



THE GAZETTE

BELFAST GAZETTE

**CONTAINING ALL NOTICES PUBLISHED ONLINE
BETWEEN 24 AND 30 JULY 2023**

PRINTED ON 31 JULY 2023 | NUMBER 8600
PUBLISHED BY AUTHORITY | ESTABLISHED 1665
WWW.THEGAZETTE.CO.UK

Contents

State/
Royal family/
Parliament Assemblies & Government/
Honours & Awards/
Church/
Environment & infrastructure/546*
Health & medicine/
Other Notices/570*
Money/
Companies/575*
People/579*
Terms & Conditions/581*

* Containing all notices published online between 24 and 30
July 2023

ENVIRONMENT & INFRASTRUCTURE

Communications

POSTAL SERVICES

THE ROYAL MAIL OVERSEAS POST SCHEME

06 AUGUST 2023

Article I. Contents

1	About This Scheme	2
2	What This Scheme Applies To	2
3	Definitions	2
4	Our Ability To Provide Services	2
5	What Can And Cannot Be Contained Within An Item	3
6	Size and Weight Limits and How To Package An Item	10
7	How To Address An Item	11
8	How To Pay For Postage And Other Services	11
9	How To Work Out How Much Postage To Pay	12
10	How To Show That An Item Has Had Postage Paid	13
11	Other Requirements Relating To The Address On The Cover Of An Item	14
12	How To Hand Over (or Post) An Item	15
13	How We Will Treat Items That Do Not Meet the Requirements Set Out In This Scheme	16
14	Additional Marks We May Add	17
15	Delivery Including Undeliverable and Re-Posted (Return To Sender) Items	17
16	Complaints handling process	19
17	Compensation – What We Are Liable For	20
18	Additional Terms and Conditions For Some Services / Items	25
19	International Signed and International Tracked & Signed	26
20	HM Forces Mail (with and without Special Delivery™ or Signed For™)	27

21	Articles For The Blind	28
22	Printed Papers	29
23	Customs Control	30
24	Your information	30
	Annex A - Definitions used in this Scheme	32

1 About This Scheme

1.1 This Scheme is a document that sets out the terms and conditions for some of the **items** that we handle. **We** (Royal Mail Group Ltd) are allowed to set out terms and conditions within a Scheme document by the Postal Services Act 2000 (and more specifically section 89 of that Act as amended by the Postal Services Act 2011 and in particular paragraph 24 of Schedule 12 of that Act).

1.2 Each time we alter the wording within a Scheme it has the effect of making a new Scheme. We publish our Schemes on our website (www.royalmail.com).

1.3 This Scheme is known as 'The Royal Mail Overseas Letter Post Scheme 6 August 2023' and is referred to in this document as 'this Scheme'. The date in the title is the date that the Scheme took (or will take) effect. This Scheme replaced an old Scheme which was called the Royal Mail Overseas Letter Post Scheme 06 April 2022 which is no longer in force. This Scheme complies with requirements as set out by the Universal Postal Union (www.upu.int).

2 What This Scheme Applies To

2.1 This Scheme sets out the terms and conditions for:

a) the services provided by us to the person, **business** or organisation asking for the service (**you**) when we accept items within the United Kingdom for postal delivery to an **address** outside the United Kingdom, the **Channel Islands** and the Isle of Man. The terms and conditions for the specific services listed below are contained within this Scheme:

- International Standard
- International Economy
- International Signed
- International Tracked & Signed
- HM Forces Mail (with or without Special Delivery™ or Signed For™)
- Articles for the Blind

All product names offered under this Scheme are shown in this Scheme in red text; and

b) **incoming items**.

3 Definitions

3.1 You may not be familiar with some of the words or phrases we use in this document. When they are used for the first time, they are shown in **bold print** and explained in the relevant part of this document or in Annex A.

3.2 As mentioned in 1.3 above, this Scheme replaced a previous Scheme so any references in other documents to the Overseas Letters Scheme that was in force before this Scheme should now be interpreted as referring to this new Scheme.

4 Our Ability To Provide Services

4.1 We will provide the services set out in this Scheme where the relevant terms and conditions contained in this Scheme for the service are complied with. We will provide the services in the manner that we deem to be most appropriate according to our operational requirements and an overarching need to secure the sustainability of the Universal Service.

4.2 We may decide to withdraw the provision of any of the services set out in this Scheme if the terms and conditions contained within this Scheme are not abided by or in the event of misuse or if providing the service may cause us reputational damage.

5 What Can And Cannot Be Contained Within An Item

5.1 There are some items that we cannot carry through our postal network for legal or safety reasons. Items that we cannot carry through our postal network are known as **prohibited items**. Some other items can only be carried under certain circumstances. These are known as **restricted items** and details of those are contained after the section on prohibited items.

Prohibited Items

5.2 We would like to make it very clear that we will not accept any liability for any item that contains prohibited items.

5.3 As the list of prohibited items can change from time to time we maintain a full, up-to-date list on our website (www.royalmail.com) which can be viewed at any time.

5.4 Any item which resembles a prohibited item may be subject to additional scrutiny which may cause delay and we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the **addressee**) including destroying or otherwise disposing of the relevant item (in whole or in part).

5.5 Failure to comply with these conditions could result in your prosecution which might result in you facing a fine or imprisonment.

5.6 If you **post** an item that contains a prohibited item or if the item is an incoming item that contains a prohibited item, we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the **addressee**) including destroying or otherwise disposing of the relevant item (in whole or in part).

5.7 The sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item.

5.8 The sender is responsible for checking whether an item is prohibited. We may also take appropriate action, including refusing to carry an item, if an item is banned by law (including under sanctions laws) or which, in our opinion, may be harmful or dangerous to our customers or employees (whether or not an item is prohibited).

5.9 All countries have their own rules regarding prohibitions on what they will allow in the post. These rules can vary from country to country, and can sometimes apply to items which you may think are ordinary. You are responsible for checking whether an item you send is prohibited in the country you are sending it to.

5.10 It is your responsibility not to send prohibited items in the post. If you are in any doubt you may seek information from our website (www.royalmail.com).

Restricted Items

5.11 There are some items, known as restricted items that we can, for legal or safety reasons, only carry through our postal network if you meet all our requirements for the acceptance of the item. Our requirements include packaging requirements as well as other requirements.

5.12 We will not accept any liability for any item that contains restricted items that we do carry if the requirements for the acceptance of those items are not met and we may refuse to carry and deliver those items.

5.13 As the list of restricted items and requirements for each can change from time to time we maintain a full, up-to-date list on our website (www.royalmail.com) (which can be viewed at any time).

5.14 Any item which resembles a restricted item may be subject to additional scrutiny which may cause delays and we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the **addressee**) including destroying or otherwise disposing of the relevant item (in whole or in part).

5.15 If you post an item that contains a restricted item (and you do not comply with the relevant restrictions or requirements) or if the item is an incoming item and is discovered not to comply with the relevant restrictions or requirements, we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the **addressee**) including destroying or otherwise disposing of the relevant item (in whole or in part).

5.16 The sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item.

5.17 The sender is responsible for checking whether an item is restricted and, if it is, for making sure the requirements for that type of restricted item are met. We may also refuse to accept or deliver any item which is not a restricted item but which is banned by law or which in our opinion may be harmful or dangerous to our customers or employees.

5.18 All countries have their own rules regarding restrictions on what they will allow in the post. These rules can vary from country to country, and can sometimes apply to items which you may think are ordinary. You are responsible for checking whether an item is restricted in the country you are sending it to and for making sure it complies with any requirements in that country.

5.19 It is your responsibility to ensure that restricted items are sent correctly and that you meet the requirements for acceptance. If you are in any doubt as to whether an item is one of the restricted items you can seek guidance from our website (www.royalmail.com).

Sanctions Laws

5.20 You must make sure that any items you wish us to handle and deliver are not prohibited under applicable sanctions laws, for example because of their contents, their intended recipient or the country to or from which they are to be sent. Information about sanctions can be found on our website at www.royalmail.com/international-sanctions (or any replacement URL). Further information on trade controls and economic sanctions can be found on the UK Government's web pages at <https://www.gov.uk/overview-of-export-control-legislation> and <https://www.gov.uk/sanctions-embargoes-and-restrictions>.

5.21 If your items need a licence under applicable sanctions laws it is your responsibility to obtain it and (if we ask for it) you must provide us with acceptable evidence that you have it.

5.22 If we have reasonable suspicion that, because of its contents, an item does not comply with sanctions laws we may open that item or delay processing and delivery.

5.23 If you post an item which does not comply with sanctions laws we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you, your intended recipient and/or, to the extent not prohibited by applicable law, any third party), including destroying or otherwise disposing of such item in whole or in part, or returning the relevant item to you. We are entitled to charge you:

- the cost of disposal and/or destruction;
- the standard postage price;
- all other costs reasonably incurred by us; and/or
- for any losses or damage we suffer or liability we incur as a result of you not complying with sanctions laws.

5.24 We will bear no responsibility in the event that you or your agents send an item with the wrong licence required under sanctions laws.

Ability to claim compensation

5.25 If you fail to comply with any of the conditions in this section 5, your ability to claim compensation for any item (in circumstances where you might ordinarily be entitled to compensation) may be lost, despite any of the other sections in this Scheme which deal with compensation.

Valuables

5.26 **Valuables** should only be sent using International Signed and International Tracked & Signed. Valuables sent under the HM Forces service shall be sent using the Special Delivery™ service.

6 Size and Weight Limits and How To Package An Item

6.1 As well as the specific packaging and other requirements that relate to restricted items, there are some general rules set out below that must be followed for all items. The rules cover the weight, size, thickness and packaging of items.

6.2 Items sent using the International Standard, International Economy, International Signed and International Tracked & Signed services may weigh up to 2 kilograms unless the item is a letter or large letter, in which case section 6.3 applies. Items sent as Printed Papers may weigh up to 5 kilograms. Items sent using the Articles for the Blind service may weigh up to 7 kilograms. For the avoidance of doubt, International Tracked services for all items and International Tracked and Signed services for items above two (2) kilograms are governed by a separate set of terms which can be found on our website.

6.3 The maximum size of any item with the length, width and depth combined must not exceed 900mm with the greatest dimension not exceeding 600mm. For a cylinder shaped item the length plus twice the diameter may not exceed 1040mm with the greatest dimension being no more than 900mm. To be sent as a letter the maximum weight must not exceed 100grams and size must not exceed 240 x 165mm with a maximum thickness of 5mm. To be sent as a large letter the maximum weight must not exceed 750g, and size must not exceed 353mm x 250mm with a maximum thickness of 25mm. (please note that the letter and large letter sizes quoted here mirror standard UK letter and large letter dimensions). To be sent as a postcard the maximum size must not exceed 120 x 235mm.

