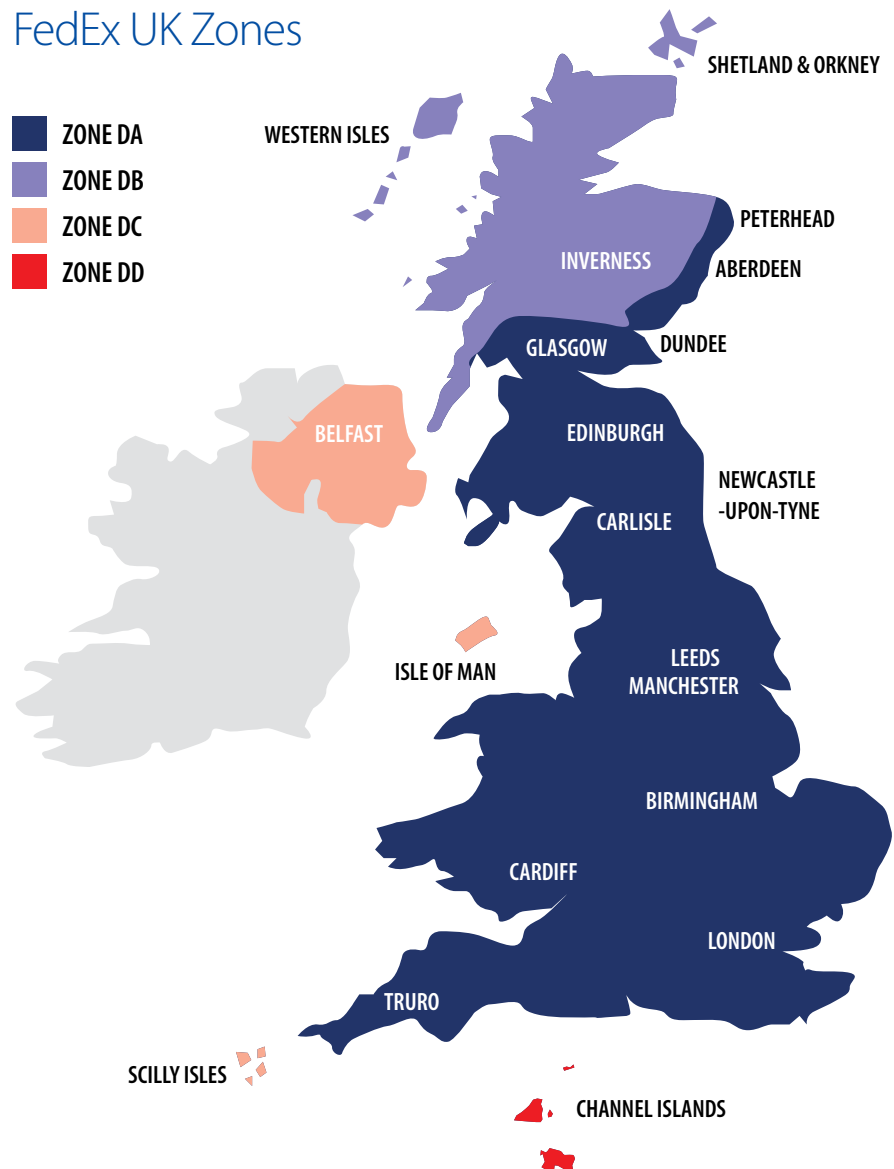
FedEx Pak 0.5kg - 2.5kg

Item weight kg	Zone DA	Zone DA	Zone DA	Zone DA	Zone DB	Zone DC	Zone DD
Pak	Before 9am	Before 10am	Before 12pm	Next Day	Next Day	Next Day	Next Day
0.5	£54.57	£37.70	£27.08	£20.42	£29.57	£41.50	£45.36
1.0	£55.07	£38.20	£27.58	£20.92	£30.07	£42.00	£45.86
1.5	£55.57	£43.62	£32.05	£21.42	£30.57	£42.50	£46.36
2.0	£56.07	£44.12	£32.55	£21.92	£31.07	£43.00	£46.86
2.5	£56.57	£44.62	£33.05	£22.42	£31.57	£43.50	£47.36

If non-FedEx branded packaging is used different FedEx rates will apply.

FedEx UK Zones

- ZONE DA
- ZONE DB
- ZONE DC
- ZONE DD



FedEx International Rates for Business

FedEx Envelope up to 0.5kg/FedEx Pak 0.5kg - 2.5kg

For documents up to 2.5kg, we recommend the FedEx Envelope or FedEx Pak, shown on page 25. Otherwise the rates for packages apply.

Europe

Item weight kg	Zone R	Zone S	Zone T	Zone U	Zone V
FedEx Envelope 0.5	£32.92	£32.92	£35.75	£37.14	£43.14
FedEx Pak					
0.5	£33.50	£33.50	£37.61	£38.06	£44.39
1.0	£38.00	£38.00	£42.40	£42.27	£49.89
1.5	£40.17	£40.17	£46.10	£44.17	£53.10
2.0	£43.17	£43.17	£50.80	£47.50	£59.89
2.5	£46.33	£46.33	£56.70	£51.50	£65.39

Rest of World

Zone A	Zone B	Zone C	Zone D	Zone E
£34.14	£43.14	£43.65	£54.19	£53.19
£36.39	£44.39	£44.90	£55.44	£54.44
£39.87	£49.89	£50.45	£63.60	£62.23
£44.67	£55.67	£55.90	£71.30	£68.95
£51.17	£58.90	£61.15	£77.20	£79.70
£60.67	£65.90	£67.90	£84.20	£90.70

Packages 0.5kg - 70kg

Any type of packaging including FedEx Box and FedEx Tube, shown on page 25.

0.5	£34.00	£34.00	£38.11	£43.33	£53.31
1.0	£38.50	£38.50	£43.90	£47.17	£62.96
1.5	£41.67	£41.67	£47.60	£49.17	£64.40
2.0	£43.67	£43.67	£51.30	£54.17	£72.15
2.5	£46.83	£46.83	£55.20	£57.17	£75.47
3.0	£48.77	£48.77	£58.42	£59.63	£78.67
3.5	£50.37	£50.37	£61.44	£61.13	£82.23
4.0	£53.75	£53.75	£65.20	£63.63	£85.93
4.5	£55.23	£55.23	£68.08	£65.08	£89.52
5.0	£57.73	£57.73	£71.98	£68.65	£94.08
5.5	£60.70	£60.70	£74.24	£71.73	£98.30
6.0	£62.08	£62.08	£78.00	£73.18	£100.62
6.5	£65.37	£65.37	£80.64	£75.62	£105.05
7.0	£68.65	£68.65	£84.28	£77.93	£109.25
7.5	£70.93	£70.93	£89.91	£79.38	£114.57
8.0	£73.42	£73.42	£94.06	£82.57	£118.00
8.5	£75.60	£75.60	£98.80	£85.02	£121.32
9.0	£78.87	£78.87	£101.66	£87.47	£126.77
9.5	£81.27	£81.27	£104.69	£89.78	£129.08
10.0	£83.53	£83.53	£108.54	£92.22	£133.17
15.0	£101.07	£101.07	£139.35	£111.83	£176.39
20.0	£123.95	£123.95	£167.63	£131.43	£224.08
25.0	£142.39	£142.39	£198.35	£149.77	£269.80
per additional 0.5	£1.55	£1.55	£1.87	£3.17	£3.82
50.0	£219.89	£219.89	£291.85	£308.27	£460.80
70.5	£283.44	£283.44	£368.52	£438.24	£617.42

£40.87	£57.31	£56.15	£59.23	£65.23
£47.77	£65.40	£65.15	£68.20	£68.34
£57.93	£68.47	£69.69	£75.07	£74.36
£62.44	£74.79	£73.62	£84.57	£81.01
£65.94	£78.38	£77.75	£90.16	£89.51
£69.95	£80.85	£81.35	£94.65	£96.48
£71.31	£84.08	£85.51	£101.52	£102.92
£73.52	£88.18	£88.68	£106.25	£108.23
£77.40	£92.42	£92.71	£112.10	£114.55
£79.52	£96.63	£96.32	£118.97	£120.75
£82.60	£99.87	£99.27	£125.35	£126.85
£85.68	£103.85	£103.38	£131.85	£133.12
£88.86	£107.97	£107.48	£138.35	£139.38
£92.04	£111.95	£111.70	£143.63	£145.67
£95.10	£115.95	£115.82	£151.13	£150.93
£98.28	£120.05	£119.03	£157.92	£156.08
£101.48	£122.05	£122.13	£163.76	£162.37
£104.54	£126.03	£126.25	£170.59	£168.52
£108.72	£130.92	£130.47	£176.55	£174.90
£110.90	£134.90	£134.03	£182.52	£180.07
£136.59	£176.98	£177.52	£245.12	£247.12
£163.43	£219.07	£220.00	£307.72	£312.95
£193.48	£259.00	£262.62	£369.52	£378.83
£3.16	£4.06	£4.968	£5.90	£7.10
£351.48	£462.00	£510.62	£664.52	£733.83
£481.04	£628.46	£713.98	£906.42	£1,024.93

For more information about additional weights and prices, call Customer Services.

GPL Business Account Services

PO Boxes for Business

Setting up a PO Box

To apply for a PO Box, complete the PO Box application form available from any of our branches, or from Customer Services and our website.

Send it to Customer Services, FREEPOST, Guernsey Post Ltd, Envoy House, La Vrangue, St. Peter Port, GUERNSEY, GY1 5SS.

