



# Our prices

Your handy guide to our  
UK and international parcel  
and letter service prices

Valid from 31st March 2014



# Welcome to your handy pricing guide

This leaflet gives you the prices for Royal Mail's UK and International services and Parcelforce Worldwide UK services – whether your item is to the UK or abroad, urgent, requires proof of delivery or you simply want a standard service.

If you want to find out more about our parcel and letter services, please take a look at the 'Our services' booklet for more detailed information.

Alternatively, you can find out more by visiting [www.royalmail.com](http://www.royalmail.com) or by calling Customer Services on **08457 740 740**.

This guide sets out the recommended retail price for Royal Mail's services. Details of the current prices charged at Post Office® branches for these services can be found at [www.postoffice.co.uk](http://www.postoffice.co.uk)

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## UK size and weight guide



Letters not exceeding:

Length: 24cm Width: 16.5cm Thickness up to and including: 0.5cm Weight limit: 100g



Large Letters not exceeding:

Length: 35.3cm Width: 25cm Thickness up to and including: 2.5cm Weight limit: 750g



Small Parcels not exceeding:

Wide – Length: 45cm Width: 35cm Depth: 8cm Weight limit: 2kg

OR

Deep – Length: 35cm Width: 25cm Depth: 16cm Weight limit: 2kg



Medium Parcels not exceeding: Length: 61cm

Width: 46cm Depth: 46cm Weight limit: 20kg



Large Parcels not exceeding: 1.5m length and 3m length and girth combined. Weight limit: 30kg. Only available on Parcelforce Worldwide services

For rolled and cylinder shaped parcels, the length of the item plus twice the diameter must not exceed 104cm, with the greatest dimension being no more than 90cm. Rolled and cylinder shaped parcels that measure up to 45cm in length and 8cm in diameter and do not exceed 2kg can be sent as Small Parcels.

For more information about how to present your mail please visit [www.royalmail.com/size](http://www.royalmail.com/size) or ask at the counter.



For more information on Parcelforce Worldwide services visit [www.parcelforce.com](http://www.parcelforce.com) or call **08448 004 466**.

To comply with national and international regulations governing the carriage of mail, and ensure that mail in transport does not present a danger to the general public, we restrict or prohibit certain items from our network.

For more information visit [www.royalmail.com/prohibitedgoods](http://www.royalmail.com/prohibitedgoods) or [www.parcelforce.com/retailprohibitions](http://www.parcelforce.com/retailprohibitions)

# UK Guaranteed

Our Guaranteed timed services are ideal for valuable or important items that have to be there tomorrow.

## Royal Mail Special Delivery Guaranteed by 1pm<sup>®</sup>

Compensation for loss or damage			
Weight up to and including	£500	£1,000	£2,500
100g	£6.40	£7.40	£9.40
500g	£7.15	£8.15	£10.15
1kg	£8.45	£9.45	£11.45
2kg	£11.00	£12.00	£14.00
10kg	£26.60	£27.60	£29.60
20kg	£41.20	£42.20	£44.20

Prices are exempt from VAT.

## Royal Mail Special Delivery Guaranteed by 9am<sup>®</sup>\*

Compensation for loss or damage			
Weight up to and including	£50	£1,000	£2,500
100g	£18.18	£20.38	£23.88
500g	£20.52	£22.72	£26.22
1kg	£22.26	£24.46	£27.96
2kg	£26.94	£29.14	£32.64

Prices include VAT at 20%.

## Royal Mail Special Delivery Guaranteed by 1pm<sup>®</sup> with Saturday Guarantee

Compensation for loss or damage			
Weight up to and including	£500	£1,000	£2,500
100g	£10.68	£11.88	£14.28
500g	£11.58	£12.78	£15.18
1kg	£13.14	£14.34	£16.74
2kg	£16.20	£17.40	£19.80
10kg	£34.92	£36.12	£38.52
20kg	£52.44	£53.64	£56.04

Prices include VAT at 20%.

## Royal Mail Special Delivery Guaranteed by 9am<sup>®</sup> with Saturday Guarantee

Compensation for loss or damage			
Weight up to and including	£50	£1,000	£2,500
100g	£21.18	£23.38	£26.88
500g	£23.52	£25.72	£29.22
1kg	£25.26	£27.46	£30.96
2kg	£29.94	£32.14	£35.64

Prices include VAT at 20%.