6.4 The minimum thickness for any item is 0.25mm. We may refuse to accept or to deliver an item that is less than 0.25mm thick.

6.5 All items must be packaged so that, in our opinion, the item will not be likely to cause damage or harm to other items, equipment or individuals (including any recipient).

6.6 The **cover** and the protective material of the item must be appropriate to the contents so that we can convey it to its destination undamaged without having to take precautions over and above those normally taken by us with an item of mail. Packaging guidelines are available on our website (www.royalmail.com) and in booklets held by Post Office® branches.

6.7 Apart from items that are sent using the Articles for the Blind service (which is discussed in more detail in section 21) all items must be securely sealed or fastened.

6.8 As well as the requirement to provide sufficient protection both for the item itself and so as not to be likely to cause damage or harm to other items, equipment or individuals (as set out in sections 6.5 and 6.6), any item that contains anything breakable should be placed in a strong box filled with appropriate protective materials and must be clearly and legibly marked with the words 'FRAGILE – HANDLE WITH CARE' in capital letters above the address.

6.9 As well as the requirement to provide sufficient protection for the contents (as set out in sections 6.5 and 6.6) any item that has contents that may be damaged by bending must be clearly and legibly marked with the words 'DO NOT BEND' in capital letters above the address.

6.10 The latest packaging guidelines which apply to all items can also be found on our website (www.royalmail.com).

7 How To Address An Item

7.1 Each item must be fully and correctly addressed. All the elements of the address (see section 7.2 for guidance) must be written clearly and legibly on the front or on a label securely attached to the front of the cover (or in another way so that the address is clearly visible in its entirety as if it had been written on the front of the cover) of the item.

7.2 You must ensure that addresses take the following format when added to an item. Please do not use commas or full stops and note that the LOCALITY NAME, **ZONE NUMBER** or POST OFFICE BOX NUMBER and the COUNTRY NAME should be in CAPITAL LETTERS in English. The text that makes up the address should be aligned to the left as it is in the example below. It should not be staggered or centred.

Example Name

House name or number and road name

LOCALITY NAME and ZONE NUMBER if one exists

COUNTRY

The text set out in the example above and taken as a whole is known as the address block.

7.3 The address block must not be obscured or made difficult to read in any way including by the manner in which the contents are enclosed in the item.

7.4 For items sent using the International Standard service, our branded Airmail sticker (available free of charge from all Post Offices®) should be placed on the address side, in the top left hand corner. Alternatively the words "BY AIRMAIL – PAR AVION" should be written in capital letters in the same position.

7.5 Putting a correct address in the correct format in the correct location helps our sorting machines process the mail as quickly as possible. More information is available on our website (www.royalmail.com).

7.6 We recommend that you put a full and accurate return address on your item (in a position where it can't be confused with the destination address and preferably on the back) so that we are able to return the item to you, intact, should we need to. More information regarding Return to Sender can be found in section 15.

7.7 Some overseas destinations require that we send customs information and complete customs documentation/processes in advance of shipment (known as **electronic advance data** or **pre-advice**) for certain items, otherwise we may be unable to despatch your item(s). The specific requirements relating to customs information you need to follow are set out in Section 23 of this Scheme.

8 How To Pay For Postage And Other Services

8.1 Of the services contained within this Scheme only the Articles for the Blind service is provided (as long as specific requirements are met) free of charge. The specific requirements for this service are set out in section 21 of this Scheme.

8.2 The other services that are contained in this Scheme require payment for **postage**. These services are:

- International Standard
- International Economy
- International Signed

- International Tracked & Signed

- HM Forces Mail (with or without Special Delivery™ or Signed For™ add-ons);

The specific requirements for International Signed and International Tracked & Signed and HM Forces Mail are set out below in sections 19 and 20 of this Scheme.

a. Subject to Section 23 of this Scheme (which relates to customs declarations required when sending goods or merchandise of commercial value (including, for example, gift vouchers), the services listed above in 8.2 can be paid for by applying **postage stamps, postage labels** (which can be generated by our on-line postage applications or by Post Office® branches) or by use of a franking machine.

b. All services listed in 8.2 can also be purchased using a credit account.

8.3 Stamps can be purchased from us online from our website (www.royalmail.com), from Post Office® branches or from a wide variety of other retailers. When postage is purchased from a Post Office® branch it often takes the form of a postage label if it is for anything but the first weight band.

8.4 A franking machine allows money to be credited onto it. Postage for items is then paid for, from this credit, on an item-by-item basis. There is a wide range of franking machines that can either be leased or bought from franking manufacturers. If you use a franking machine you must abide by the terms and conditions that are contained within a separate Scheme called Royal Mail Scheme For Franking Letters And Parcels 2018 (which is published on our website (www.royalmail.com)) as well as the terms and conditions contained in this Scheme.

8.5 A credit account allows you to post items without pre-payment. You are sent an invoice periodically requesting payment for the items we have conveyed during the invoice period. If you set up a credit account with us you must abide by the terms and conditions that are contained within documents called the Royal Mail General Terms and Conditions and the Royal Mail Account Terms (both of which can be found on our website (www.royalmail.com)) as well as the terms and conditions contained in this Scheme.

9 How To Work Out How Much Postage To Pay

9.1 For the services listed in this Scheme that are not free, the amount of postage that you must pay is dependent on several factors. The first is the destination; the second is how quickly you would like the item to arrive and what options you would like for tracking and obtaining a signature on delivery (the service); the third is the shape and weight of the item (the weight and format); and the fourth is how much compensation is required in the event of loss or damage (the compensation). For the details of how we price, based on all of these factors, please see our website (www.royalmail.com) as well as immediately below for information in relation to the service, weight and format and compensation factors:

a. The service: we offer the services set out in section 8.2. Details of the services, their availability and delivery aims (by service and destination) can be found on our website (www.royalmail.com). Not all services are available for all destinations. Further specific details about International Signed, International Tracked & Signed, HM Forces Mail and Articles for the Blind services, can be found in sections 19 - 21 below and on our website (www.royalmail.com).

b. The weight and format: for pricing purposes items are classed as either letters, large letters or parcels. The requirements for an item to be classed as a letter or large letter are set out in section 6.3. All other items which exceed the weight or size limits for letters or large letters but do not exceed the maximum dimensions for an item under this Scheme (described within section 6 of this Scheme) are classed as parcels for pricing purposes.

c. The compensation: International Standard and International Economy services include standard compensation for loss and damage on the basis of **actual loss**, up to a maximum of the **market value** of the item or £20 (whichever is lower). International Signed and International Tracked & Signed include compensation for loss and damage on the basis of actual loss, up to a maximum of the market value of the item or £50 (whichever is lower) as standard and are available with enhanced compensation options. Further specific details, including compensation and exemption information, can be found in section 17 below and on our website (www.royalmail.com).

9.2 To help you find the best service for your needs and budget we provide a price finder tool on our website (www.royalmail.com). Prices and other pricing information can also be found in other locations on the same website (such as product specific pages) including in a tariff brochure with all pricing information for the services covered by this Scheme.

9.3 We may change the rates of postage and **service fees** from time to time. Changes to postage rates and service fees and the date on which the changed rates and fees will come into effect will be published at least one month (or whatever period of time agreed by us with our regulator, Ofcom) in advance on our website (www.royalmail.com).

10 How To Show That An Item Has Had Postage Paid

10.1 You must show us that **postage** for an item has been paid for (where it applies) so that we can convey it without delay. Payment is demonstrated by the application of a **postage mark** to the item. The manner in which payment of postage can be shown depends on the method of payment used. Section 8 above set out the most common ways of applying a postage mark (**postage stamps, postage labels, service fee labels, franking marks**, marks created by online applications, **Printed Postage Impressions (PPIs)** etc). In addition a postage mark may be fixed, printed, impressed, embossed or otherwise shown on the envelope or cover of an item as we may specify or approve.

10.2 Postage marks must be applied to the top right hand corner of the envelope or cover of the item unless we specify otherwise. If the item is spherical or without corners the postage mark should be placed above and to the right of the address.

a. A postage mark that is damaged or imperfect, has been defaced or has anything written or printed over it becomes void and cannot be used to show that postage has been paid.

b. Postage marks can be used only once and then they become void and must not be re-used to pay postage on the same or another item.

c. Any postage mark that carries an expiry time and/or date will become void from that time and/or date and cannot be used to show that postage has been paid after that time and/or date.

10.3 If you use a franking machine you must apply a franking mark to the cover of the item as set out in the Royal Mail Scheme For Franking Letters And Parcels 2018 (which is published on our website (www.royalmail.com)) and according to any guidelines that we publish on our Franking help centre website (www.royalmail.com).

10.4 If you make use of a credit account you must apply a Printed Postage Impression (PPI) and barcode in accordance with the PPI licence, the PPI design notes and any guidelines that we publish on our website (www.royalmail.com).

11 Other Requirements Relating To The Address On The Cover Of An Item

11.1 Section 7 set out how to address an item and section 10 set out how payment can be indicated. There are some further things that must be considered with regard to the cover of the item so that we can efficiently convey the item without delay.

11.2 An item must not have on its cover:

a. anything which obscures the postage mark;

b. anything which is likely, in our opinion, to make it difficult for us to apply a **postmark** to the cover;

c. anything which, in our judgement, is likely to make the postmark illegible;

d. any counterfeit or fake postage mark;

e. any postage mark which we consider may have previously been used to pay postage;

f. signs, words or marks, used without official permission, which could indicate that the item was sent on His Majesty's Service or was conveyed and delivered by us; or

g. any signs, words, images or designs which are offensive, obscene or indecent.

11.3 An item must not contain correspondence or letters other than between the sender and addressee of the item (or persons living with them). This does not include archived materials.

11.4 An item must not be made up in any way or have anything on its cover which, in our judgement makes it difficult or embarrassing to deliver the item.

11.5 A postage mark must not be attached to an item using staples, sticky tape, or any other means that we do not approve.

12 How To Hand Over (or Post) An Item

12.1 All items to be sent using a service provided through this Scheme can be posted in the following ways:

a. by handing it to an authorised member of staff at a Post Office[®] as long as considered feasible to do so;

b. by Business Collection service (typically a paid for extra service where we collect the mail from a business customer's premises. Business Collections services are not covered by this Scheme, but the items that we collect under such services may be covered by this Scheme); or

c. in any other manner which we may approve.