Please note: If you do not already have an account with us, then you will need to apply for one in addition to submitting the application form, see page 60.

Additional Addressees

Additional addressees may also use the holder's PO Box. You must declare the number of such addressees at the time of applying for the PO Box and advise us of any new additional addressees within a month of establishing any additional addressee.

No of Addressees	Cost per Additional Addressee
First 10	£27.14
Next 90	£16.38
Next 400	£11.26
Next 250	£5.12
After 750	No additional charge

Where we find additional addressees who have not been declared, we reserve the right to add them to the list and apply a fee of £50 for them for the remainder of the year of charge.

Please Note: We cannot offer redirection facilities unless the PO Box is closed. All items must be redirected to a single new address in that instance or to another PO Box. This arrangement can be maintained for a maximum of 4 months.

We reserve the right to refuse an application for a PO Box without explanation, to close the Box at any time, or to vary, change or amend all, or any of, the terms and conditions relating to PO Box facilities offered by us. Please contact our Customer Services for full details.

You can rent a PO Box from Guernsey Post at Envoy House or Smith Street in Guernsey, at Victoria Street in Alderney and at The Avenue in Sark (subject to availability). Our box holders are issued with a specific PO Box address and postcode, which is entirely separate from any physical address.

PO Box holders are issued with a box key. Post received, bearing the full and correct PO Box address, will be available for collection from the times set out below. You will be notified of any Express/Signed For items with a notification card in your PO Box. Please note that Express/Signed For items cannot be collected before the collection times shown below. Parcels are not normally placed in your boxes and must be delivered instead to an alternative conventional postal address.

Please note: Post can be collected earlier than 8.45am from Envoy House, but because our quality control procedures are not finished until that time, customers are requested to check post taken from their boxes before leaving Envoy House. We cannot accept responsibility for incorrectly sorted post if it is collected before that time.

Annual fees and opening times

Branches	Opening times	Post available	One-off set up charge	Annual fee
Envoy House, Guernsey	7am - 6.30pm Mon- Fri. 7am - 12pm Sat.	8.00am local mail* 8.45am all registered mail 9.00am all other mail	£102.50	£174.00
Smith Street, Guernsey	8.45am - 4.45pm Mon - Fri. 8.45am - 11.45am Sat.	9.15am	£102.50	£532.00
Victoria St, Alderney	9am - 12.30pm, 1.30pm - 5pm Mon - Fri. 9am - 12.30pm Sat.	9.00am	£102.50	£92.00
The Avenue, Sark	8.30am - 1pm and 2pm - 5pm Mon - Sat.	8.30am	£102.50	£92.00

* excluding registered mail

Terms and Conditions:

- All fees will be invoiced in advance.
- The service is available for 12 month periods.
- The PO Box facility will be granted only for the permanent address in the Bailiwick at which an applicant resides (residential only) or trades in Guernsey. A change of address must be notified to us.
- Subject to availability of boxes, there is no maximum number of PO Boxes per customer per permanent address.
- The box number and dedicated postcode will become part of the address and should be shown on the holder's letterheads, invoices, statements etc. Incorrectly addressed post may be delayed or returned to sender. The postcode used in the address should be that of the PO Box and NOT that of the holders' premises.
- Guernsey Post will not disclose the full address of the user of the PO Box to anyone requesting the information unless there is a legal requirement to do so, or disclosure is made under Section 29, Crime and Taxation, of the Data Protection (Bailiwick of Guernsey) Law, 2001.
- A key to the box will be issued to the holder so that only his or her representative may obtain the correspondence.
- It is essential therefore to safeguard the key against loss or misuse. This is the responsibility of the box holder. If lost, a charge of £75.00 will be raised to replace the lock and issue a new key.
- No additional keys will be issued. However, the box holder may have additional keys cut at his or her expense. All keys must be surrendered when the box is given up.
- A notification card will be issued for Special Delivery, Express and Signed For items, as these will not be put into the box but will be handed over to the person presenting the card.
- Items may not be collected outside the normal opening hours specified above. Items must be collected at least once per month. We may treat an item that is not collected within that time as undeliverable in accordance with the undeliverable post policy, outlined in 'Customer Information' p90.
- There is a chargeable 3 month notice period. During this period, or for up to 4 months after it, all the post may be redirected to a single address or another PO Box (see page 29 for Redirection service).
- After the expiration of any post redirection service following on from, or concurrent with, the notice period for the PO Box facility, all post received will be deemed to be undeliverable and either returned to sender or destroyed in accordance with our undeliverable post policy.

GPL Business Account Services

Timed Collection/Delivery

Terms and Conditions of use

- Monthly payment or direct debit options available.
- Customers can commence service at any time.
- Timed Delivery customers must have a PO Box (see page 67 for information on PO Boxes) or a large user postcode to access this service and will only receive post that is delivered to that PO Box address or postcode.
- A service level agreement will be signed prior to the start of the service to ensure customers are fully aware of the specification.
- One month's notice required for change of delivery location.
- Rolling contract.

Our Timed Collection and Delivery Services give business customers guaranteed timings, both for outgoing and incoming post, resulting in smoother working arrangements and saved time and effort for staff.

Timed Collection

This service is designed to give our business customers a guaranteed collection time for their outgoing post.

Benefits:

- Consistency of a timed collection.
- Less manpower required.
- Flexible collection times.
- Collection typically within five minutes of allocated time.

Timed Delivery

This service enables business customers to receive post at a guaranteed time.

Benefits include:

- Consistent delivery time to manage business processes (e.g. banking and fulfillment of orders).
- Flexible delivery times.
- Delivery typically within five minutes of allocated time.

Cost for a Collection/Delivery service

We offer a standard 12 month contract for a Timed Delivery or Collection service, please contact Customer Services on 711720 for more information.

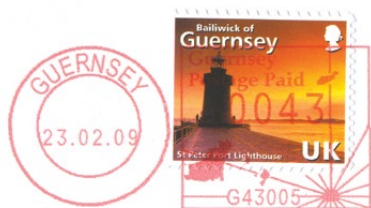
How to set up a Timed Collection/Delivery

Simply complete the **Timed Collection/Delivery application form** available from any branch, from Customer Services or our website.

Send to Customer Services, FREEPOST, Guernsey Post Ltd, Envoy House, La Vrangue, St Peter Port, GUERNSEY, GY1 5SS.

Please note: You will need an account with Guernsey Post to set up your Timed Collection or Delivery Service, see page 60.

Franking



Mailroom Franking

(Mail collection, franking & posting)

One easy way for any business to reduce the cost of collecting, processing and sending post, is through our Mailroom Franking service. Please call Customer Services for more information or see Ebilling, page 69, as an alternative cost-effective way to pay for postage.

For information on Franking in Branch see page 74.

GPL Business Account Services

Postage Paid Impressions (PPI)

Postage Paid Impressions or PPI is a dedicated business service aimed at customers sending medium to large quantities of post. With PPI, the postage on your items is preprinted instead of franked or stamped. PPI is ideal for posting Letters, Large Letters, Parcels and Large Parcels.



How to apply

To find out if you qualify for PPI facilities please contact our Customer Services Department on 711720.

PPI rates

There is no additional charge for using the PPI service and, as you will benefit from our discounted Business Rates (see page 61), you will actually be saving money by moving to PPI. PPI customers are also entitled to a Special Delivery volume discount (see page 66).

Terms and Conditions

- You must use a Postage Paid Impression (PPI) on your Letters, Large Letters, Parcels and Large Parcels.
- The PPI must include the service used, the words 'Postage Paid' and 'Guernsey', and the serial number allocated upon acceptance of your application. The font must be Arial, (see below left).
- A correctly completed postal docket must accompany all postings
- The PPI must go in the top right hand corner on the address side of the item and should not be smaller than 40mm x 20mm as illustrated.
- The PPI must be placed on a solid light background and is subject to approval by us.

PPI mail presentation

- Pre-sort mail into destination, i.e. Bailiwick, UK, Jersey, International and then by format, Letter, Large Letter or Parcel.
- Mail should be banded together by destination and placed into white postal sacks.
- UK and International mail can be placed in the same sack and labelled UK/INT.
- Local (Guernsey and the Bailiwick) should be in a separate sack labelled 'Local'.
- If using more than one sack please number each individual sack. e.g. 1 of 4, 2 of 4 etc.
- Your eBilling postal docket must accompany your mail and should be placed in the white sack marked with the number one.
- Postal sacks should be taken to any Guernsey Post branch before final collection of the day (times vary - see page 80 for branch details). Only post received in time and with a correctly completed postal docket will be processed that day to connect with the evening despatch to the UK.
- If postings are to be collected by Guernsey Post they must be ready at the agreed time.
- Priority items including Special Delivery should be presented at the mail counters or handed to staff, not placed in postal PPI sacks.

The PPI discount rate will only apply if the mail presentation criteria is followed.

eBilling

Contact Customer Services or visit our website for more information or to set up an account.

Available to business account holders only, the eBilling service is a simpler more cost-effective way to pay for postage.

For the cost of a simple postage paid (PPI) rubber stamp all the associated franking machine costs can be avoided.

Business Account holders will also have the benefit of being able to access up-to-date accurate postage records and the Special Delivery Discount.

Benefits:

- eBilling is a free business service.
- Account holders receive 30 days credit on each posting.
- A Direct Debit option is available.
- Business rates apply.
- Account holders can access their postage history at any time.
- Notes on postage submission appear as points of reference on statements.
- eBilling is accessible from any computer, anytime, anywhere.