\* Exceptions apply to Special Delivery Guaranteed services – please visit [www.royalmail.com/specialdelivery](http://www.royalmail.com/specialdelivery)

## Parcelforce Worldwide<sup>†</sup>

Weight up to and including	express9	express10	expressAM	express24
2kg	£41.48	£31.49	£21.49	£16.49
5kg	£42.48	£32.48	£22.49	£17.48
10kg	£45.90	£35.90	£25.91	£20.90
15kg	£52.63	£42.64	£32.64	£27.64
20kg	£58.01	£48.01	£38.02	£33.01
25kg	£69.13	£59.14	£49.14	£44.14
30kg	£73.27	£63.28	£53.28	£48.28
Inclusive compensation up to	£200	£200	£200	£100

Saturday delivery available for an extra £9.00.

<sup>†</sup> Parcelforce Worldwide prices include VAT at 20% rate. Exceptions to the guarantee apply – please visit [www.parcelforce.com](http://www.parcelforce.com) for full details.



Additional compensation can be purchased up to £2,500 at the time of posting for Parcelforce Worldwide Services.

## UK Confirmed

Our confirmed services offer a signature on delivery when you need extra peace of mind.

Royal Mail Signed For®			
		1st Class	2nd Class
Size	Weight up to and including	Stamps/Online	Stamps/Online
Letter	100g	£1.72	£1.63
Large Letter	100g	£2.03	£1.83
	250g	£2.34	£2.27
	500g	£2.75	£2.58
	750g	£3.48	£3.11
Small Parcel	1kg	£4.30	£3.90
	2kg	£6.55	£4.90
Medium Parcel	1kg	£6.75	£6.30
	2kg	£10.00	£9.10
	5kg	£16.95	£14.85
	10kg	£23.00	£21.35
	20kg	£34.50	£29.65
Inclusive compensation up to		<b>£50.00</b>	<b>£50.00</b>

Prices are exempt from VAT.

Parcelforce Worldwide <sup>†</sup>	
Weight up to and including	express <sup>48</sup>
2kg	£11.99
5kg	£12.98
10kg	£16.40
15kg	£23.14
20kg	£28.51
25kg	£39.64
30kg	£43.78
Inclusive compensation up to	
	<b>£100.00</b>

Saturday delivery available for an extra £9.00.

<sup>†</sup>Parcelforce Worldwide prices include VAT at 20% rate. Exceptions to the guarantee apply - please visit [www.parcelforce.com](http://www.parcelforce.com) for full details.

## UK Standard

Our Standard services offer a range of reliable delivery options for your non-valuable items.

Royal Mail 1st Class and 2nd Class			
		1st Class	2nd Class
Size	Weight up to and including	Stamps/Online	Stamps/Online
Letter	100g	62p	53p
Large Letter	100g	93p	73p
	250g	£1.24	£1.17
	500g	£1.65	£1.48
	750g	£2.38	£2.01
Small Parcel	1kg	£3.20	£2.80
	2kg	£5.45	£3.80
Medium Parcel	1kg	£5.65	£5.20
	2kg	£8.90	£8.00
	5kg	£15.85	£13.75
	10kg	£21.90	£20.25
	20kg	£33.40	£28.55
Inclusive compensation up to		<b>£20.00</b>	<b>£20.00</b>

Prices are exempt from VAT.

Parcelforce Worldwide <sup>†</sup>	
Weight up to and including	express <sup>48</sup>
2kg	£11.99
5kg	£12.98
10kg	£16.40
15kg	£23.14
20kg	£28.51
25kg	£39.64
30kg	£43.78
Inclusive compensation up to	
	<b>£100.00</b>

Saturday delivery available for an extra £9.00.

<sup>†</sup>Parcelforce Worldwide prices include VAT at 20% rate. Exceptions to the guarantee apply - please visit [www.parcelforce.com](http://www.parcelforce.com) for full details.



Additional compensation can be purchased up to £2,500 at the time of posting for Parcelforce Worldwide Services.

## Receiving services

### Royal Mail Keepsafe®

Going away? We can keep your mail safe and avoid a pile of mail building up on your door mat.

Keepsafe® Social	
Duration	Price
Up to 17 days	£12.80
Up to 24 days	£17.90
Up to 31 days	£22.50
Up to 66 days	£42.30

Prices are exempt from VAT.

### PO Box®

Set up a PO Box® and pick up your mail from your local Royal Mail Delivery Office. For an additional fee we can deliver from a PO Box to your home address.

PO Box®		
Service level	6 months	1 year
PO Box Collect	£142.90	£251.77
PO Box with Delivery	£170.12	£313.01
PO Box with Transfer of Normal Address	£204.14	£374.25

Prices include VAT at the current rate of 20%.