12.2 In addition, items sent under the following services:

(i) International Standard;

(ii) International Economy;

(iii) HM Forces Mail (without Special Delivery or Signed For[™] added or except those items that qualify as free of charge items under BFPO); and

(iv) Articles for the Blind, can also be posted in the following ways (unless the item is too large to do so):

a. by placing it in a post box;

b. by placing it in a **private post box** (typically a post box contained within a shop or other private premises).

An item placed in a private post box will be deemed to have been posted when collected by us and not before.

12.3 An item that has had postage paid by a franking machine must be posted in accordance with the Royal Mail Scheme for Franking Letters and Parcels 2018 which is published on our website (www.royalmail.com).

12.4 Items sent through the International Standard, International Economy, International Signed and International Tracked & Signed services that have been paid for with a credit account must be presented to us in accordance with the guidance as outlined on our website (www.royalmail.com) and also in accordance with any conditions set out in the PPI licence.

12.5 Articles for the Blind sent by a business must present items separate to, but in the same manner (as required by section 12.4 above) and at the same time, as any items which are posted using a credit account.

12.6 All items must be posted by the latest acceptance time that we determine and advertise or agree with you (as appropriate to the method of posting). Items posted after that latest acceptance time will be considered to have been posted the following working day.

13 How We Will Treat Items That Do Not Meet the Requirements Set Out In This Scheme

13.1 Once an item has been posted (whether as an **outgoing item** or an incoming item) we may carry out checks on that item.

13.2 Subject to sections 5.6 and 5.15 above (which set out how we treat items that contain prohibited items and/or restricted items where the relevant restrictions or requirements have not been complied with), if an item is found not to meet the conditions set out in this Scheme or an item is found that indicates that insufficient (or no) postage and/or service fee has been paid for the service requested, or for incoming items the item appears to satisfy the conditions of a **remail item**, we may decide at our discretion to do one of the following things set out below (in sections 13.3 and 13.4) within a reasonable period of time.

13.3 For outgoing items, we may:

a. Convey the item to the relevant overseas postal operator for delivery to the address shown by the service requested. The overseas postal operator may require the addressee to collect the item from a specified location.

b. Convey the item to the relevant overseas postal operator for delivery to the address shown by an alternative service that we determine to be appropriate. In these situations the conditions of the service used to convey the item will apply.

c. Treat the item as undeliverable. Details of how we may deal with undeliverable mail can be found in section 15.

d. Return the item to you.

e. Refuse to accept it.

f. If none of the above courses of action are possible we may deal with or dispose of the item at our discretion.

In all cases we may not accept any liability for that item. This section also applies to items which have been found either in a Post Office[®] branch or on Royal Mail premises and which appear to be intended for posting.

13.4 For incoming items, other than an incoming **registered item** (which shall be dealt with in accordance with section 13.5 below), we may:

a. Convey the item to the addressee.

- b. Return the item to the country of origin.
 c. Treat the item as undeliverable. Details of how we may deal with undeliverable mail can be found in section 15.
 d. Otherwise deal with or dispose of the item at our discretion.

13.5 An incoming registered item shall be forwarded to the addressee without any additional charge.

13.6 In each case set out in sections 13.3 and 13.4 the addressee or you may be required to pay an amount (to be fixed by us or the relevant overseas postal operator) in order to cover additional costs before the item is delivered or released for collection:

- a. In the event of underpaid or unpaid postage and/or service fees the amount due may include a surcharge in addition to the underpaid or unpaid postage to cover administrative costs.
 b. Where the amount due is not paid the item may be dealt with or disposed of at our discretion.

13.7 In each case set out in sections 5.6, 5.15, 13.3 (d) to (f) and 13.4 (b) to (d) you or your **representative** or the addressee or their representative may be required to pay an amount (to be fixed by us or the relevant overseas postal operator) to cover the costs of returning, dealing with or disposing of the item.

14 Additional Marks We May Add

14.1 In the course of conveying an item we (or someone authorised by us) may alter the look of the cover of that item. Most usually this is by the addition of a postmark which shows that a stamp has been used and prevents it from being used again. A postmark may also contain an advertising or informative image. We may apply the postmark in any manner we consider appropriate. It is important to note that we may apply any form of postage mark (an image that denotes payment), impression, image, sticker, label or other device we consider suitable for any other postal purpose we consider appropriate.

14.2 We may also charge you a fee (to be fixed by us from time to time) and published on our website (www.royalmail.com) for cancelling postage marks with a special postmark including one that incorporates an advertisement, at your request.

15 Delivery Including Undeliverable and Re-Posted (Return To Sender) Items

15.1 Subject to sections 5.6 and 5.15, for outgoing items returned to us by an overseas postal operator as:

a. Undeliverable, we will attempt to return the item to you. We will not charge any additional postage or fee for returning an undeliverable item but you or your representative may have to pay any other fees (e.g. surcharges or customs charges) that apply. If any applicable fee is not paid, the item may be dealt with or disposed of at our discretion.

b. Undeliverable and the item was not originally posted in the United Kingdom, the Channel Islands or the Isle of Man, we may, at our discretion:

- Convey the item to the addressee.
- Return the item to the country of origin or to the postal administrator that forwarded the item to us.
- Otherwise deal with or dispose of the item at our discretion.

In each case set out in this section 15.1(b) the addressee or you or the sender may be required to pay an amount (to be fixed by us) in order to cover underpaid or unpaid postage and/or service fees plus a surcharge to cover administrative costs before the item is delivered or released for collection.

c. Return to Sender, we will attempt to return the item to you from a delivery address if all of the following conditions are met – i.e. the item:

- was originally posted using a service set out in this Scheme; and
- is re-posted by the addressee or any other person for any reason; and
- the original address is crossed out; and
- a clear instruction to return the item to you is written on the cover; and
- the return address is written fully, correctly and legibly on the cover; and
- the return address is in the United Kingdom, the Channel Islands or the Isle of Man; and
- the item is returned to us by the relevant overseas postal operator.

15.2 For incoming items, other than retail items (which shall be dealt with in accordance with section 13), we will attempt to deliver items that meet the conditions for the relevant service set out in this Scheme.

15.3 Some items require a signature at the point of delivery and some are too large to fit through a letter box. In these situations someone needs to be present at the address to take delivery of the item.

a. If no one is available we may at our absolute discretion deliver the item to a safeplace location, or to a **neighbour's** address. Please note that we will never attempt to deliver an item to a safeplace location or a neighbour if it is a registered item or an **express item**.

b. If an item has been delivered to a safeplace location at the address or a neighbour takes delivery of the item, we will leave a card at the address that the item was addressed to. That card will inform the addressee (or their representative) that an item has (or items have) been delivered to a safeplace location or to a neighbour. The card will also inform the addressee of the details for the safeplace location or the relevant neighbour (as applicable), as well as the date and the time that the item was delivered.

c. If an addressee does not want their items to be delivered to a safeplace location or a neighbour's address, or does not want to take items for neighbours, they can opt out, free of charge, by registering their wish to opt out in such a way as Royal Mail may reasonably require from time to time. For more information on how to opt out please check our website (www.royalmail.com).

d. If there is not a suitable safeplace location or a neighbour is not available to take delivery of the item, or the addressee has opted-out and does not want their items to be delivered to a safeplace location, neighbour or to take items for neighbours, we will take the item back to the delivery office or an alternative location such as a Post Office® branch. We will leave a card at the address that the item was addressed to.

e. The card that is left at the address will inform the addressee (or their representative) that we attempted to deliver an item or items. After a failed first delivery attempt, we will attempt re-delivery within a reasonable period. If we are still unable to deliver the item or items after the re-delivery attempt, we will leave a new card at the address which will offer the addressee (or their representative) one or more of the following opportunities:

- (i) to request that the item be redelivered to the same address on an available day;
- (ii) to request that the item be redelivered to an alternative local address ("local" in this context means an address covered by the delivery office to which the item was returned). Please note that this option is not available for registered items or express items;
- (iii) to collect (after the required period of time stated on the card has elapsed to allow for the item to reach that location and once identification that we deem to be suitable has been provided) the item from the delivery office or the alternative location such as a PostOffice® branch to which the item was taken back to; or
- (iv) to request that the item be sent from the delivery office or other location (other than a Post Office® branch) to an eligible Post Office® branch of their choice for collection. This service is called Redelivery to Post Office and may incur an additional fee. When collecting the item the addressee (or their representative) must provide the card that was left at the address and identification that we deem acceptable. Further details including the current fee and identification requirements can be found on our website (www.royalmail.com).

15.4 We may decide not to deliver an incoming item which we consider impracticable or unreasonable to deliver. Such an item is referred to in this Scheme as undeliverable.

15.5 Where an incoming item is undeliverable the item may at our discretion be returned to the sender or otherwise may be disposed of as we may think fit.

15.6 Redirection - for incoming items that have been redirected from an address outside of the United Kingdom the Channel Islands and Isle of Man, even if it was not originally posted in that country, to an address in the United Kingdom, we will attempt to convey the item to the addressee. In the event of underpaid or unpaid postage and/or service fees on such items the amount due may include a surcharge in addition to the underpaid or unpaid postage to cover administrative costs before the item is delivered or released for collection, in addition, the addressee may have to pay any other fees (e.g. surcharges or customs charges) that apply, before the item is delivered or released for collection. Where the amount due is not paid the item may be dealt with or disposed of at our discretion.

15.7 Forwarding – unofficial redirections – We are not under any obligation to do anything with an item that someone requests to be forwarded to another address other than the return to sender address on the cover. We consider these unpaid for, forwarding requests to be a form of unofficial redirections request. Typically in this situation the original address is crossed out and a written request (“forward to”) is made on the cover to forward the item to another address. This is normally attempted in order to try to get the item to the addressee who has moved to another address. In these situations the person moving should take out a Redirection service with us or provide pre-paid stationery. If we find an item that someone has requested be forwarded to another address then the item may be dealt with or disposed of at our discretion.

16 Complaints Handling Process

16.1. We aim to provide you with a reliable and consistent service at all times. If, however, you are unhappy with the service we have given you, this section will help you to get in touch with us to discuss your complaint and – if applicable – refer your complaint to an external, independent Ombudsman style service for resolution.

16.2. There are 3 internal stages in our complaints handling process and then the final Ombudsman style stage. Further information and contact details for each stage are available on our website (www.royalmail.com).

Stage 1: Contacting our Customer Services Advisors

16.2.1. Our Customer Services Advisors will make every effort to investigate and resolve your complaint providing you with an appropriate response. If you are not happy with the reply you can escalate your case to the Escalated Customer Resolution Team.

Stage 2: Contacting our Escalated Customer Resolution Team

16.2.2. Our Escalated Customer Resolution Team is trained in dealing with escalated complaints. They will endeavour to resolve your concerns. However, if after allowing them another chance to deal with your complaint you remain dissatisfied, you can contact the Postal Review Panel.