GPL Business Account Services

Freepost

Freepost is ideal for businesses that target a large number of consumers and is a particularly cost effective package for island companies marketing in the UK.

Freepost rates

The postage value for Freepost is charged at the local rate plus a small premium, making it a very cost effective package for local companies marketing in the UK. A licence must be purchased in advance before this service can be accessed.

Annual licence fee	£85.00
Premium per item	3p

How to use Freepost

As a Freepost customer you will be supplied with a Freepost address that is different from your normal postal address, together with a licence number that must be used in all your advertising and promotional material. You will be given the choice of sending your customers a reply card, an envelope or a sticker to enable them to send post back to you, without themselves being charged. You pay the normal postage plus a 3p premium for every reply received. You are also required to pay a yearly licence fee of £85.00.

Freepost dimensions

Size: minimum 140mm x 90mm, maximum as Letter, Large Letter and Parcel formats.

Thickness: minimum for envelopes is 0.25mm

Weight: as Letter, Large Letter and Parcel format.

Responses received from the UK will be delivered to you within 3 working days and delivered next day for local responses.

How to apply

Please complete the Freepost application form available from any of our branches. Alternatively download one from our website.

Send to Customer Services, FREEPOST, Guernsey Post Ltd, Envoy House, La Vrangue, St. Peter Port, GUERNSEY, GY1 5SS.

Please note: You will need an account with Guernsey Post to set up your Freepost Service, see page 60.

Business Reply Service

Our prepaid Business Reply service enables your customers to respond to your post with ease, whether they are based in the Channel Islands, the UK or the Isle of Man.

Business Reply rates

Postage for this service is charged at the local rate plus a small premium, making it a very cost effective package for island companies marketing in the UK. A special licence must be purchased before the service can be used.

Annual licence fee	£85.00
Premium per item	3p

How to use Business Reply

This service is intended for business-to-business use. It improves your chances of getting a reply from your customers by making it free and easy for them to respond. You simply send them a reply card, an envelope or a sticker (all preprinted with a simple Business Reply design), which they can post back. You then pay a small additional charge on top of the normal postage rate for replies received.

Business Reply dimensions

Size: minimum 140mm x 90mm, maximum as Letter, Large Letter and Parcel formats.

Thickness: minimum for envelopes is 0.25mm

Weight: as Letter, Large Letter and Parcel formats.

How to apply

Create your own Business Reply Service by completing the **Business Reply Service application** form available from any of our branches, or from Customer Services and our website.

Send to Customer Services, FREEPOST, Guernsey Post Ltd, Envoy House, La Vrangue, St. Peter Port, GUERNSEY, GY1 5SS.

Please note: You will need an account with Guernsey Post to set up your Business Reply Service, see page 60.

Terms and Conditions

- Letter, Large Letter and Parcel size and weight limits apply.
- UK responses delivered within three working days.
- Next day delivery for local responses.
- Reply cards and envelopes must be preprinted in accordance with our guidelines and approved by us prior to printing.

GPL Business Account Services

International Business Reply

Our International Business Reply service is aimed at Bailiwick businesses who want a simple, cost effective way for customers in other parts of the world to get back to them.

International Business Reply rates

For this service you need a licence that costs £115.00 per year to renew. You pay the normal postage plus a 3p premium for every reply received.

Annual licence fee	£115.00
Premium per item	3p

How to use International Business Reply

To make this service work for your company, simply include one of our international reply cards or envelopes, in your outward postings to your overseas customers, saving them the need to calculate and pay for the postage. Your responses are sent direct to your Guernsey address by the Standard International service and you pay only for the items you receive.

International Business Reply dimensions

Size: minimum 140mm x 90mm, maximum for cards 148mm x 105mm, maximum for envelopes 235mm x 165mm.

Item weight: 50g per item

Paper weight for cards: 120gsm

Benefits:

- Extremely cost effective.
- Items are returned direct to your Guernsey address by the Standard International service.
- You pay only for items received.
- You can have your own business logo on reply cards and envelopes (providing it complies with Guernsey Post design guidelines).

How to apply

To arrange your International Business Reply service, just complete the International Business Reply application form, available from any branch or from Customer Services and our website.

Send to Customer Services, FREEPOST, Guernsey Post Ltd, Envoy House, La Vrangue, St. Peter Port, GUERNSEY, GY1 5SS.

Please note: You will need an account with Guernsey Post to set up your International Business Reply Service, see page 60.

Terms and Conditions

Response items are restricted to 50g per item. Reply cards and envelopes must be preprinted in accordance with our guidelines and approved by us prior to printing. Please contact Customer Services for details of design guidelines and destinations available with this service.

Bulk Mail

Are you looking for a large-scale solution?

Cassandra Fish

Head of Customer Relationships

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Jill Thomas

Commercial Director

jthomas@guernseypost.com

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Whether you are looking for established route networks into the UK, Europe or Internationally; we offer a wide range of products to suit your needs. In the unlikely event that we don't have the readymade solution you are looking for - we will find you one.

By working closely with our partners, Guernsey Post can offer you a whole range of personalised solutions to suit the demands of your business.

Our dedicated Bulk Mail Account Managers will ensure that your mail is processed smoothly and that you are getting the best value for your postings.



GUIDE TO SERVICES 2018

Additional Business Services

www.guernseypost.com



Additional Business Services

Franking in Branch

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PO Box of your own

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Door2Door

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Keydrop

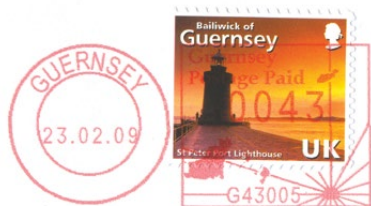
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Redirection

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Additional Business Services

Franking



Franking in Branch

(Franking and posting in branch)

Our branch Franking Service allows you to prepay your postage on bundles of Letter post items, for any destination, without the need for stamps. Your items are franked by us to indicate payment and are charged at 6.5p per item in addition to the normal postal rate. Payment can be made at the time of posting by cash or cheque.

Conditions of acceptance

- The number of items must be 100 or more.
- Items must be securely tied in bundles of 50 (bulky items in bundles of 10) with all addresses in the same direction. All items in each bundle must carry the same rate of postage.
- Items are accepted at: Smith Street, Envoy House, the Bridge, Cobo, Rohais, Alderney and Sark branches during normal Monday to Friday opening hours.
- For items accepted after 4pm on Fridays, we reserve the right to withhold delivery until the following Monday.

A PO Box of Your Own

Please Note: We cannot offer redirection facilities unless the PO Box is closed. All items must be redirected to a single new address in that instance or to another PO Box. This arrangement can be maintained for a maximum of 4 months.

We reserve the right to refuse an application for a PO Box without explanation, to close the Box at any time, or to vary, change or amend all, or any of, the terms and conditions relating to PO Box facilities offered by us. Please contact our Customer Services for full details.

Terms and Conditions:

- Direct Debit payment option available.
- The service is available for 12 month periods.
- The PO Box facility will be granted only for the permanent address in the Bailiwick at which an applicant resides (residential only) or trades in Guernsey.
- Subject to availability of boxes, there is no maximum number of PO Boxes per customer per permanent address.
- The box number and dedicated postcode will become part of the address and should be shown on the holder's letterheads, invoices, statements etc. Incorrectly addressed post may be delayed or returned to sender. The postcode used in the address should be that of the PO Box and NOT that of the holders' premises.
- Guernsey Post will not disclose the full address of the user of the PO Box to anyone requesting the information unless there is a legal requirement to do so, or disclosure is made under Section 29, Crime and Taxation, of the Data Protection (Bailiwick of Guernsey) Law, 2001.
- A key to the box will be issued to the holder so that only his or her representative may obtain the correspondence.
- It is essential therefore to safeguard the key against loss or misuse. This is the responsibility of the box holder. If lost, a charge of £75.00 will be raised to replace the lock and issue a new key and card.
- No additional keys will be issued. However, the box holder may have additional keys cut at his or her expense. All keys must be surrendered when the box is given up.
- A notification card will be issued for Special Delivery, Express and Signed For items, as these will not be put into the box but will be handed over to the person presenting the card.
- Items may not be collected outside the normal opening hours specified on the previous page. Items must be collected at least once per month. We may treat an item that is not collected within that time as undeliverable in accordance with the undeliverable post policy, outlined in 'Customer Information' p90.
- There is a chargeable 3 month notice period. During this period, or for up to 4 months after it, all the post may be redirected to a single address or another PO Box (see p 29 for Redirection service).
- After the expiration of any post redirection service following on from, or concurrent with, the notice period for the PO Box facility, all post received will be deemed to be undeliverable and either returned to sender or destroyed in accordance with our undeliverable post policy.

Additional Business Services

Door2Door

Unaddressed post
delivery service

For up to date prices and offers, or to book a Door2Door delivery please call our dedicated Customer Services Team on 711720 or visit www.guernseypost.com.

Are you running a Charity?

Local charities and not-for-profit organisations can apply to Guernsey Post for one of our free Door2Door delivery slots.

Find out more on page 31.

**Subject to change*

What is Door2Door?

Door2Door is a cost effective marketing service that can deliver your message quickly and easily to all 32,000+ homes and businesses in the Bailiwick of Guernsey.*

Door2Door is a simple, flexible and cost-efficient way to reach your customers, tailored specifically to your requirements.

Why should I choose Guernsey Post Ltd?

Not only can we deliver to every letterbox, including Private Boxes, but your leaflet will be included with the households daily post, ensuring that the home owner gets to see your message! Communicate your message islandwide or target specific areas in the Bailiwick. Cost effective and flexible.