### Moving home?

Our Redirection service will ensure your mail reaches your new address and will help to prevent identity theft when you move.

Consumer – price per last name	
Duration	UK
Up to 3 months	£24.99
Up to 6 months	£34.99
Up to 12 months	£54.99

Business – price per trading name	
Duration	UK
Up to 3 months	£120.00
Up to 6 months	£195.00
Up to 12 months	£350.00

Prices are exempt from VAT.

## International size and weight guide



Letters not exceeding:  
Length: 24cm Width: 16.5cm  
Thickness up to and including: 0.5cm  
Weight up to 100g



Parcels not exceeding:  
Height + Width + Depth no greater than 90cm with no single side longer than 60cm  
Weight up to 2kg\*

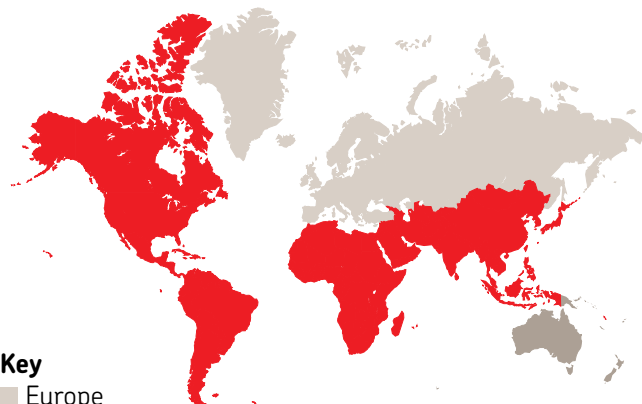


Tube / rolls not exceeding:  
Length: 90cm. Length + 2 x diameter should not be more than 104cm.  
Weight up to 2kg\*

\*Printed Papers allowable up to 5kg.

For more information about how to present your mail please visit [www.royalmail.com/size](http://www.royalmail.com/size) or ask at the counter.

## Pricing zones



### Key

- Europe
- World Zone 1
- World Zone 2

Please note Singapore is in World Zone 2.



Parcelforce Worldwide offers a range of parcel delivery services to 240 countries and territories worldwide.

Visit [www.parcelforce.com](http://www.parcelforce.com) or see the 'Parcelforce Worldwide UK and international parcel services and prices' guide for more information.

# International Standard

Reliable, cost effective standard delivery.

Royal Mail <b>International Standard</b>		
Letters not exceeding 100g*		
	Europe	World Zones 1 & 2
Weight up to and including	Stamps/Online	Stamps/Online
20g	97p	£1.28
60g	£1.47	£2.15
100g	£2.35	£3.48

Prices are exempt from VAT.  
Inclusive compensation up to £20.

Small Parcels not exceeding 100g*			
	Europe	World Zone 1	World Zone 2
Weight up to and including	Stamps/Online	Stamps/Online	Stamps/Online
100g	£3.20	£3.80	£4.00

Prices are exempt from VAT.  
Inclusive compensation up to £20.

Small Parcels and Printed Papers over 100g*			
	Europe	World Zone 1	World Zone 2
Weight up to and including	Stamps/Online	Stamps/Online	Stamps/Online
250g	£3.70	£4.75	£5.05
500g	£5.15	£7.45	£7.90
750g	£6.60	£10.15	£10.75
1kg	£8.05	£12.85	£13.60
1.25kg	£9.50	£15.55	£16.45
1.5kg	£10.95	£18.25	£19.30
1.75kg	£12.40	£20.95	£22.15
2kg	£13.85	£23.65	£25.00
Printed Papers <sup>†</sup> only			
Each additional 250g or part thereof up to 5kg add	£1.45	£2.70	£2.85

Prices are exempt from VAT.  
Inclusive compensation up to £20.  
†Only books up to 5kg can be sent to the Republic of Ireland.  
Maximum weight for printed papers is 2kg to Canada and Cambodia.

\*For information on what can be sent go to [www.royalmail.com/international](http://www.royalmail.com/international)

# International Tracked & Signed

Fully tracked with signature on delivery and online confirmation. Available to 43 destinations. For details visit [www.royalmail.com/international](http://www.royalmail.com/international)

Royal Mail <b>International Tracked &amp; Signed</b>		
Letters not exceeding 100g*		
	Europe	World Zones 1 & 2
Weight up to and including	Stamps/Online	Stamps/Online
20g	£5.97	£6.28
60g	£6.47	£7.15
100g	£7.35	£8.48

Prices are exempt from VAT.  
Inclusive compensation up to £50.  
For compensation of up to £250 add £2.50 to the prices in this table.