Stage 3: The Postal Review Panel

16.2.3. The Postal Review Panel will take a fresh and impartial look at your case and provide a final response from us about your complaint.

16.2.4. If you are not satisfied after the Postal Review Panel has provided you with a final response then your case will be considered ‘deadlocked’. Customer complaints in deadlock can be referred to the external, independent Ombudsman style service.

Stage 4: The Postal Redress Service – an external, independent Ombudsman style service

16.2.5. If you remain dissatisfied with the response you have received after contacting the Postal Review Panel and you have received a deadlock letter, you may be able to escalate your complaint to the independent Ombudsman style scheme, the Postal Redress Service (POSTRS).

16.2.6. POSTRS’s role is to resolve disputes between regulated postal operators (such as us) and their customers. POSTRS provide a free service and we are bound by their findings.

16.2.7. Depending on the nature of the specific complaint, POSTRS may be available. A list of products within the POSTRS scheme can be found on our website (www.royalmail.com). Generally, the service is available to you if:

- We have not been able to settle your complaint within the 90 day timescales set out by Royal Mail Customer Services.
- You have been referred to the scheme through your ‘deadlock’ letter.
- We have not followed our own complaints procedure in handling your complaint.

16.2.8. For further information please refer to POSTRS’s website www.cedr.com/postrs.

17 Compensation – What We Are Liable For

17.1 The vast majority of items arrive safely on time. In some instances items may be lost or damaged. In these situations we may refund postage and/or service fees and may award compensation. We do not pay compensation for delay. This section provides details as to what items qualify for refunds and compensation, what compensation is available and how and when claims need to be made.

17.2 We will accept liability, may refund postage and/or service fees and may pay compensation for the **loss** of, **damage** to, or **part loss** of an item posted under this Scheme, unless that item:

- a. is considered by us or by an overseas postal operator to be undeliverable (as set out in section 15 above);
- b. is one that has been successfully delivered but subsequently made the subject of a Return to Sender request (as set out in section 15 above);

c. is considered by us or by any overseas postal operator to be subject to a forwarding or unofficial redirection request (as set out in section 15.6 and 15.7 above);

d. has not fully meet all of the conditions set out in this Scheme (as mentioned in section 13.2);

e. is considered by us to indicate that insufficient (or no) postage and/or service fee has been paid for the service requested (also as mentioned in section 13.2);

f. is one which we have dealt with or disposed of at our discretion as mentioned under any section of this Scheme;

g. is one that contained prohibited items (as referred to in section 5.3 above);

h. is one that contains restricted items and the requirements for the acceptance of those items have not been met (as referred to in sections 5.12 and 5.13 above);

i. is one that is being sent by post in contravention of section 85 of the Postal Services Act 2000 (as amended), which essentially means any item that may damage another item or injure anyone handling that item. Also an item that contains or shows on its cover an indecent or obscene image;

j. is subject to circumstances where the event leading to the claim was caused by situations outside our control including exceptionally severe weather conditions, acts of terrorism and vandalism and acts of third parties with whom we have no contractual relationship;

k. is one where the loss or damage is due to a latent or inherent defect or natural deterioration;

l. is one that we do not believe has suffered damage or delay solely as a result of its transmission through the post. In particular where the cover does not appear to us to have suffered damage consistent with the damage caused to the contents of that item;

m. is one where the damage was pre-existing, that is, where the item was already damaged when it was posted; or

n. is one which has been re-directed to an address in the Channel Islands or the Isle of Man.

17.3 For clarity where an item falls into one of the categories listed in section 17.2 (a) to (n), then we will not accept liability, will not refund postage and/or service fees or pay compensation for the loss of or damage to that item.

17.4 In addition to section 17.3 we will only accept liability, may refund postage and/or service fees and may pay compensation where the loss or damage is due to any wrongful act done, or any neglect or default committed by a member of staff or agent of Royal Mail while performing or purporting to perform his functions as such in relation to the receipt, conveyance, delivery or other dealing with the item.

17.5 In addition to sections 17.3 and 17.4 we do not accept liability, will not refund postage and/or service fees or pay compensation for loss or damage to an item where the loss or damage is caused by your own act or omission in the course of either preparing to post or actually posting the item.

17.6 The amount of compensation that is payable depends on a number of factors including:

- The service used,
- The nature of compensation being sought i.e. whether for loss or damage,
- The evidence that can be provided, and
- The value of the item.

17.7 Compensation is available for items sent using the following services:

- International Standard
- International Economy
- International Signed
- International Tracked & Signed
- HM Forces Mail (with and without Special Delivery™ or Signed For™ added);

Claims and Evidence

17.8 We will only consider a claim for loss or damage compensation where the **required evidence** (as defined in section 17.9) is available and provided.

17.9 The required evidence is made up of all of the following:

a. the names and addresses of you, the addressee and, if different, the claimant;

b. the name of the service used;

c. evidence of posting and evidence of the value of the postage paid plus the method of postage, e.g. stamps, franking impression.

Evidence of posting may include:

- an original Certificate of Posting/Posting Receipt (provided automatically for International Signed and International Tracked & Signed and available on request and free of charge at Post Office® branches for other items),
 - an original on-line postage certificate of posting validated at a Post Office® branch,
- d. for damage (or part loss) claims the item with cover and packaging, showing the postage paid as well as the original Certificate of Posting if provided as part of the service purchased (i.e. International Signed and International Tracked & Signed; the place of posting;
- e. the date of posting;
- f. for International Signed and International Tracked & Signed services with enhanced compensation, the product documentation provided to you when posting the item (i.e. certificate of posting or receipt);
- g. a detailed description of the contents;
- h. in addition, for damage (or part loss) claims, the date of delivery; and
- i. in addition for damage (or part loss) claims, a description of the packaging and condition of the mail item itself.

17.10 In order to claim loss or damage compensation for the **actual loss** of the item, additional evidence of the item's value is required (see section 17.11 for examples). Please note that, when claiming for actual loss, there is a cap on the amount of compensation that can be paid. For International Signed and International Tracked & Signed, it is the lower of market value or £50, or £250 if an enhanced compensation service has been purchased. Enhanced compensation is not available for mobile telephones (including Blackberrys and PDAs) and the maximum compensation available under the enhanced compensation service for loss or damage to cash, securities or instruments to the bearer is £100. There are restrictions to sending cash and other items to some destinations. Please see our website (www.royalmail.com) for further information on restrictions and prohibitions. For all other services listed in section 17.7 the maximum compensation we will pay for any item is the lower of market value or £20 (save where Special Delivery™ or Signed For™ is added for HM Forces Mail – see section 20). Where the item has no **intrinsic value**, compensation for the actual loss is not payable, however a postage refund may be considered for claims involving loss. Postage refunds are not available for any claims for damage and part loss. Details of compensation available in various circumstances are summarised in Tables 1 & 2 below.

17.11 Evidence of value can be:

- Original receipts;
- Bank or credit card statements;
- PayPal records;
- Invoices;
- Manufacturing costs;
- Auctioneers valuations;
- Repair quotations.

This list is not exhaustive. It is provided for illustrative purposes. All evidence of value must be originals and not copies. You are advised to make copies before sending us originals.

17.12 In addition to information set out in sections 17.9 – 17.11, for eBay claims you must also include the following:

- item sale page and PayPal or bank/credit card statement; and
- eBay item number.

17.13 Please note that all of the packaging and contents of damaged items or items subject to part loss must be retained as we may need to inspect them. If they are not retained then compensation may not be paid.

Table 1 - Refunds and compensation available (assuming submission of sufficient evidence) for loss, damage and part loss for items conveyed using International Standard and International Economy and HM Forces Mail (without Special Delivery™ or Signed For™ added).

Compensation for loss.		Compensation for damage and part loss.
Item has no intrinsic value	Postage refund.	No compensation or postage refund.
Item has intrinsic value (with required evidence and additional evidence)	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is	Compensation on basis of the customer's actual loss. This compensation is

Compensation for loss.

subject to the maximum payable being the lower of the market value of the item and £20.

Compensation for damage and part loss.

subject to the maximum payable being the lower of the market value of the item and £20.

Table 2 - Refunds and compensation available for loss (assuming submission of sufficient evidence), damage and part loss for items conveyed using International Signed and International Tracked & Signed

Compensation for loss.

Item has no intrinsic value

Item has intrinsic value (with required evidence and additional evidence)

Postage refund.

Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50 or, if enhanced compensation service has been purchased, the maximum payable is the lower of the market value of the item and £250

Compensation for damage and part loss.

No compensation or postage refund.

Compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50 or, if enhanced compensation service has been purchased, the maximum payable is the lower of the market value of the item and £250

Making a Claim

17.14 This section sets out, for guidance, some details for making a compensation claim but not the full process. The full process for making a claim is set out on our website (www.royalmail.com). We may reject claims that do not follow that full process.

17.15 Claims should be made by the sender of the item. If the sender and the intended recipient both make a claim for the same item, then only the sender will have a right to compensation, unless a compensation payment has already been made to the recipient, in which case the sender will have no right to compensation.

17.16 Please note that loss claims can only be made if the item has not been delivered (or had delivery attempted) 20 or more working days after the **due delivery date** for EU destinations and 25 working days after the due delivery date for Rest of the World destinations. Please note that resolution of a claim may take some time, whilst we deal with overseas postal operators.

17.17 Any loss, damage (or part loss) claims must be made as soon as possible after the incident to help us investigate. All loss and damage (or part loss) claims must be made within 6 months of the date of posting for all services covered by this Scheme. No compensation or other payment will be paid by us for loss, damage (or part loss) claims not made within 6 months of the date of posting and not made in full compliance with the requirements of this Scheme (including the full claims procedure set out on our website (www.royalmail.com)).

17.18 All claims should be made using the correct claim form which is available to download from our website (www.royalmail.com) and can be collected from Post Office® branches. By using the correct claim form we can process your claim as quickly and effectively as possible. Alternatively, claims may be submitted online via our website (www.royalmail.com).

17.19 The claim form needs to be completed as fully as possible: hard-copy claims form should be signed and dated by the claimant before being sent to us and all mandatory fields within the online claim form must be completed. Remember that in order to claim loss or damage compensation for actual loss of the item (if that

compensation is available for the service you used) additional evidence of the item's value is required and should be submitted with the claim form (see section 17.11 for examples). Where evidence is submitted online, we reserve the right to request the originals of such documents in line with section 17.9 of this Scheme.