Important information

- This is an unaddressed leaflet service for delivery to specifically selected areas of the Bailiwick of Guernsey.
- Items for distribution must be delivered to:
FAO. Customer Services, Mail Collection Counter, Guernsey Post Limited, Envoy House, La Vrangue, St Peter Port, Guernsey GY1 1AA. by 12 noon on the Wednesday prior to the week in which delivery is required. *A 10% charge will be incurred if items arrive late.*
- The delivery will commence on the Monday and will be complete by the Friday of the same week.
- Items must be presented in bundles of 50 or 100.
- A sufficient quantity of items must be supplied to fulfil the delivery.
- Any items remaining must be collected by the client within 14 days of completion of the delivery.
- The leaflet material must comply with our Pricing in Proportion (PiP) criteria ie. they must be able to fit through the standard letter box.

Please visit www.guernseypost.com/door2door for full details and terms & conditions.

Keydrop

Lost key/item postal
return service



What is Keydrop?

Keydrop is a cost effective, secure service, which enables customers or members of the general public a hassle free way to return lost or misplaced security items, such as keys or security tags, that may otherwise never be identified or returned, back to them.

Why should I choose Guernsey Post Ltd?

Business or hotel access cards or keys, car keys and security tags with a Keydrop Service code attached may be posted in any post box in The Bailiwick of Guernsey without postage, and Guernsey Post will ensure they are delivered back to the address you choose to assign to that item.

Is Keydrop easy to set up?

Simply sign up to the Keydrop service and allow 5 working days for Guernsey Post to supply you with your unique Keydrop reference code. This code will need to be clearly printed (or on a sticker) on the identity card to be attached to the keys or item(s) you wish to be returned by post if misplaced. No other form of identity will be necessary on the Keydrop card if you choose not to make it available to the public, thus ensuring your business security.

Important information

- This service is available for 12 month periods. You will be advised in writing one month prior to the date of renewal.
- This service is only available to applicants who reside in the Bailiwick and who are able to provide a permanent return address within the Bailiwick.
- Guernsey Post will not disclose the full address of the user of the Keydrop service to anyone unless there is a legal requirement to do so.
- A 3 month chargeable notice period is required to cancel this service before the expiry date, and we would need to be notified in writing.
- Any key/keycard that does not show the unique reference number provided may be considered a lost item as we will not be able to return these.

Additional Business Services

Redirection

With our easy-to-use Redirection service you can have your post sent on to any other address anywhere in the world.

As soon as you activate this service, your post will be redirected from your established address. This can be either to a PO Box or to another physical address within the Bailiwick, the UK or overseas.

A set-up fee is not payable on renewal of existing redirection instructions, providing a minimum of 7 working day's notice is given prior to expiry.

How to set up a Redirection notice

Pick up a Redirection of Post application form from any of our branches, by calling Customer Services or by visiting our website. It must be completed by every addressee for whom the service is intended and returned to Customer Services at least 7 working day's before the service is required. Please read the full Terms and Conditions before applying.

Please send completed forms (including a copy of your photo ID and proof of address) to **Customer Services, FREEPOST, Envoy House, La Vrangue, St Peter Port, GUERNSEY, GY1 5SS.**

During the redirection period, we strongly recommend you pass on your new address details to anyone sending you post, as quickly as you can.

Business Redirection Costs

Month	Within Bailiwick	To Jersey UK, IOM	To Europe	To Rest of World
1	£45.00	£60.00	£105.00	£172.50
3	£82.50	£120.00	£240.00	£427.50
6	£127.50	£202.50	£420.00	£772.50
12	£217.50	£354.00	£780.00	£1,455.00

Costs for renewing an existing Business Redirection service

Month	Within Bailiwick	To Jersey UK, IOM	To Europe	To Rest of World
1	£22.50	£37.50	£82.50	£150.00
3	£60.00	£97.50	£217.50	£405.00
6	£105.00	£180.00	£397.50	£750.00

Terms and Conditions:

- Redirection of post for businesses must include a letter, signed by a director or person in authority, on company headed paper. Businesses with multiple addresses will be quoted a price on application.
- Post will be redirected for everyone at your old address provided details and signatures are given on the application form. e.g. Post addressed to Mr. & Mrs. when only Mr. is on the redirection instruction card will be delivered as addressed, if we do not have the other persons permission to redirect this mail.
- Photo identification is required, i.e. passport, driving licence or Photo ID card.
- Proof of address e.g. a recent utility bill (no more than 3 months old).
- The fee covers redirection of post, for one family unit or company with a single address, subject to signatures on the application form.
- Post can be redirected for up to 12 months from a physical address and for up to 4 months from a closed PO Box.
- All post will be redirected from Bailiwick, UK, Jersey and Isle of Man addresses.
- If your new address is overseas, then items over 2kg or sent via ParcelForce will be returned to the sender.
- Items below 2kg for international destinations will be forwarded on a weekly basis.
- The service is open only to applicants who occupied or rented the old address.
- Redirections are not possible if your old address was a hotel, boarding house, club, or any other type of transient lodging.
- Post can only be redirected for up to one month from a Poste Restante address.
- Proof of Power of Attorney is required to redirect post for deceased persons.
- Forms (including a copy of your photo ID and proof of address) must be handed in, or posted, to Guernsey Post, together with your payment, at least 7 working days before the redirection is required.
- A £22.50 set-up fee is included in the price of setting up a new redirection instruction.
- If you wish the redirection to extend beyond the period for which you have paid, you must submit a new application form, along with additional payment, at least 7 working days before the date of expiry. Renewals are charged at multiples of the first month rate unless you are extending to a standard period i.e. 3 to 6 months.
- Failure to give 7 working days notice for renewals may result in a further £22.50 set-up fee being charged.



GUIDE TO SERVICES 2018

Retail Services

www.guernseypost.com



Access to Postal Services

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Our retail team will advise on the wide range of postal and associated services we offer. You can also visit our website or call Customer Services.

Retail Services

Access to Postal Services

Our aim is to make all our products widely available, with convenience for our customer being our number one priority. Our opening times are clearly displayed at all our branches, as well as on our website.

Our policy is also to make it easy for you to buy our stamps at many other outlets, other than our own branches. Our booklets of stamps (for Letters to Bailiwick and UK addresses) are on sale at more than 100 supermarkets, garages, stationers and local stores. All our branches are closed on Sundays and Public Holidays, although Alderney Post is open on Homecoming Day (15 December).

Locations and opening hours	Counter Clearance - Same Day Despatch to UK & Next Day Local Deliveries	Last Local Collection from Post Box	Special Delivery Last Collection	Fedex Last Collection
Envoy House Tel: 726241 La Vrangue, St Peter Port, GUERNSEY GY1 1AA Mon to Fri: 8.30am to 5pm; Sat 8.30am to 12.00pm Facilities for heavy parcels and Bulk Mail senders are available at Envoy House Mail collections counter Mon to Fri: 7.00am to 6.30pm; Sat: 8.30am to 12.00pm (noon)	Mon - Fri: 5.00pm	Mon - Fri: 7.30am Same day delivery	Mon - Fri: 4.30pm Guaranteed next day delivery**	Mon - Fri: 4.00pm
Smith Street Tel: 730602 13 Smith Street, St Peter Port, GUERNSEY GY1 2JG Mon to Fri: 8.30am to 5.00pm; Sat: 8.30am to 12.00pm	Mon - Fri: 4.25pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 4.15pm Guaranteed next day delivery**	Mon - Fri: 2.00pm
Bridge Co-op Fresh Food Store, Tel: 240452 Nocq Road, St Sampson's, GUERNSEY GY2 4PB Mon to Fri: 8.30am to 5.00pm; Sat: 9.00am to 2.00pm (weekend opening hours may change seasonally)	Mon - Fri: 4.15pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	Mon - Fri: 2.00pm
Cobo Checkers Express Tel: 256767 Cobo Bay, Castel, GUERNSEY GY5 7UT Mon to Fri: 9.00am to 5.00pm; Sat: 9.00am to 12.00pm	Mon - Fri: 4.45pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	-
Forest Stores Tel: 238395 Le Bourg, Forest, GUERNSEY GY8 0AW Mon to Fri: 8.00am to 5.00pm; Sat: 8.00am to 12.00pm	Mon - Fri: 4.30pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	-
L'Islet Checkers Express Tel: 244507 Les Petites Mielles, Four Cross, St Sampson's, GUERNSEY GY2 4SB Mon to Fri: 9.00am to 5.00pm; Sat: 9.00am to 12.00pm	Mon - Fri: 4.30pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	-
The Market Co-op Fresh Food Store Tel: 743613 Market Street, St Peter Port, GUERNSEY GY1 1HE Mon to Fri: 8.30am to 5.00pm; Sat: 9.00am to 2.00pm (weekend opening hours may change seasonally)	Mon - Fri: 4.30pm	Mon - Fri: 6.00am Next working day	Mon - Fri: 1.30pm* Guaranteed next day delivery**	Mon - Fri: 2.00pm
Waitrose Rohais Tel: 721304 Rohais, St Peter Port, GUERNSEY GY1 1FE Mon to Fri: 8.30am to 5.00pm; Sat: 8.30am to 12.00pm	Mon - Fri: 4.30pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	-
St Martin's Co-op Fresh Food Store Tel: 235331 Grande Rue, St Martins, GUERNSEY GY4 6AA Mon to Fri: 8.30am to 5.00pm; Sat: 9.00am to 2.00pm (weekend opening hours may change seasonally)	Mon - Fri: 4.45pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	Mon - Fri: 2.00pm
St Pierre du Bois St Peter's Post Office Tel: 265013 Les Paysans Road, St Pierre du Bois, GUERNSEY GY7 9RX Mon to Fri: 9.00am to 5.15pm; Sat: 9.00am to 12.30pm	Mon - Fri: 4.15pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	-
Alderney Richard's Newsagents Tel: 822644 Victoria Street, ALDERNEY GY9 3TA Mon to Fri: 8.30am to 12.30pm and 1.30pm to 5.00pm; Sat: 8.30am to 12.30pm	Mon - Fri: 1.00pm	Mon - Sat: 7.00am Same day delivery	Mon - Fri: 4.15pm For guaranteed two day delivery**	Mon - Fri: 4.15pm (please add 24hrs to displayed times)
Sark Tel: 832005 The Avenue, SARK GY10 1PB Mon to Sat: 8.30am to 5.00pm (Winter), 5.30pm (Summer)	Every effort is made to ensure the postbox is emptied daily and in time to connect with the scheduled ferry service.		Mon - Fri: 5.00pm Guaranteed two day delivery*	Mon - Fri: 11.00am (please add 24hrs to displayed times)
Herm Tel: 710030 Herm Island, GUERNSEY GY1 3HR			Mon - Fri: 5.00pm Guaranteed two day delivery**	