Small Parcels not exceeding 100g*			
	Europe	World Zone 1	World Zone 2
Weight up to and including	Stamps/Online	Stamps/Online	Stamps/Online
100g	£8.20	£8.80	£9.00

Prices are exempt from VAT.  
Inclusive compensation up to £50.  
For compensation of up to £250 add £2.50 to the prices in this table.

Small Parcels and Printed Papers over 100g*			
	Europe	World Zone 1	World Zone 2
Weight up to and including	Stamps/Online	Stamps/Online	Stamps/Online
250g	£8.70	£9.75	£10.05
500g	£10.15	£12.45	£12.90
750g	£11.60	£15.15	£15.75
1kg	£13.05	£17.85	£18.60
1.25kg	£14.50	£20.55	£21.45
1.5kg	£15.95	£23.25	£24.30
1.75kg	£17.40	£25.95	£27.15
2kg	£18.85	£28.65	£30.00
Printed Papers <sup>†</sup> only			
Each additional 250g or part thereof up to 5kg add	£1.45	£2.70	£2.85

Prices are exempt from VAT.  
Inclusive compensation up to £50.  
For compensation of up to £250 add £2.50 to the prices in this table.  
†Only books up to 5kg can be sent to the Republic of Ireland.  
Maximum weight for printed papers is 2kg to Canada and Cambodia.

\*For information on what can be sent go to [www.royalmail.com/international](http://www.royalmail.com/international)

## International Tracked

Fully tracked with online confirmation of delivery.  
Available to 33 destinations. For details visit  
[www.royalmail.com/international](http://www.royalmail.com/international)

Royal Mail <b>International Tracked</b>	
Letters not exceeding 100g*	
EU Letters	
Weight up to and including	Stamps/Online
20g	£7.16
60g	£7.76
100g	£8.82

Prices include VAT at 20%.

Inclusive compensation up to £50.

For compensation of up to £250 add £3.00 to the prices in this table.

Letters not exceeding 100g*		
	Non EU	World Zones 1 & 2
Weight up to and including	Stamps/Online	Stamps/Online
20g	£5.97	£6.28
60g	£6.47	£7.15
100g	£7.35	£8.48

Prices are zero rated for VAT.

Inclusive compensation up to £50.

For compensation of up to £250 add £2.50 to the prices in this table.

Small Parcels not exceeding 100g*	
EU Small Parcels	
Weight up to and including	Stamps/Online
100g	£9.84

Prices include VAT at 20%.

Inclusive compensation up to £50.

For compensation of up to £250 add £3.00 to the prices in this table.

Small Parcels not exceeding 100g*			
	Non EU	World Zone 1	World Zone 2
Weight up to and including	Stamps/Online	Stamps/Online	Stamps/Online
100g	£8.20	£8.80	£9.00

Prices are zero rated for VAT.

Inclusive compensation up to £50.

For compensation of up to £250 add £2.50 to the prices in this table.

\*For information on what can be sent go to [www.royalmail.com/international](http://www.royalmail.com/international)

## International Tracked

Fully tracked with online confirmation of delivery.  
Available to 33 destinations. For details visit  
[www.royalmail.com/international](http://www.royalmail.com/international)

Royal Mail <b>International Tracked</b>	
Small Parcels and Printed Papers over 100g*	
EU Small Parcels and Printed Papers	
Weight up to and including	Stamps/Online
250g	£10.44
500g	£12.18
750g	£13.92
1kg	£15.66
1.25kg	£17.40
1.5kg	£19.14
1.75kg	£20.88
2kg	£22.62

Printed Papers<sup>†</sup> only

Each additional 250g or part thereof up to 5kg add £1.74

Prices include VAT at 20%.

Inclusive compensation up to £50.

For compensation of £250 add £3.00 to the prices in this table.

<sup>†</sup>Only books of up to 5kg can be sent to the Republic of Ireland.

Maximum weight for printed papers is 2kg to Canada and Cambodia.

Small Parcels and Printed Papers over 100g*			
	Non EU	World Zone 1	World Zone 2
Weight up to and including	Stamps/Online	Stamps/Online	Stamps/Online
250g	£8.70	£9.75	£10.05
500g	£10.15	£12.45	£12.90
750g	£11.60	£15.15	£15.75
1kg	£13.05	£17.85	£18.60
1.25kg	£14.50	£20.55	£21.45
1.5kg	£15.95	£23.25	£24.30
1.75kg	£17.40	£25.95	£27.15
2kg	£18.85	£28.65	£30.00

Printed Papers<sup>†</sup> only

Each additional 250g or part thereof up to 5kg add

£1.45

£2.70

£2.85

Prices are zero rated for VAT.