17.20 If additional evidence cannot be provided then only a postage refund can be considered.

17.21 We may at any time request more documentation and/or information from the claimant, sender or recipient to protect against unwarranted or duplicate claims. This includes, but is not limited to, a declaration of non-receipt (or proof of non-receipt in appropriate cases).

17.22 If compensation has been paid in respect of the loss of an item for a sum exceeding the real value of the contents, or if the item is subsequently found and delivered or returned, any compensation or postage refund awarded to you must be refunded to us.

18 Additional Terms and Conditions For Some Services /Items

18.1 The terms and conditions set out in sections 5 to 17 apply to all items. These are referred to in this Scheme as the **common terms**. Some services that we offer have additional terms and conditions that are specific to those services. The additional terms are known as the **specific terms** in this Scheme and are contained in the sections below. There is a section each for:

- International Signed and International Tracked & Signed (Section 19)
- HM Forces Mail (with and without Special Delivery™ or Signed For™) (Section 20)
- Articles for the Blind (Section 21)
- Printed Papers (Section 22)

18.2 When using a service listed in Section 18.1 then the specific terms must be complied with in addition to the common terms. Where the specific terms conflict with the common terms then the specific terms should be followed as they take priority over the common terms.

18.3 In addition to the common and specific terms contained within this Scheme other terms and conditions may exist for some services. For example in section 10 above we mentioned that customers using a franking machine must abide by the Royal Mail Scheme For Franking Letters and Parcels 2018 and according to any guidelines that we publish on our Franking help centre website (www.royalmail.com). Also, customers who make use of a credit account must abide by the PPI licence, the PPI design notes and any guidelines that we publish on our website (www.royalmail.com). Such terms and conditions may be contained in application forms, licences, or any other document issued or authorised for issue by us and all may be updated from time to time.

19 International Signed and International Tracked & Signed

19.1 For International Signed and International Tracked & Signed, the item will only be delivered to an addressee or their representative once a signature or similar proof of delivery such as ID has been gained (in some countries, a signature is not obtained but a similar proof of delivery such as ID is the alternative). International Signed is tracked to the point it leaves the UK and takes a signature on delivery (or a similar proof of delivery). International Tracked & Signed is tracked in the UK and overseas and takes a signature on delivery (or a similar proof of delivery). In each destination country, either one or the other (but not both) of these services is available. For details of destinations that offer International Signed or International Tracked & Signed please see our website (www.royalmail.com). Please note that country details may change from time to time so you should check the website when necessary.

19.2 You must apply (or must ensure someone else applies) a fully completed International Signed or International Tracked & Signed label securely to the cover of the item for which the service has been purchased.

19.3 Upon delivery of an incoming item by International Signed or International Tracked & Signed services the addressee or their representative must sign (or otherwise provide some form of proof of delivery as we may specify). Where such a signature or proof of delivery is refused to be provided to us then the item may be dealt with or disposed of as we consider appropriate. Please note that the representative could be someone else at the delivery address or a neighbour.

19.4 We cannot provide you with a copy of the signature or a similar proof of delivery of the recipient of the International Signed or International Tracked & Signed item. We may however seek to obtain a copy of such signature or a similar proof of delivery in the event of a claim for loss or damage.

19.5 For International Tracked & Signed online confirmation of delivery (not including a copy of the signature of the recipient or a similar proof of delivery) in the majority of cases can be viewed on our website (www.royalmail.com) and will be available for up to 12 months after the item was posted. To access these details you will need to know the reference details on the barcoded label for the item sent.

19.6 For the avoidance of doubt, International Tracked services for all items and International Tracked & Signed services for Items above two (2) kilograms are governed by a separate set of terms which can be found on our website.

20 HM Forces Mail (with and without Special Delivery™ or Signed For™)

20.1 Royal Mail works with the Ministry of Defence to provide a postage service to HM Forces overseas.

20.2 The weight limit for all HM Forces Mail is 2kg.

20.3 Prices for HM Forces Mail are set by the British Forces Post Office (BFPO). This currently follows domestic pricing, but may be subject to change. Details of pricing can be found on our website (www.royalmail.com).

20.4 In some cases, items may be sent to members of HM Forces overseas free of charge. Such concessions are determined by the BFPO details of which can be found on our website (www.royalmail.com).

20.5 The compensation available for HM Forces without Special Delivery™ or Signed For™ added is set out in section 17.10. Special Delivery™ may be bought with and added to HM Forces Mail when a greater level of compensation is required in the event of loss or damage to an item being sent to a member of HM Forces overseas.

20.6 Terms and conditions relating to Special Delivery™ sent through BFPO shall follow those as outlined by The Royal Mail United Kingdom Post Scheme (a copy of which may be found on our website (www.royalmail.com)) except that:

- a. Compensation for delay or consequential loss is not available.
- b. Money or jewellery must be sent in a Special Delivery™ pre-paid envelope if compensation is to apply in the event of loss or damage.
- c. Compensation is available for loss and damage on the basis of actual loss up to the maximum of the market value or £500 (or £1,000 or £2,500 if enhanced compensation is purchased) whichever is the lower of these.
- d. Special Delivery™ items being sent via BFPO will take a signature on delivery but will not provide tracking or confirmation of delivery.

20.7 Terms and conditions relating to Signed For™ sent through BFPO shall follow those as outlined by The Royal Mail United Kingdom Post Scheme (a copy of which may be found on our website (www.royalmail.com)) except that Signed For™ items being sent via BFPO will take a signature on delivery but will not provide confirmation of delivery.

21 Articles For The Blind

21.1 Articles for the Blind is a free of charge service for the conveyance of items that contain particular items that are of use to blind people.

21.2 In this Scheme blind people and the blind means:

- a. persons registered as blind under the provisions of the National Assistance Act 1948; or
- b. persons whose standard of close-up vision, with spectacles, is N12 or less.

21.3 Articles for the Blind can be used to convey items to or from blind people that contain any of the following items:

- a. books, papers and letters which are specifically prepared for use by blind people. Standard or large print items may only be sent using the Articles for the Blind service if, in our reasonable opinion, they fall within this definition and the font size is at least 16 points in size;
- b. papers sent to anyone to be specially prepared or impressed so that blind people can use them;
- c. relief maps;
- d. machines, frames and attachments for making impressions for blind people to use;
- e. writing frames and attachments;
- f. Braille instruction manuals; or
- g. any other item that we determine to be allowable as listed on our website (www.royalmail.com).

21.4 Articles for the Blind can also be used to convey items between blind people and specific organisations or institutions (which are pre-approved by us) that cater for blind people that contain any of the following items:

- a. games (including card games);
- b. mathematical appliances and attachments;

- c. 'talking books' and 'talking newspapers', which are recordings of readings from printed sources, such as books, journals, newspapers, periodicals or similar publications;
- d. equipment used to play talking books and newspapers;
- e. metal plates impressed or sent for impressing for use by blind people;
- f. supplies of covers, envelopes and labels for sending articles for use by blind people;
- g. watches, clocks, timers, tools and measuring equipment designed for blind people to use;
- h. walking sticks adapted for blind people;
- i. harnesses for guide dogs;
- j. computer disks and CDs which have been prepared for blind people and do not contain information which can be read without specially prepared encryption software; or
- k. any other item that we determine to be allowable as listed on our website (www.royalmail.com).

21.5 Any item must meet the conditions set out below. We may open and inspect each item to ensure it meets the conditions set out below:

- a. it must weigh less than 7 kilograms;
- b. it must clearly show the words 'ARTICLES FOR THE BLIND' on the front of the cover along with your name and address somewhere on the cover where it cannot be confused with the destination address (preferably on the back of the item). If sent through a Post Office® branch a label must also be applied which is known as a P4558;
- c. it must be left un-sealed so the contents can be checked to make sure they are permissible as listed in sections 21.3 or 21.4. Alternatively they can be sealed in a manner that we can open and then re-seal or we may agree alternative arrangements with you in advance should you be unable to meet these requirements. For example you may be able to design your cover such that the contents are visible;
- d. it must not contain any item or personal message which is not listed in sections 21.3 or 21.4, with the exception of a label showing the name and address of the sender, and instruction booklets, guarantees, technical documentation and other information provided for use with an item listed in sections 21.3 or 21.4;
- e. it must be addressed to a named recipient. This can be the name of an individual or an organisation that provides services specifically for blind people. Where addressed to an individual that individual must be a blind person. It is not permissible to send an item using Articles for the Blind if it is addressed to 'The Occupier' or 'Dear Customer';
- f. it must not contain any advertising literature; and
- g. it must not contain any postage stamp or form of prepayment, whether cancelled or not, or any paper representing a monetary value, except in cases where the item contains as an enclosed card, envelope or wrapper bearing the printed address of the sender or his agent which is pre-paid for return.

21.6 If we find an item that has been posted with us as an Articles for the Blind item but which does not meet the requirements set out in these specific terms then we may convey it using a different service and we will charge you or the recipient the appropriate postage for that service along with a surcharge to cover our costs. If the postage and surcharge is not paid then we will deal with the item as we determine.

21.7 More information is available on our website (www.royalmail.com).

22 Printed Papers

22.1 Printed Papers weighing no more than 5kg may be sent using International Standard, International Economy, International Signed and International Tracked & Signed services.

22.2 In such cases the item must be marked 'Printed Papers' on the left hand side of the address.

22.3 For many destinations, customs declarations are required for sending Printed Papers. It is therefore advisable to attach the relevant customs declaration. You are responsible for meeting all applicable customs regulations and we shall have no liability for any actions of any customs authority, even if those actions cause loss, damage (or part damage) or delay to the item.

22.4 Printed Papers may include the following: newspapers, periodicals, books and pamphlets, sheets of music, visiting or address cards, proofs of printing, engravings, photographs and albums containing photographs, pictures and drawings, plans, maps, patterns for cutting out, brochures, prospectuses, advertisements catalogues and notices.

22.5 The list in section 22.4 is an indicative list of items that can be sent under the Printed Papers service. For up to date information please refer to our website (www.royalmail.com). You are responsible for checking whether the contents of an item are Printed Papers at the time of posting.

22.6 Printed Papers must not contain any postage stamp or form of prepayment, whether cancelled or not, or any paper representing a monetary value, except in cases where the item contains as an enclosure a card, envelope or wrapper bearing the printed address of the sender of the item or his agent in the country of posting or destination of the original item, which is prepaid for return.

23 Customs Control

23.1 You are required to pay customs duty, provide electronic advance data/customs information in advance before despatch and prepare customs documentation/complete customs processes when sending goods or merchandise of commercial value (including, for example, gift vouchers) to some overseas destinations

23.2 Customs documentation is required when sending goods or merchandise of commercial value (including, for example, gift vouchers) outside of the UK. For up to date information on customs requirements, the forms and processes that should be completed, please refer to our website (www.royalmail.com).