* Special Delivery items received after 1.30pm but before 4pm may still connect with same day UK despatch, but it is not guaranteed.

** Saturday Special Delivery option available

Retail Services

Foreign Exchange



Now you can purchase online.

FREE 48 hour home delivery now available

including Saturdays, if ordered before 1pm on Thursday, or collection from any Guernsey Post branch (excluding the Co-op branches)

BATIF Bureau de Change
Tourist Information Building
St Peter Port, GUERNSEY GY1 4DD
Telephone 01481 723069
Mon to Fri: 9.00am to 5.00pm

BATIF at Guernsey Post offers you great exchange rates and 0% commission on foreign currency. Available from Batif and our network of 9 outlets conveniently situated across the Bailiwick, we offer more than 80 different currencies to meet your travel needs.

Available at BATIF, Tourist Information Centre, North Esplanade, St Peter Port and the following locations across the Guernsey Post network:

Smith Street Post Office, St Peter Port
Envoy House Post Office, La Vrangue
Cobo Post Office, Checkers Xpress, Route de Carteret, Castel
Forest Post Office, Forest Stores, Le Bourg, Forest
L'Islet Post Office, Checkers Xpress, Les Petites Mielles, Four Cross, St Sampson's
Rohais Post Office, Waitrose, Rohais
St Peters Post Office, Les Paysans Road, St Pierre Du Bois
Alderney Post Office, Victoria Street, Alderney
Sark Post Office, The Avenue, Sark
Guernsey Airport Information Desk (Euros only)

BATIF can meet all your foreign currency needs with our simple and efficient service. Whether for a business trip or a family holiday, our aim is to help make your travel experience smooth and trouble free, providing you with a professional and easily accessible service that offers value for money. BATIF gives you access to the widest range of world bank notes at competitive rates, simply call us on 723069 or email us at enquires@batif.gg if you want to make an enquiry. Our exchange rates are updated on a daily basis and can be found at www.guernseypost.com/currency or visit our facebook page. For currencies which are not shown on our rates board - just telephone BATIF for advice or a quote.

To purchase foreign currency:

BATIF can take your order by telephone, over the counter or on our website. Orders placed before 1pm on a working day are available after 11am the next working day. Alternatively, you can visit any of the Post Office branches listed above and place your order with them for collection the next working day (so long as your order is placed before 1pm), just check with a member of the team for confirmation of a collection time for your order. Please allow an extra day for Alderney and Sark orders.

All of the above Post Office outlets will also hold Euros in stock. Please note that all foreign currency purchases are commission free. You must take a form of ID with you for all Post Office transactions over £500.

To purchase travellers cheques:

BATIF takes orders for American Express Travellers Cheques in Sterling and Euros as well as US, Australian and Canadian Dollars. These are available in 50 and 100 denominations. Travellers Cheques are an alternative way to access foreign currency whilst you are on the move, being safe and insured. There is a 1% commission on the purchase of Travellers Cheques. Travellers cheques are only available through the BATIF office located in the Guernsey Information Centre.

When you return:

You may have some currency left over after your trip, BATIF can exchange all of your currencies back into Sterling (again this will be commission free). Smith Street, Envoy House and Alderney Post Office also offer this service. BATIF at the Guernsey Tourist Information office can also change your travellers cheques for you on your return.

 Visit the BATIF Facebook page for up-to-date information.

Barclays Bank Banking

Bridge and St. Martin's only

A cash and cheque deposit and withdrawal facility is available for Barclays account customers at our Bridge and St. Martin's branches only.

Retail Services

NatWest International Banking Services

available from Sark Post Office

NatWest International banking services are now available from Sark Post Office

Sark Post office are pleased to offer its Sark resident customers a range of banking services* on behalf of NatWest.

Services include:

- Debit Card Withdrawals (available to all NatWest International customers)
- Paying In
- Cash Exchange

**Terms and conditions apply*

If you would like to learn more about this service, please contact our Customer Services on 711720.



MoneyGram® available at all branches.

We are the local agent for MoneyGram®, the leading International Money Transfer provider. The MoneyGram® 10 minute transfer service enables you to move your money quickly and safely, to or from, your local branch. With MoneyGram® agents in more than 180 countries, those receiving your cash can simply collect it within 10 minutes (subject to local conditions and the receiving agent's opening hours).

We accept MoneyGram® payments in Sterling cash only. Please bring photo ID at the time of your transaction.

To collect a MoneyGram® transfer, please ensure you have the Reference Number from the sender and your photo ID.

We can now offer MoneyGram account transactions, for this service customers will need to register online with MoneyGram at www.moneygram.com/account registration before coming to make the transaction.

For further information on fees and the service please call in at your local branch or contact Customer Services. Alternatively you can visit our website or visit the official MoneyGram® website at www.moneygram.com where you can find the list of countries to send funds to, and the closest agent for collection.

We always advise our customers to exercise caution when sending money to unknown parties.

cash2account

Value	Charge
£1 - £6,000	£15.00

This is a simple, safe and reliable way to send cash to an overseas bank account and is conveniently available at all our branches.

Payments must be made in Sterling cash and you can send anything from £1 to £6,000. You don't need a bank account to send funds with cash2account but you do need to bring the following at the time of your transaction:

- Your photo ID
- Your proof of address (Utility Bill)
- Receiver's full name
- Receiver's bank details - including IBAN (international bank account number) and BIC (bank identifier code).

Please take care when sending money to someone that you do not know. To find out more about this service and the latest transaction fees, please call in at your local branch. Alternatively contact Customer Services or visit our website.

Please note: Customers sending cash to a Latvian bank account also need to bring their Personal Code or Personas Kods, an 11 digit code in the form of DDMMYY-XXXXX.

Retail Services

Bill Payments

Most bill payments and invoices have barcodes, to make a payment you will need to bring your invoice. You can settle your bills for a variety of services at all our Guernsey branches. Guernsey Post accepts bill payments on behalf of:

Department of Health & Social Services

Education

Guernsey Dairy

Guernsey Electricity

Guernsey Gas

Guernsey Housing Association
(your personal card is needed to make a payment)

Guernsey Water

Harbour Office

HM Greffier

HM Sheriff

Housing Authority

Public Services Department

School Music Service

States Airport

States Sewage

States Treasury

Sure (Cable & Wireless)

Tax on Rateable Property (TRP)
(Cadastre)

Waste Services

Alderney and Sark -

Sure (Cable & Wireless). All bills except TRP and Housing.

Payment can be made by cash, cheque or debit card.

Additional Services are available

see page 84

Retail Services

Additional Services



Paying for your TV Licence through Guernsey Post could not be any easier, whether you choose to do it by installments or in one lump sum. You must by law have a valid TV Licence if you use or install a television or other TV receiving equipment (VCR, set-top box, DVD recorder or PC with a broadcast card) to receive or record television services. A TV Licence is necessary for each and every separately occupied dwelling or address, although one TV Licence covers any number of television receivers at the single address specified on each licence. TV Licence information and forms are available from all Guernsey Post branches.

The Over 75 TV Licence

Anyone aged 75 or over (excluding Sark residents) is entitled to a free TV Licence for his or her principal residence, i.e. the place where he or she lives most of the time. If you are 75 or over you will still need to apply for a free Licence, as it will not be issued automatically.

Short term TV Licence for 74 year olds

For people who currently are 74 and need to renew a TV Licence, a Short Term Licence for less than one year can be obtained. The cost of this Licence depends on the number of months it is required to last (Sark residents excluded).

Please call 0300 790 6131 with your current TV Licence number and Social Security number to hand. You will be sent a personalised letter showing you how much you need to pay, simply take this information to your nearest Guernsey Post branch for payment.

If you are not the current licence holder for your address, and share your home with someone younger, you may still apply for a Short Term TV Licence. You simply need to transfer your name onto the existing licence.

Blind Concession

Registered blind persons are required to pay 50% of the full TV Licence fee (proof required at time of purchase).

Ways to pay

You can pay by cash and debit card at all Guernsey Post branches. The cost of a licence can also be spread over 12 months (you will need your invoice or TV licensing card).

Our existing saving stamps scheme has been replaced by a new and more convenient TV Licensing Savings Card, application forms are available at all our branches. The cards make paying for a licence simpler and far more secure.