Inclusive compensation up to £50.

For compensation of £250 add £2.50 to the prices in this table.

<sup>†</sup>Only books of up to 5kg can be sent to the Republic of Ireland.

Maximum weight for printed papers is 2kg to Canada and Cambodia.

\*For information on what can be sent go to [www.royalmail.com/international](http://www.royalmail.com/international)



# International Signed

Tracked in the UK with a signature taken on delivery.  
Available to 190 destinations. For details visit  
[www.royalmail.com/international](http://www.royalmail.com/international)

Royal Mail <b>International Signed</b>		
Letters not exceeding 100g*		
	Europe	World Zones 1 & 2
Weight up to and including	Stamps/ Online	Stamps/ Online
20g	£5.97	£6.28
60g	£6.47	£7.15
100g	£7.35	£8.48

Prices are exempt from VAT.  
Inclusive compensation up to £50.  
For compensation of up to £250 add £2.50 to the prices in this table.

Small Parcels not exceeding 100g*			
	Europe	World Zone 1	World Zone 2
Weight up to and including	Stamps/ Online	Stamps/ Online	Stamps/ Online
100g	£8.20	£8.80	£9.00

Prices are exempt from VAT.  
Inclusive compensation up to £50.  
For compensation of up to £250 add £2.50 to the prices in this table.

Small Parcels and Printed Papers over 100g*			
	Europe	World Zone 1	World Zone 2
Weight up to and including	Stamps/ Online	Stamps/ Online	Stamps/ Online
250g	£8.70	£9.75	£10.05
500g	£10.15	£12.45	£12.90
750g	£11.60	£15.15	£15.75
1kg	£13.05	£17.85	£18.60
1.25kg	£14.50	£20.55	£21.45
1.5kg	£15.95	£23.25	£24.30
1.75kg	£17.40	£25.95	£27.15
2kg	£18.85	£28.65	£30.00
Printed Papers <sup>†</sup> only			
Each additional 250g or part thereof up to 5kg add	£1.45	£2.70	£2.85

Prices are exempt from VAT.  
Inclusive compensation up to £50.  
For compensation of up to £250 add £2.50 to the prices in this table.  
†Only books up to 5kg can be sent to the Republic of Ireland.  
Maximum weight for printed papers is 2kg to Canada and Cambodia.

\*For information on what can be sent go to [www.royalmail.com/international](http://www.royalmail.com/international)

# International Economy

Ideal for heavier items where speed isn't a priority.

Royal Mail <b>International Economy</b>	
Letters not exceeding 100g*	
Weight up to and including	Price
20g	81p
60g	£1.43
100g	£2.02

Prices are exempt from VAT.  
Inclusive compensation up to £20.  
Letters may be sent by Economy outside Europe only.

Small Parcels not exceeding 100g*	
Weight up to and including	Price
100g	£2.80

Prices are exempt from VAT.  
Inclusive compensation up to £20.

Small Parcels and Printed Papers over 100g*	
Weight up to and including	Stamps/ Online
250g	£3.65
500g	£5.10
750g	£6.55
1kg	£8.00
1.25kg	£9.45
1.5kg	£10.90
1.75kg	£12.35
2kg	£13.80

Printed Papers<sup>†</sup> only  
Each additional 250g or part thereof up to 5kg add £1.45

Prices are exempt from VAT.  
Inclusive compensation up to £20.  
†Only books up to 5kg can be sent to the Republic of Ireland.  
Maximum weight for printed papers is 2kg to Canada and Cambodia.

\*For specifications on what can be sent go to [www.royalmail.com/international](http://www.royalmail.com/international)

## Moving overseas?

Ensure your mail moves with you and help to prevent identity theft when you move.

International Redirection – Consumer price per last name		
Duration	EU (incl VAT)	Rest of the World (zero VAT)
Up to 3 months	£107.99	£89.99
Up to 6 months	£155.99	£129.99
Up to 12 months	£227.99	£189.99

International Business Redirection available go to [www.royalmail.com/redirection](http://www.royalmail.com/redirection)



# To help you...

Royal Mail can arrange for alternative formats of this leaflet to be sent to you in:

- Large print
- Braille
- Audio CD
- Audio cassette

To obtain a free copy call Customer Services on **08457 740 740**.

If you are deaf or hearing impaired, we offer a Textphone service on **08456 000 606**.

Alternatively, please visit our website [www.royalmail.com](http://www.royalmail.com) which has been designed with all of our customers in mind.



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