23.3 Where an item requires electronic advance data/customs information, customs documentation and requirements the relevant services should be purchased either from all PostOffices® or can be downloaded from our website (www.royalmail.com) Such information may change from time to time and it is your responsibility to verify that any items you send meet relevant customs requirements at the time of sending. Please refer to our website (www.royalmail.com) when necessary for up to date information relating to customs requirements.

23.4 It is important that all customs requirements (including, but not limited to, those in this section 23) are complied with. For certain destinations, we may be unable to despatch items without completion of the requirements set out in this section 23 and we may deal with such item(s) in accordance with section 13.3 of this Scheme. Despatch of items without the necessary customs forms or completing the necessary processes will result in delay to delivery and the possibility that goods will be seized by customs authorities overseas.

23.5 For items entering the UK for delivery, where customs duties apply, Royal Mail may charge a fee for processing such items. The fee reflects the costs of handling such items. Where the amount due is not paid the item may be dealt with or disposed of at our discretion. Details of the fee payable can be found on our website (www.royalmail.com).

24 Your information

24.1 Where we supply services to you under this Scheme, we are the controller of the personal data we process in providing services to you.

24.2 Where you supply personal data to us so we can provide services to you, and we process that personal data in the course of providing services to you, both you and we will comply with our obligations imposed by the Data Protection Legislation and you will not cause us to contravene the Data Protection Legislation. Where you have provided the personal data of a third party to us, you warrant that you have lawful grounds, such as their consent, to do so and that we are entitled to process that personal data to provide services.

24.3 From time to time we may be obliged by our Regulator to provide it with certain information about you, including your name and address.

24.4 Further information about how we use your personal data is set out in our Privacy Policy at www.royalmail.com/privacy-policy. Please read this Privacy Policy carefully.

24.5 The terms "personal data", "controller", "processing" and "supervisory authority" shall all have the same meaning as in the Data Protection Legislation and the term "process" shall be construed accordingly.

Annex A - Definitions used in this Scheme

A1 The Interpretation Act 1978 applies for the interpretation of this Scheme and for this purpose this Scheme is to be treated as if it were an Act of Parliament.

A2 In this Scheme, the following words and terms have the following meanings:

actual loss

(a) Where an item is lost or damaged beyond repair then it is the amount it cost the customer to acquire, purchase or manufacture the item subject to adjustment to take account of condition, age and depreciation.

(b) Where an item is damaged (but not beyond repair) it is the cost of repair. No additional payment will be made for the reduced value of the repaired item.

address

means for any premises the address, including the name of the addressee, premises name or number, road name, locality name, zone number or post box number (if one exists) plus name of country of destination.

addressee

the person to whom an item is addressed.

Bladed Item

(Bladed Articles and Bladed Products as defined by Offensive Weapons Act 2019) including, but not limited to, any knife (including a folding pocket knife), any knife blade, cutlery knife, scissors with sharp edges or points, sporting equipment with a blade, tools with a blade, replica and antique knives including those used for re-enactment purposes, handmade and bespoke knives, cut-throat razors, open razors where the blade is exposed, any axe, any sword, and any other article which has a blade - Excludes knives prohibited under UK law- see Weapons.

business

any entity engaged in commercial or economic activity, whether for profit or not, and irrespective of legal form.

Channel Islands

the islands called Alderney, Guernsey, Jersey, Herm and Sark.

cover

any cover, envelope, or other packaging used to contain the contents of an item. In the case of a postcard or other card, any reference to a cover shall be construed as a reference to an outside face of the card.

damage

if something in an item of mail has suffered a degree of harm that reasonably impairs the material function or contents of the item.

Data Protection Legislation

means the Data Protection Act 2018 and the UK GDPR (as defined in the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019), together with any guidance, directions, determinations, codes of practice, orders, notices or demands issued by any competent supervisory authority or other competent authority with respect thereto, and any other applicable data protection laws or regulations and judgments of any court of law, tribunal or regulatory body, all as amended, extended, re-enacted or replaced from time to time.

due delivery date

means a date on which we or the relevant overseas postal operator will aim to deliver an item as more particularly described in the delivery aims section of our website (www.royalmail.com).

express items

means an incoming item sent using an overseas service equivalent to Royal Mail's international tracked service.

franking mark

any mark or impression printed or otherwise made by a franking machine indicating the date and place of posting, the postage and fees paid or payable, the identity of the franking machine used and any other numbers, words, characters, symbols or marks be required by us.

incoming item

means (a) any item accepted by us from an overseas postal operator for delivery to an address within the United Kingdom the Channel Islands and the Isle of Man or (b) any item passing through the United Kingdom in transit to address outside the United Kingdom, the Channel Islands and the Isle of Man.

intrinsic value

when used in relation to the content of an item means that it has an inherent monetary value relating to its essential nature.

item

means any letter, large letter, postcard, printed papers and every parcel or other article transmissible by post.

loss

an item shall be deemed to be lost, (unless there is evidence to the contrary to demonstrate that it has not been lost) if it has not been delivered or had delivery attempted 20 or more working days after the due delivery date for EU destinations and 25 working days after the due delivery date for destinations outside the EU.

market value

means what a willing buyer would pay a willing seller, both in a free market, for an item. When assessing the market value of an item, the value of any message or information it contains, or bears or refers to must be ignored. Market value is one of two caps upon the amount of compensation payable.

neighbour

for the purposes of delivering items, an appropriate person chosen at the discretion of the delivery officer on the basis of local knowledge and official guidance, who lives within close proximity of the address on the item. They may be a next-door neighbour or someone who lives sufficiently close by.

outgoing item

means any item accepted by us within the United Kingdom for postal delivery to an address outside the United Kingdom, the Channel Islands and the Isle of Man.

part loss

Where an item is received and some or part of the content is missing.

post, posted

an item is posted if it has been entrusted to us for transmission by post in accordance with one of the approved methods set out in section 12 of this Scheme and related words shall be construed accordingly.

postage

the amount of money charged by us for delivery of an item.

postage mark

a collective term for a mark or impression (to include a franking mark, a Printed Postage Impression (PPI), any postage paid symbol, pre-printed stationery) authorised for use by us to indicate payment of postage and/or service fees on an item or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage mark may be non-adhesive (when it is embossed, impressed or printed on a cover) as we may from time to time permit. **postmark** any indicator, image or impression applied by us to a cover or envelope, to cancel a postage stamp or postage label, to indicate that we are the delivery agent of the item or for any other postal purpose approved and authorised by us.

Printed Postage Impression (PPI)

a postage mark indicating postage is payable to us and printed under a licence from us.

Printed Papers

means the Printed Papers service as described in section 22 of this Scheme or the items which may be sent under such service (depending on the context when used).

private post box

any post box owned and maintained by a person other than ourselves which has been authorised for use as a post box by either Post Office Limited or ourselves for the posting of items which are intended to be carried by us.

postage stamp

means a stamp, authorised for use by us to indicate payment of postage and/or fees on an item, or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage stamp may be adhesive in order for it to be affixed to a cover as we may from time to time permit. From 31 January 2023, the only forms of definitive stamp – stamps featuring the monarch on a plain coloured background - authorised for use by us for these purposes will be those with barcodes. Special stamps with pictures on, and Christmas stamps, without barcodes will continue to be authorised by us for these purposes. Unless the context requires otherwise, references to a “stamp” mean a Postage Stamp.

postage label, service fee label

means a label, authorised for use by us to indicate payment of postage and/or service fees on an item. or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage label may be adhesive in order for it to be affixed to a cover as we may from time to time permit.

registered item

means an incoming item sent using an overseas service equivalent to Royal Mail's International Signed service.

remail item

means incoming items addressed to persons within the UK and posted in a foreign jurisdiction other than the jurisdiction in which they were produced and/or made ready for sending.

representative

means a person who acts legitimately, with or without express permission, on behalf of the addressee.

service fee

the amount of money charged by us for providing a service in connection with an item.

valuables (money and jewellery)

any item that is:

- i) precious metal that has been manufactured in such a way as to add value to it, including coins used for ornament;
- ii) ingots;
- iii) diamonds and precious stones;
- iv) watches the cases of which are made wholly or mainly of precious metal;
- v) articles similar to any of those referred to in i)- iii) above with an intrinsic value;
- v) coins and bank notes of any currency that are legal tender at the time of posting;
- vi) postal orders, cheques and dividend warrants uncrossed and payable to bearer;
- vii) unused postage and revenue stamps and National Insurance stamps;
- viii) Exchequer bills, bills of exchange, promissory notes and credit notes; Bonds, bond coupons and any other investment certificates; and
- ix) coupons, vouchers, tickets, tokens, cards, stamps and other documents that can be exchanged in whole or in part for money, goods or services.

Zone Number

overseas equivalent of a UK postcode

Further information

(Not part of the Scheme)

You can get more information on this Scheme, the services it covers and the details contained in the web pages that are linked in this document from our Customer Experience Team on 0345 740 740.

Lines are open from 8am to 6pm Monday to Friday and from 8am to 1pm on Saturdays. (4407291)

THE ROYAL MAIL UNITED KINGDOM POST SCHEME

06 AUGUST 2023

Contents

1.	About this Scheme	3
2.	What this Scheme applies to	3
3.	Definitions	4
4.	Our ability to provide services	4
5.	What can and cannot be contained within an item	4
	Prohibited items	4
	Restricted items	7
6.	Size & weight limits and how to package an item	18
7.	How to address an item	18
8.	How to pay for postage and other services	19
9.	How to work out how much postage to pay	20
10.	How to show that an item has had postage paid	22
11.	Other requirements relating to the address on the cover of an item	22
12.	How to hand over (or post) an item	23

13.	How we will treat items that do not meet the requirements set out in this scheme .	24
14.	Additional marks	25
15.	Delivery including undeliverable and re-posted (Return to Sender) items	25
16.	Photograph on Delivery	
17.	Complaints handling process	28
18.	Compensation – what we are liable for	29
	What determines compensation payable	31
	Claims and evidence	31
	Making a claim	35
19.	Additional terms & conditions for some services	37
20.	First Class, Second Class and delivery confirmation	37
21.	Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class & Proof of Delivery	38
22.	Special Delivery	39
23.	Articles for the Blind	42
24.	Petitions and Addresses to the Sovereign	43
25.	Petitions to Parliaments and Assemblies	44
26.	Poste Restante	44
27.	Items sent between the United Kingdom and the Channel Islands or the Isle of Man .	45
28.	Sanctions Laws	45
29.	Your information	46
	Annex A - Definitions used in this Scheme	47

1. About this Scheme

1.1 This Scheme is a document that sets out the terms & conditions for some¹ of the **items** that we handle. **We** (Royal Mail Group Ltd) are allowed to set out terms and conditions within a Scheme document by the Postal Services Act 2000 (and more specifically section 89 of that Act as amended by the Postal Services Act 2011 and in particular paragraph 24 of Schedule 12 of that Act).