Benefits

- **Convenient** - Savings can be added to cards at any Guernsey Post branch by cheque, cash or debit card.
- **Secure** - Payments are recorded electronically on the card, so even if the card is lost, the savings will be safe.
- **Flexible** - You can save as little or as much as you like.
- **Easy to track** - You will receive quarterly statements showing savings and you can call TV Licensing to check your balance on 0300 790 6071.

There are two easy ways to apply for a savings card:

- Application forms are available from all branches. Our retail team will help you complete the form and send it to TV Licensing.
- By calling 0300 7906 087 and giving the call centre operator your name and current TV Licence number.

What do I do with my old TV savings stamps?

As the deadline has passed, anyone with stamps remaining will not be able to redeem them from Guernsey Post. Instead you will be able to:

- Redeem the cash value by posting them to TV Licensing, 103 Temple Street, Bristol, BS98 1TL, along with your name, address and Licence number.
- Simply buy the Licence by post and send the remaining stamps at the same time, in full or part payment, to TV Licensing, 103 Temple Street, Bristol, BS98 1TL.
- Send the remaining stamps by post, quoting your savings card number to TV Licensing, PO Box 1101, Preston, PR2 0BX, so they can be added to the card and saved towards your next Licence.

Further enquiries

Guernsey Post issues TV Licences instantly but cannot assist with further enquiries or complaints. For further information on TV Licences and other ways to pay, visit the TV Licensing website at www.tvlicensing.co.uk.

Retail Services

Additional Services

continued

Travel Insurance

Guernsey Post, in partnership with Rossborough, is now offering comprehensive travel insurance packages. For more information please visit Envoy House or Smith Street Post Office.

Cash Back

Cash back can be given on any purchase (minimum spend of £5). Maximum cash back per purchase is £50.00.

Telephone Top-Up

Top-up for Sure, JT and Airtel Vodafone are available from our Envoy House, Smith Street & Rohais branches.

Payment Methods

Payment for our services can be made in cash or debit card (business cheques will still be accepted). All branches accept debit cards (minimum spend of £5) and credit card payments. Methods of accepted payment vary depending on the service, so please check before attempting to make your purchase.

Wrap and Pack Products (also available in bulk)

You will find a full range of specialist packaging materials at our Envoy House, Rohais and Smith Street branches. Our wrap and pack products include boxes, tubes, bubble wrap, tape and other materials designed to protect items in the post - these items are also available to buy in bulk - please contact Customer Services on 711720 for details.

See Posting Information section (page 34) for packaging guidelines, with special emphasis on the acceptance of some electrical equipment and details of items Guernsey Post cannot accept for posting. If posting fragile or valuable items, see the Special Delivery section for services (page 16) with appropriate insurance. Our retail team is always pleased to assist or you can call Customer Services for more advice.

Newspapers

A selection of UK daily newspapers and the Guernsey Press can be purchased from Envoy House and our Smith Street branch.

Lottery Tickets

Channel Island lottery tickets can be purchased and encashed from our Envoy House, Smith Street and Rohais branches.

Confectionery & Cold Drinks

A selection of confectionery and cold drinks can be purchased from Envoy House.

UK Stamps

You can buy UK issued, first class stamps from all Guernsey Post branches. These stamps are invalid for posting items from the Bailiwick to the UK but they are perfect for customers needing stamp-addressed envelopes (SAEs) for documents or goods despatched from the UK.

Stamp Refunds

Guernsey Post can refund the value of stamps purchased within 12 months of their issue from Envoy House. Please fill in an Enquiry form which is available from all retail branches and on our website and bring the completed form, stamps and proof of purchase Envoy House. Alternatively you can send the stamps, with a completed form, using our registered Special Delivery service. Please note that a refund is at the discretion of Guernsey Post and an administration charge will also apply.

Retail Services

Additional Services

continued

Philatelic Sales

Guernsey Post issues stamps for both Guernsey and Alderney and, as collectors' items, they are keenly sought after all over the world. Each stamp issue is available in a range of products admired as souvenirs by visitors to the islands, collected by philatelists and given as corporate gifts.

A selection of our stamps are available from all our branches, however Smith Street and Envoy House stock the full range.

Alternatively you can visit our philatelic website at www.guernseystamps.com



Souvenir Sheet and Set of 6 stamps

Retail Products

A wide range of practical and gift retail products is available from our Smith Street and Envoy House branches including stationery, greetings cards, confectionery, seasonal, local and childrens gifts.





GUIDE TO SERVICES 2018

Customer Services

www.guernseypost.com



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Customer Services

How To Contact Us

Contact:

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

Telephone: 711720

Fax: 712082

Email: custserv@guernseypost.com

Website: www.guernseypost.com

Our Customer Services team is always at the ready to deal with your queries. You can call them Monday to Friday between 8.30am and 5pm and on Saturday 8.30am to 12pm. During these hours you can also consult a member of the Customer Services team, in person, at Envoy House. Whether you get in touch by telephone, or in person, you can be sure of getting professional advice on our complete range of products and services, including acceptance criteria and service standards.

We welcome enquiries from both senders and addressees by post, fax, telephone or email or by completing an Enquiry Form available at any retail branch or on our website.

If you have any complaint about our service, we want to know. We monitor and report on the handling of all enquiries, complaints and compensation claims, the details of which are published on our website.

If you use one of our services and are not satisfied because of loss or damage or because a time definite service has failed, you may be entitled to compensation as set out in this Guide to Services, see page 93.

Please note your calls may be recorded for training and security purposes.



Where to find our Bailiwick Branches

A list of all Bailiwick branches can be found on page 80, or on our website at www.guernseypost.com.

Customer Charter

Guernsey Post delivers to over 31,000 addresses across the Bailiwick, five days a week Monday - Friday, with responsibility for handling more than 70 million items of post every year. Guernsey Post is a commercial utility wholly owned by the States of Guernsey and regulated by the Channel Islands Competition and Regulatory Authorities (CICRA). We are committed to improvement in our service delivery and customer relations in our core business, which is the provision of a secure, reliable and efficient postal service.

Guernsey Post's Customer Charter makes a commitment to the residents and businesses of the Islands and we continually strive to improve our service and to develop ever closer relationships with all our customers. This Charter sets out the standards that Guernsey Post's customers can expect, telling you how to get the information you need and what you can do if we fail to meet those standards. It also explains the services we offer and how you can help us to carry on improving them.

We undertake to:

- Make posting facilities easily accessible and appropriate to meet the community's needs.
- Make standard Letter deliveries to each local address five days a week, except for Bank Holidays.
- Make Parcel deliveries for all guaranteed items on Saturdays.
- Collect post from all posting facilities five days a week Monday to Friday.
- Publish clear and current information on competitively priced, secure and reliable services, including a range of economy and time specific choices for domestic, UK, European and International destinations.
- Report on our performance, against the standards set by the Channel Islands Competition and Regulation Authorities (CICRA), on our website.
- Provide Customer Service contact details in all our communications throughout our retail outlets and on our roadside Postboxes.
- Provide a professional, courteous and considerate service at all times.
- Monitor customer satisfaction with our services and seek improvements in all areas to best meet your needs.
- Respond swiftly and efficiently to customer enquiries and complaints.
- Exercise the utmost integrity in providing our services by not disclosing any information about our customers without their consent, except when required to do so by law.

Customer Services

Customer Charter

continued

Products and Pricing

We endeavour to offer a comprehensive range of products to satisfy demand for economy and time specific postal and associated services.

Clear service and product conditions, prices and standards are published for inspection and are available throughout our retail outlets and on our website.

Where we act as an agent for a service, such as FedEx, the Terms and Conditions of that service are clearly available to customers at the time of the transaction.

Before we make changes to our prices, services or compensation levels in areas that fall within the terms of our postal operator's licence, we will consult with the Regulator to ensure that the community's best interests are met.

Price changes will be announced through the media and published at our retail branches and on our website.

Postal Services

Our retail team can advise on the wide range of postal and associated services available from Guernsey Post branches. These include standard, recorded and priority post services, parcel services, philately, bill payments, MoneyGram®, cash2account and foreign currency exchange.

Call Customer Services for details or see our website.

All Guernsey residents should have a Guernsey Post retail branch within a two mile radius of their home, but we also endeavour to maintain easy access to stamps outside our own retail centres, with over 100 supermarkets, garages, stationers and local stores, that currently stock booklets of stamps for local and UK addresses.

Opening hours for our retail outlets are clearly displayed at each of our premises, as well as on our website and on page 76 of this service guide.

All branches are closed on Sundays and Public Holidays.

Posting Facilities

Postboxes are provided at locations designed to meet community need and usage.

Collection times are clearly displayed together with our Customer Services contact details.

We make a commitment to collect and despatch post, from all posting facilities five days a week, Monday - Friday and offer a same working day local delivery from most of our Post Offices and some of our St Peter Port postboxes. We record collection of post from our Postboxes daily to monitor performance.

Public and Bank Holiday arrangements are published at retail branches and in the local media.

Guaranteed and Priority Services are available at all of our retail branches and any post intended for these services should not be placed in Postboxes.

When usage of a roadside Postbox is shown to be in decline, we have to balance the costs of continuing to maintain that box against customer convenience. Sometimes a box may be removed in such cases.

Deliveries

We make Letter deliveries to each local address five days a week, except for Bank Holidays. Our delivery rounds begin at about 9am and should be completed by 2.30pm, depending on post volumes and other operating issues. We also make parcel deliveries on Saturdays for guaranteed items.