1.2 Each time we alter the wording within a Scheme it has the effect of making a new Scheme. We publish our Schemes on our website .

1.3 This Scheme is known as ‘The Royal Mail United Kingdom Post Scheme 06 August 2023’ and is referred to in this document as ‘this Scheme’. The date in the title is the date that the Scheme took (or will take) effect. This Scheme replaced the Royal Mail United Kingdom Post Scheme 06 April 2022. That old Scheme is no longer in force.

2. What this Scheme applies to

2.1 This Scheme sets out the terms & conditions for:

2.1.1 the services provided by us to the person, business or organisation asking for the service (**you**) when we accept items within the United Kingdom for postal delivery to an **address** in the United Kingdom, the **Channel Islands** and the Isle of Man. The terms and conditions for the specific services listed below are contained within this Scheme:

- First Class,

- Second Class,
- Royal Mail Signed For 1st Class
- Royal Mail Signed For 2nd Class
- Royal Mail Special Delivery Guaranteed by 1pm^{®2} ('Special Delivery'),
- Articles for the Blind,
- Petitions and Addresses to the Sovereign and
- Petitions to Parliament & Assemblies.

All product names offered under this Scheme are shown, in this Scheme, in red text.

2.1.2 the service provided by us to accept an item sent from the Channel Islands or the Isle of Man for postal delivery to an address in the United Kingdom.

2.1.3 other services provided by us in connection with those mentioned in 2.1.1 and 2.1.2. Specifically these are:

- Return to Sender,
- Proof of Delivery,
- Poste Restante,
- Redelivery to Post Office, and
- Inflight Delivery Options.

3. Definitions

3.1 You may not be familiar with some of the words or phrases we use in this document. When they are used for the first time, they are shown in **bold print** and explained in the relevant part of this document or in Annex A.

3.2 As mentioned in 1.3 above this Scheme replaced a previous Scheme so any references in other documents to the previous Scheme that was in force before this Scheme should now be interpreted as referring to this new Scheme.

4. Our ability to provide services

4.1 We will provide the services set out in this Scheme where the relevant terms & conditions contained in this Scheme for the service are complied with. We will provide the services in the manner that we deem to be most appropriate according to our operational requirements and an overarching need to secure the sustainability of the Universal Service.

4.2 We may decide to withdraw the provision of any of the services set out in this Scheme if the terms & conditions contained within this Scheme are not abided by, in the event of misuse or if providing the service may cause us reputational damage.

5. What can and cannot be contained within an item

5.1 There are some items that we cannot carry through our postal network for legal or safety reasons. Items that we cannot carry through our postal network are known as **prohibited items**. Some other items can only be carried under certain circumstances. These are known as **restricted items** and details of those are contained after this section on prohibited items.

Prohibited items

5.2 We would like to make it very clear that as we cannot carry prohibited items through our network, we will not accept any liability for any item that contains prohibited items.

5.3 As the list of prohibited items can change from time to time we maintain a full, up-to-date list on our website which can be viewed at any time.

5.4 It is your responsibility not to send prohibited items in the post. If you are in any doubt you may seek advice from our website .

5.4.1 any item which resembles a prohibited item may be subject to additional scrutiny which may cause delays

5.4.2 any compensation claim for delay as a result of additional scrutiny is subject to the limits set out in Section 18 of the Scheme

5.4.3 failure to comply with these conditions could result in prosecution resulting in a fine or imprisonment

5.4.4 failure to comply with these conditions could affect your ability to claim compensation

5.4.5 if you post an item that contains a prohibited item we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including disposing of the relevant item (in whole or in part)

5.4.6 the sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item

5.4.7 the sender is responsible for checking whether an item is prohibited.

5.4.8 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 or employees

5.4.9 any article or substance classified as dangerous goods is prohibited (other than specified in Restricted items below)

Restricted items

5.5 There are some items, known as restricted items that we can, for legal or safety reasons, only carry through our postal network provided that you meet all our requirements for the acceptance of the item, including, but not limited to, packaging requirements.

5.6 We will not accept any liability for any item that contains restricted items if the requirements for the acceptance of those items are not met.

5.7 As the list of restricted items and requirements for each can change from time to time we maintain a full, up-to-date list on our website (which can be viewed at any time

5.8

5.8.1 **Valuables** can only be sent using the Special Delivery service.

5.9 It is your responsibility to ensure that restricted items are sent correctly and that you meet the requirements for acceptance. If you are in any doubt as to whether an item is one of the restricted items you can seek advice from our website.

5.9.1 any item which resembles a restricted item may be subject to additional scrutiny which may cause delays

5.9.2 any compensation claim for delay as a result of additional scrutiny is subject to the limits set out in Section 18 of the Scheme

5.9.3 failure to comply with these conditions could result in prosecution resulting in a fine or imprisonment

5.9.4 failure to comply with these conditions could affect your ability to claim compensation

5.9.5 if you post an item that contains a restricted item (and you do not comply with the relevant restrictions or requirements) we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including disposing of the relevant item (in whole or in part)

5.9.6 the sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item

5.9.7 the sender is responsible for checking whether an item is restricted.

5.9.8 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 or employees

5.9.9 any article or substance classified as dangerous goods is prohibited (other than specified in Restricted items above)

6. Size & weight limits and how to package an item

6.1 In addition to the specific packaging and other requirements that relate to restricted items there are some general rules set out below that must be followed for all items as to weight, size, thickness and packaging.

6.2 Items sent using the First Class, Second Class, Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class services may weigh up to 20 kilograms. Special Delivery can be used for items which weigh up to 10 kilograms or up to 20 kilograms where Special Delivery services are purchased at a Post Office[®] branch or via online postage.

6.3 The maximum size of an item must not exceed 610mm in length by 460mm in width by 460mm in depth. For a cylinder shaped item the length plus twice the diameter may not exceed 1040mm with the greatest dimension being no more than 900mm. The maximum size for each format of item is set out in section 9.1 below.

6.4 The minimum thickness for an item is 0.25mm. We may refuse to accept or to deliver an item that is less than 0.25mm thick.

6.5 All items must be packaged such that, in our opinion, the item will not be likely to cause damage or harm to other items, equipment or individuals (including any recipient).

6.6 The **cover** and the protective material of the item must be appropriate to the contents such that we can convey it to its destination undamaged without having to take precautions over and above those normally taken by us with an item of mail. Packaging guidelines are available on our website and in booklets held by Post Office[®] branches.

6.7 With the exception of items that are sent using the Articles for the Blind service (which are discussed in more detail section 23) all items must be securely sealed or fastened.

6.8 In addition to the requirement to provide sufficient protection both for the item itself and so as not to be likely to cause damage or harm to other items, equipment or individuals as set out in sections 6.5 and 6.6, any item that contains anything breakable must be clearly and legibly marked with the words 'FRAGILE – HANDLE WITH CARE' in capital letters above the address.

6.9 In addition to the requirement to provide sufficient protection for the contents as set out in sections 6.5 and 6.6 any item that has contents that may be damaged by bending must be clearly and legibly marked with the words 'DO NOT BEND' in capital letters above the address.

6.10 In the same way that the list of restricted items can change from time to time so too can our packaging requirements for certain new or existing restricted items. You can review the full, up-to-date list of restricted items and associated packaging requirements on our website.

6.11 The latest packaging guidelines which apply to all items can also be found on our website.

7. How to address an item

7.1 Each item must be fully and correctly addressed. All the elements of the address (including the full postcode) must be written clearly and legibly on the front or on a label securely attached to the front of the cover (or otherwise in a manner such that the address is clearly visible in its entirety as if it had been written on the front of the cover) of the item.

7.2 You must ensure that addresses take the following format when added to an item. Please do not use commas or full stops and note that only the TOWN and POSTCODE should be in CAPITAL LETTERS. You don't need to include the county name. The postcode must be on a line of its own. The text that makes up the address should be aligned to the left as it is in the example below. It should not be staggered or centred.

Example Name

House name or number and road name

Locality Name if one exists

TOWN

POST CODE

The text set out in the example above and taken as a whole is known as the address block. The address block should appear in the centre of the front face of the item.

7.3 Postcodes are allocated by us at our discretion throughout the United Kingdom in accordance with the operational needs of our network. The postcodes are routing codes and we may amend them at our discretion from time to time. Where we do make changes we will ensure that all residents of the affected addresses are given sufficient notice and, in certain cases, as detailed in the PAF® File Code of Practice, we will follow a formal notification and consultation process before confirming changes.

7.4 The address must not be obscured or made difficult to read in any way including by the manner in which the contents are enclosed in the item.

7.5 Putting a correct address in the correct format in the correct location on an item helps our sorting machines process the mail as quickly as possible. More information is available on our website.

7.6 We recommend that you put a full and accurate return address on your item (in a position where it can't be confused with the destination address and preferably on the back) so that we are able to return the item to you, intact, should we need to. More information regarding Return to Sender can be found in section 15.

8. How to pay for postage and other services

8.1 Of the services contained within this Scheme the following are provided (as long as specific requirements are met) free of charge:

- Articles for the Blind,
- Petitions and Addresses to the Sovereign,
- Petitions to Parliament & Assemblies and
- Poste Restante.

The specific requirements for these services are set out in sections 23 to 27 below of this Scheme.

8.2 The other services that are contained in this Scheme require payment for **postage**. These services are:

- First Class,
- Second Class,
- Royal Mail Signed For 1st Class,
- Royal Mail Signed For 2nd Class and
- Special Delivery.

The specific requirements for First Class, Second Class with delivery confirmation, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and Special Delivery are set out below in sections 20 to 22 of this Scheme.

8.2.1 The services listed above in 8.2 can be paid for by applying postage stamps, **postage labels** (which can be generated by our on-line postage applications or by Post Office® branches) or by use of a franking machine³.

8.2.2 First Class, Second Class, Royal Mail Signed For 1st Class, and Royal Mail Signed For 2nd Class services can also be purchased using a credit account.

8.3 Stamps can be purchased from us online from our website, from Post Office® branches or from a wide variety of other high street retailers. When postage is purchased from a Post Office® branch it often takes the form of a postage label if it is for anything but the first weight band. Similar postage labels are also available from our online postage applications

8.4 A franking machine allows money to be credited onto it. Postage for items is then paid for, from this credit, on an item by item basis. There is a wide range of franking machines which can either be leased or bought from franking manufacturers. If you use a franking machine you must abide by the terms and conditions that are contained within a separate Scheme document called Royal Mail Franking Letters And Parcels Scheme (which is published on our website) as well as the terms and conditions contained in this Scheme document.