We ask our customers to provide and maintain a suitable and secure letterbox, fully accessible to delivery staff and to ensure that delivery to their property is safe. Details of preferred postbox sizes are available on our website and from Customer Services.

If you receive post not addressed to you, we want to know about it. Please call Customer Services so our team can record the details and take action to improve our service.

Customer Services

Customer Charter

continued

Undeliverable Post Policy

When we can't successfully deliver an item of post (e.g. when the item is marked 'unknown at this address'), we review the address and attempt an alternative delivery where appropriate. Failing that, we follow set procedures, depending on the type of item, where it was sent from and the service used to send it. See page 91 for procedures or visit our website www.guernseypost.com.

When we are the agent for the service used, such as FedEx, that operator's Terms and Conditions apply.

Measurement and Reporting

Actively listening to customers is very important to us.

We monitor customer feedback and satisfaction and we are highly flexible in the way we seek to improve our services and procedures.

- We regularly monitor the quality and reliability of our service.
- We use an independent research company to measure the delivery performance of inward and outward letter post between our Bailiwick, Jersey and the UK.
- We consult closely with Postwatch Guernsey and Alderney Postwatch.

Delivery Expectations

The table below should only be used as a general guide.

For more accurate posting dates please call customer services on 711720.

Services	Delivery Expectations	Guaranteed
Bailiwick Special Delivery	99% will arrive next day	Yes
Bailiwick Letters, Large Letters & Parcels	95% will arrive next day	No
Bailiwick Large Parcels	2-3 days	No
UK, Jersey & IOM Special Delivery	99% will arrive next day*	Yes
UK, Jersey & IOM Letters, Large Letters & Parcels	80% will arrive next day	No
UK, Jersey & IOM Large Parcels	3-5 days	No
FedEx UK	1-3 days*	Yes
International Standard Letters, Large Letters & Parcels to Europe	4-6 days	No
International Standard Letters, Large Letters & Parcels to Rest of World	6-8 days	No
Global Priority Large Parcels to Europe	4-8 days	No
Global Priority Large Parcels to Rest of World	6-12 days	No
Global Value Large Parcels	6-42 days	No
International Signed to Europe	3-5 days	No
International Signed to Rest of World	5-10 days	No
International Tracked, and Tracked & Signed to Europe	3-5 days	No
International Tracked, and Tracked & Signed to Rest of World	5-10 days	No
FedEx International	2-5 days**	Yes

*Some remote areas will take longer **Covers 90% of destinations

Enquiries or Complaints

To find out how to make an enquiry or complaint, or for problems with lost or damaged items, see page 92.

To find out what to do about an unresolved complaint, also see page 92.

For a full copy of our Customer Charter, call Customer Services or go to our website www.guernseypost.com.

Customer Services

Undeliverable Post Policy

Post Sent from the Bailiwick

We recommend our customers include a return address on all items posted to local, UK and foreign destinations. The best place for it is on the back of your post (in the middle at the top, no bigger than 70mm x 30mm).

Companies with franking machines can put their return address in the slogan block in their franking impression. The supplier of your machine will automatically apply Royal Mail's Return Address Guidelines that Guernsey Post has adopted for ease of handling. If you want to protect your company's identity you can choose to have a PO Box address as your return address. Customer Services will arrange this for you.

With an address for the sender, any undeliverable post can be returned by the delivering administration. Return of undeliverable post cannot be guaranteed if the sender's details are not on the outside of the item.

Also ensure you complete and attach a customs label if you are sending parcels or large parcels to anywhere outside the Bailiwick. See Postal Services for more information.

Post Received in the Bailiwick

Standard letter post (including Signed and International Tracked items)

When we fail to deliver an item of post, for example where the item is marked 'unknown at this address', we scan the address and attempt a second, alternative delivery if we can find one. Otherwise we follow the procedures set out below. How we treat the undeliverable item depends on that item's type and origin as well as the service used. When we are the agent for the service used, such as FedEx, that operator's Terms and Conditions apply.

From local to local Items are returned when the sender can be identified. If this is not possible, the item is retained for three months.

From UK to Guernsey Items are returned when the sender can be identified. If this is not possible, the item is returned to Royal Mail's Undeliverable Mail Centre.

From overseas to Guernsey Items are returned when the sender can be identified. If this is not possible, the item is returned to the postal authority in the country of origin.

Signed For letter post

A Delivery Card is left at the addressee's property and the item is retained for one week pending instructions for redelivery or collection from Envoy House. Otherwise the following procedures apply:

- From local to local Items are returned when the sender can be identified. If this is not possible, Guernsey Post retains the item for three months.
- From UK to Guernsey Items are returned when the sender can be identified. If this is not possible the item is returned to Royal Mail's Undeliverable Items Centre.
- Special Delivery or parcel services A Delivery Card is left at the addressee's property and the item is retained for three weeks, pending instructions for redelivery or collection from Envoy House. A second delivery attempt is made and if this fails the following procedures apply.
- From local to local Items are returned when the sender can be identified. If this is not possible, the item is retained by Guernsey Post for three months.
- From UK to Guernsey Items are returned when the sender can be identified. If this is not possible, the item is returned to the Royal Mail Undeliverable Items Centre or Parcel Force central hub.
- From overseas to Guernsey Items are returned when the sender can be identified. If this is not possible, the item is returned to the postal authority in the country of origin.

Mailing Preference Service (MPS)

If you want to reduce the amount of personally addressed advertising and unsolicited post you get from UK based organisations, you can contact the Mailing Preference Service (MPS), a non-profit making body established by the direct marketing industry to help people manage the volume of unsolicited post they receive.

MPS offers options to register a previous occupier of a current address, register a previous address, register details of someone who has died, or register other members of your household but continue to receive post yourself.

You can register free of charge with MPS and your registration will be effective for five years.

For a registration form or to find out more about the services offered by MPS, visit www.mpsonline.org.uk or use the link at www.guernseypost.com.

You can also call them on 020 7291 3310 or write to them at:
**Mailing Preference Service,
Freepost 29, LON20771,
LONDON, W1E 0ZT.**

Customer Services

Claims & Complaints Procedure and Guidelines

How to make a complaint

Complaints can be made by post or fax, by telephone, by email or by completing a Comment/Complaint form available from our retail branches and on our website.

Unresolved complaints

When a complaint remains unresolved, either because you are dissatisfied with the outcome or the target time for resolution has passed, you can choose to take the matter further.

You have the right to contact the Department of Commerce and Employment Trading Standards Service (details below). If it finds that the matter is not adequately resolved, Trading Standards will act impartially to try to find a fair outcome for all parties. If Trading Standards believes we have acted reasonably, you will be informed, but if your complaint is still unresolved, you can ask for the matter to be referred to the Channel Island Competition and Regulatory Authorities (CICRA), which will receive a report from the Trading Standards Service. Both the complainant and Guernsey Post will receive copies of the Trading Standards report and it will be up to the CICRA to decide on the outcome of the complaint. The Trading Standards Service will periodically report to the CICRA with details of any complaints it receives. These procedures do not in any way prevent you, as a customer, from seeking legal resolution through the courts.

Contact details:

Consumer Adviser,
Trading Standards Service,
PO Box 459, GUERNSEY, GY1 6AF
Telephone: 234567 Fax: 235015
Email: ts@commerce.gov.gg

www.gov.gg/tradingstandards

Please note: Freepost and Free return items are not covered by Guernsey Post Ltd. Each supplier has their own Terms & Conditions regarding time frames.

Our policy

We strive to acknowledge 99% of all complaints and compensation claims within two working days.

For an item not delivered within the service standard period to Jersey, Isle of Man or UK addresses or where the item is lost or damaged on its way to these destinations, the complaint will be investigated in line with Guernsey Post procedures. *For resolution period please refer to the enquiry time frame summary table shown below.* You will be advised of the outcome, with compensation (if appropriate) awarded in accordance with the service used and usually no later than one working week from the date the enquiry is closed.

Where items posted to a foreign address are not delivered within the service standard period, or where the item is lost or received damaged, the complaint will be investigated in line with Guernsey Post procedures. *For resolution period please refer to the enquiry time frame summary table below,* you will then be advised of the results, with compensation (if appropriate) awarded in accordance with the service used, usually no later than one working week from the date the enquiry is closed.

Enquiries for compensation will be investigated if received within three months of the date of posting, with the exception of Special Delivery where enquiries can be made for delayed items up to 10 days only. Special Delivery items that are being sent back to the UK for return and repair, or high value items are open to inspection by Border Force in the UK and will therefore experience a delay as the recipient receiving the item will be contacted by them, in order to complete a C88A form and will need to comply with the terms & conditions to this form before the items are released.

If compensation has been paid for a missing item which is delivered at a later date or returned, you will be liable for the reimbursement to Guernsey Post Ltd for the compensation paid.

How to make an enquiry for lost or damaged items

Enquiries can be made by the sender or by the addressee by post or fax, by telephone, by email or by completing a **Claim form** available from our retail branches and on our website.

We may need to inspect damaged or delayed items and their packaging, so please keep them. When submitting a claim for loss or damage, you will need evidence of the cost of your item plus your proof of posting (some services provide receipts with unique identifiers; for others a free certificate of posting can be requested at the time of posting).

Our **Claim form** asks for the following information:

- Who sent the item?
- To whom the item was addressed?
- Description of the contents.
- Description of size, shape and wrapping.
- Where the item was posted.
- Date the item was posted.
- Postage cost and your receipt.
- Service used.
- Letter/parcel reference number.

Enquiry time frame summary

Destination of item posted	Claim must be made within	Resolution period
Bailiwick	3 months	10 working days
Jersey, UK, Isle of Man	3 months	1 month and 1 week for payment
International Tracked, International Signed and International Tracked & Signed	3 months	3 months and 1 week for payment
Global Priority Parcels & Letter Rate Items	3 months	2 month and 1 week for payment
Special Delivery - Loss or damage	3 months	1 month and 1 week for payment
Special Delivery - Delayed (postage refund only)	10 days	2 weeks and 1 week for payment

Customer Services

Compensation Summary

All claims must be supported with a receipt as proof of posting, whichever service is used. We provide a certificate of posting, on request, at the time of posting. For any claim to be considered, proof of the cost of the item posted must also be submitted. No Guernsey Post services offer consequential loss insurance.

Enquiries for compensation will be investigated if received within three months of the date of posting, with the exception of Special Delivery where enquiries can be submitted up to 10 days for delays, with proof of receipt, with guarantee delivery date specified, from the date of posting.

Type of item sent	Not received (Subject to confirmation by Guernsey Post)	Damaged (Subject to confirmation by Guernsey Post and adherence to packing guidelines)	Delayed (Subject to confirmation by Guernsey Post)
Bailiwick/UK Letter/ Large Letter/Parcels	Compensation up to £4.60 intra-Bailiwick or £6.20 for the UK + postage, subject to proof of posting and cost of item.	Compensation can be awarded except for bulk postal flowers where no compensation is payable. Up to £4.60 intra-Bailiwick or £6.20 for the UK, subject to proof of posting and cost of item.	No compensation payable except for postal flowers where the cost of flowers (up to £6.20) is refunded if the item was addressed correctly but delivered after the fifth working day in the UK.
Special Delivery (Signature required by recipient, not necessarily addressee*)	Up to £2,500 awarded + postage, subject to level of insurance purchased, proof of posting and cost of item.	Up to £2,500 awarded plus postage. Postage subject to level of insurance purchased, proof of posting and cost of item.	Postage will be refunded if the delay has been caused by postal network failure, but will not be refunded if the delay is as a result of inspection of the parcel by HM Customs, weather conditions and Acts of God. The refund of postage for postal flowers will only be refunded if the flowers have not arrived within 3 working days.
Local and UK Recorded Delivery	Up to £46 intra-Bailiwick or £62 for the UK, subject to proof of posting and cost of item. Plus postage.	Up to £46 intra-Bailiwick or £62 for the UK, subject to proof of posting and cost of item. Plus postage.	No compensation available
Local and UK Large Parcel	Up to £500 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product only provides £50 intra-Bailiwick or £50 insurance for the UK.) Plus postage.	Up to £500 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product only provides £50 intra-Bailiwick or £50 insurance for the UK.) Plus postage.	No compensation available.
Global Priority Parcel (Europe and Rest of World)	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	No compensation available.
International Signed For	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	No compensation available.
International Tracked	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	No compensation available.
International Tracked & Signed	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	Up to £250 awarded, subject to level of insurance purchased, proof of posting and cost of item. (Standard product provides £50 insurance.) Plus postage.	No compensation available.

*An alternative to a handwritten signature may be possible if the attendee is unable to provide a signature due to disability, and if there is no-one else available to provide a signature.



GUIDE TO SERVICES 2018

PostWatch

www.guernseypost.com





PostWatch Guernsey contact details:

Customers can write to Guernsey PostWatch, either by letter or email, or call and leave a voice mail message.

The Chairperson
PostWatch Guernsey
FREEPOST GU358
PO Box 633
St. Peter Port
GUERNSEY
GY1 5SS

Email: postwatchguernsey@cwgsy.net

Telephone: 01481 733561
(voice mail facility)

PostWatch Guernsey membership

Bryan Guilbert, *Chairman*

Andrew Deane, *Vice-Chairman*

Fiona Willis

Denis White

Andy Goodall, *Guernsey Police Crime
Reduction Advisor*

Steve Hogg

Tracy Loveridge

Caroline Mullins

Nearly everyone in the Bailiwick uses the services of Guernsey Post in one way or another and it is important that all customers - whether individuals or businesses - have an effective consumer body to represent their views and interests. The role of PostWatch Guernsey ("PostWatch") is to protect, promote and develop the interests of all customers of Guernsey Post's services and to ensure that Guernsey Post provides the best possible cost-effective service for all its customers.

PostWatch Guernsey is an independent organisation established in 2001 at the time of commercialisation of Guernsey Post. It is not part of Guernsey Post or the States of Guernsey and its members are volunteers who give their time without reward or remuneration.

PostWatch Guernsey does not normally hold any funds; Guernsey Post providing meeting facilities and covering the cost of secretarial services, where required. To assist the public to communicate with PostWatch, Guernsey Post provides a free of charge Freepost service and covers the cost of an incoming telephone voice mail service.

Any users of Guernsey Post services who have comments or concerns about the Bailiwick's postal service are invited to contact PostWatch.

The Mandate and Constitution of PostWatch Guernsey is set out below, together with contact details, the names of the current members and where applicable the bodies they represent.

Constitution

- The PostWatch Committee shall seek to represent a cross section of the customers of Guernsey Post. This shall be achieved by, whenever possible, appointing representatives from a number of local groups including, but not limited to: the Guernsey Chamber of Commerce, Guernsey Charities, Guernsey Police Crime Prevention, as well as individuals.
- Every attempt will be made to ensure there is a mix of men and women on the Committee.
- The PostWatch Committee shall consist of a maximum of nine members.
- Members shall appoint one of their elected number to be the Chair and one to be the Vice-Chair.
- The normal term of office of ordinary members shall be 3 years after which they may stand again for election. There shall be no maximum period during which an ordinary member may serve.
- The normal term of office for the Chair shall also be 3 years but he/she may only serve for a continuous period of six years after which he/she must stand down, although they may be elected as an ordinary member.
- When necessary elections will be held at the PostWatch meeting in April of each year, or the next available meeting after April if no meeting is held in April. Only those persons who are members at the PostWatch meeting prior to an election are entitled to vote at an election.
- Individuals may put themselves forward for initial election as an ordinary member by submitting a brief CV including what qualities they consider they might contribute to PostWatch. They must also include details of any group(s) they might represent. These details must be submitted either by e-mail or by post to PostWatch by the 15th March in any year. Persons seeking re-election need not submit any of these details.
- No member may be a sitting member of the States of Deliberation.
- A member may resign at any time, after which there may be an election of a temporary member to serve until the next regular elections in April. A temporary member shall have the same rights as an ordinary member.
- The Committee is not obliged to give any explanation to a candidate who may be unsuccessful in an election.
- At any meeting of PostWatch a quorum shall consist of four members. If such a number are not present, any decisions made at the meeting shall not have effect unless ratified at the next subsequent quorate meeting.
- Except for the election of members, in any vote, a member (including the Chair and Vice-Chair) shall have one vote and in the instance of an equality of votes the Chair (or where not present, the Vice-Chair) shall have a further casting vote.
- PostWatch may invite individuals to attend any of their meetings but such persons will not have any voting rights.



continued

- Meetings shall be held at such frequency as considered necessary by the Chairman or members but shall always meet at least twice a year.
- In exceptional circumstances the PostWatch Committee may vary these constitutional rules.

Our Mandate

- To act in the best interests of all users of the services offered by Guernsey Post by acting as a watchdog; to protect, promote and develop the interests of all customers of Guernsey Post's services; and to ensure that customers receive the best possible cost-effective service from Guernsey Post.
- To monitor, on an ongoing basis, Guernsey Post's compliance with the various Key Performance Indicators (KPIs) established by the States' Trading Supervisory Board including: end to end delivery targets for the various post streams; delivery failures; operational failures; complaint handling; compensation claims and the like.
- Where considered appropriate or necessary in relation to the ongoing monitoring process, PostWatch reserves the right:
 - to visit Postal Headquarters at Envoy House and/or
 - (subject to access having previously been agreed with Guernsey Post management, either generally or specifically) to liaise with relevant people within Guernsey Post, including the Customer Services team.
- Where considered appropriate or necessary, to make recommendations to Guernsey Post management in connection with the maintenance and improvement of services to the customer.
- It is expected that all customer complaints will, in the first instance, be directed by customers to the Customer Services section of Guernsey Post. In the event that a complaint is not resolved to the satisfaction of the customer there is a further formal complaints process available to both the customer and Guernsey Post. PostWatch does not have the resources to deal with individual customer complaints and customers are requested to follow the process set out above and explained in more detail on the Guernsey Post web site.
- PostWatch will review, seek customer feedback/comments on and issue formal responses to:
 - any relevant States Policy Letters or other documents relating to the activities of Guernsey Post;
- As and when circumstances demand, PostWatch may take such action as it deems necessary to protect the interests of customers. Such action may include but need not be limited to:
 - the convening of public meetings;
 - highlighting issues of importance to customers via the media and/or seeking the publication of notices/letters etc. as deemed appropriate;
 - making representations to any States Committee or other body or to individual Deputies;
 - publishing an Annual Report which is to be made available at www.guernseypost.com.

PostWatch Alderney

PostWatch Alderney

Customers can write to Alderney PostWatch, either by letter or email.
PostWatch Alderney
Freepost GU226
Alderney Sorting Office
Le Grand Val
Alderney Airport
ALDERNEY
GY9 3XD
Email: alderneypostwatch@gmail.com

PostWatch Alderney membership

Tony Le Blanc
Andrew Eggleston
Jill Hooper
Nigel Lawrence
Andre Recknell