8.5 A credit account allows you to **post** items without pre-payment. You are sent an invoice requesting payment for the items we have conveyed in the preceding period of time. If you set up a credit account with us you must abide by the terms and conditions that are contained within documents called the Royal Mail General Terms & Conditions and the Royal Mail Account Terms (both of which can be found on our website as well as the terms and conditions contained in this Scheme document).

9. How to work out how much postage to pay

9.1 For the services listed in this Scheme that are not free, the amount of postage that you must pay is dependent on several factors. The first is how quickly you would like the item to arrive (the service), the second is what weight the item is (the weight) and the third is how much compensation is required in the event of loss or damage. For items sent using the First Class, Second Class and Royal Mail Signed For 1st & 2nd Class services the amount of postage payable also varies by format (i.e. shape, size & weight):

9.1.1 items which do not exceed 100g in weight and 240mm by 165mm by 5mm in size are deemed to be **letters** for pricing purposes;

9.1.2 items which exceed 100g or 240mm by 165mm by 5mm (in any one or more of the three dimensions) but do not exceed 750g and 353mm by 250mm by 25mm are deemed to be **large letters** for pricing purposes;

9.1.3 items which exceed 353mm by 250mm by 25mm (in any one or more of the three dimensions) up to maximum dimensions of 450 mm by 350mm by 160mm and cylinder shaped items that do not exceed 450mm in length and has a diameter no greater than 160mm neither of which exceed 2 kilograms in weight are deemed to be **small parcels** for pricing purposes; and

9.1.4 items which exceed 450 mm by 350mm by 160mm (in any one or more of the three dimensions) up to maximum dimensions of 610mm by 460mm by 460mm which do not exceed 20 kilograms in weight are deemed to be **medium parcels** for pricing purposes. Exceptions apply (see 9.1.5).

9.2 We aim to deliver a Special Delivery item by 1pm the next **working day** after it has been **posted**. Please note that exemptions do apply in certain circumstances. All Special Delivery items are priced by service and by weight. Compensation for loss or damage is available on the basis of **actual loss** of up to the maximum of the **market value** of the item or £750 (whichever is the lower) comes as standard. Special Delivery is available with enhanced compensation options. Further add on services can also be purchased with Special Delivery such as a Saturday Guarantee or Consequential Loss for additional **service fees**. Further specific details, including compensation, exemption and suspension information, can be found in sections 18.7.4 & 22 below and on the Special Delivery website.

9.3 We aim to deliver:

- A First Class item the next working day after it has been posted.
- A Second Class item within three working days after it has been posted.

Compensation for loss or damage for any format of item sent using the First Class or Second Class services in accordance with this Scheme is available on the basis of actual loss up to the maximum of the market value of the item or £20 (whichever is the lower).

9.4 We aim to deliver:

- A Royal Mail Signed for 1st Class item the next working day after it has been posted.
- A Royal Mail Signed for 2nd Class item within three working days after it has been posted.

Compensation for loss or damage for any format of item sent using Royal Mail Signed for 1st Class or Royal Mail Signed For 2nd Class services in accordance with this Scheme is available on the basis of actual loss up to the maximum of the market value of the item or £20 (whichever is the lower) Further details of how the Royal Mail Signed For services work can be found in section 21 below.

9.5 To help you find the best service for your needs we provide pricing information on our website. Prices and other pricing information can also be found in other locations on the same website (such as product specific pages) including in a Pricing document with all pricing information for the services mentioned in sections 9.1.1 to 9.1.4.

9.6 We may change the rates of postage and service fees from time to time. Changes to postage rates & service fees and the date on which the changed rates and fees will come into effect will be published at least one month (or whatever period of time agreed by us with our regulator, Ofcom) in advance on our website (www.royalmail.com).

10. How to show that an item has had postage paid

10.1 You must show us that postage for an item has been paid for (where it applies) so that we can convey it without delay. Payment is demonstrated by the application of a **postage mark** to the item. The manner in which payment of postage can be shown depends on the method of payment used. Section 8 above set out the most common ways of applying a postage mark (postage stamps, postage labels, **service fee labels, franking marks**, postage labels created by online applications, **Printed Postage Impressions (PPIs)** etc). In addition, a postage mark may be fixed, printed, impressed, embossed or otherwise shown on the envelope or cover of an item as we may specify or approve.

10.2 Postage marks must be applied to the top right hand corner of the envelope or cover of the item unless we specify otherwise. If the item is spherical or without corners the postage mark should be placed above and to the right of the address.

10.2.1 A postage mark that is damaged or imperfect, has been defaced or has anything written or printed over it becomes void and cannot be used to show that postage has been paid.

10.2.2 Postage marks can be used only once and then they become void and must not be re-used to pay postage on the same or another item.

10.2.3 Any postage mark that carries an expiry time and/or date will become void from that time and/or date and cannot be used to show that postage has been paid after that time and/or date.

10.3 If you use a franking machine you must apply a franking mark to the cover of the item as set out in the Royal Mail Scheme For Franking Letters And Parcels (which is published on our website) and according to any guidelines that we publish on our Franking help centre website.

10.4 If you make use of a credit account you must apply a Printed Postage Impression (PPI) and barcode in accordance with the PPI Licence, the PPI design notes and any guidelines that we publish on our website.

11. Other requirements relating to the address on the cover of an item

11.1 Section 7 set out how to address an item and section 10 set out how payment can be indicated. There are some further things that must be considered with regard to the cover of the item so that we can efficiently convey the item without delay.

11.2 An item must not have on its cover:

- 11.2.1 anything which obscures the postage mark,
- 11.2.2 anything which is likely, in our opinion, to make it difficult for us to apply a **postmark** to the cover,
- 11.2.3 anything which, in our judgement, is likely to make the postmark illegible,
- 11.2.4 any counterfeit or fake postage mark,
- 11.2.5 any postage mark which we consider may have previously been used to pay postage,
- 11.2.6 signs, words or marks, used without official permission, which could indicate that the item was sent on His Majesty's Service or was conveyed and delivered by us or

11.2.7 any signs, words, images or designs which are offensive, obscene or indecent.

11.3 An item must not be made up in any way or have anything on its cover which, in our judgement makes it difficult or embarrassing to deliver the item.

11.4 A postage mark must not be attached to an item using staples, sticky tape, or any other means that we do not approve.

12. How to hand over (or post) an item

12.1 All items sent using a service provided through this Scheme can be posted in the following ways.

12.1.1 By handing it to an authorised member of staff at a Royal Mail building (typically a Delivery Office, Customer Service Point or Mail Centre) as long as we consider it feasible to do so.

12.1.2 By handing it to an authorised member of staff at a Post Office[®] as long as considered feasible to do so.

12.1.3 By Business Collection (typically a paid for extra service where we collect the mail from a **business** customer's premises. Business Collections are not covered by this Scheme).

12.1.4 Or in any other manner which we may approve.

12.2 In addition the following services:

- First Class,
- Second Class, and
- Articles for the Blind.

can be posted in the following ways:

12.2.1 by placing it in a post box or

12.2.2 by placing it in a **private post box** (typically a post box contained with a shop or other private premises).

12.2.2.1 An item placed in a private post box will be deemed to have been posted when collected by us and not before.

Please note that delivery confirmation for large letters, small parcels and medium parcels sent by First Class or Second Class, requires the application of an appropriate postage label purchased online or from a Post Office. Please see section 20 for further details of delivery confirmation.

12.3 An item that has had postage paid by a franking machine must be posted in accordance with the Royal Mail Scheme for Franking Letters and Parcels which is published on our website.

12.4 Items sent through the First Class, Second Class, Royal Mail Signed For 1st Class and Royal Mail Signed For 2nd Class services and via the Special Delivery service that have been paid for with a credit account must be separated out for posting by:

- (i) class,
- (ii) format (if appropriate to the service) and
- (iii) service.

and presented to us in trays, bags, pouches or other containers supplied by us and also in accordance with any conditions set out in the PPI Licence.

12.5 Articles for the Blind sent by a business must present items separate to but in the same manner (as required by section 12.4 above) and at the same time as any items which are posted using a credit account.

12.6 All items must be posted by the latest acceptance time that we determine and advertise or agree with you (as appropriate to the method of posting). Items posted after that latest acceptance time will be considered to have been posted the following working day.

13. How we will treat items that do not meet the requirements set out in this scheme

13.1 Once an item has been posted we may carry out checks on that item.

13.2 Subject to sections 5.4 and 5.8 above (which set out how we treat items that contain prohibited items and/or restricted items where the relevant restrictions or requirements have not been complied with), if an item is found not to meet the conditions set out in this Scheme or an item is found that indicates that insufficient (or no) postage and/or service fee has been paid for the service requested, we may decide at our discretion to do one of the following things set out below within a reasonable period of time.

13.2.1 Deliver the item to the address shown by the service requested.

13.2.2 Deliver the item to the address shown by an alternative service that we determine to be appropriate. In these situations the conditions of the service used to convey the item will apply.

13.2.3 Convey the item part of the way and inform the **addressee** that an item can be collected from a specified location (normally a Royal Mail Customer Service Point) by the addressee or their **representative**.

13.2.4 Treat the item as undeliverable. Details of how we may deal with undeliverable mail can be found in section 15.

13.2.5 Return the item to you.

13.2.6 Refuse to accept it.

13.2.7 If none of the above courses of action are possible we may deal with or dispose of the item at our discretion. In all cases we may not accept any liability for that item. This provision also applies to items which have been found either in a Post Office® branch or on Royal Mail premises and which appears intended for posting.

13.3 In each case set out in section 13.2 we may require the addressee or you to pay an amount (to be fixed by us in order to cover additional costs) before the item is delivered or released for collection.

13.3.1 In the event of underpaid or unpaid postage and/or service fees the amount due may include a surcharge in addition to the underpaid or unpaid postage to cover administrative costs.

13.3.2 Where the amount due is not paid the item may be dealt with or disposed of at our discretion.

13.4 In each case set out in sections 5.4, 5.8 and 13.2.4 to 13.2.7 we may additionally require you or your representative to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item.

14. Additional marks

14.1 In the course of conveying an item we (or someone authorised by us) may alter the look of the cover of that item. Most usually this is by the addition of a postmark which shows that a stamp has been used and prevents it from being used again. A postmark may also contain an advertising or informative image. We may apply the postmark in any manner we consider appropriate. It is important to note that we may apply any form of postage mark (an image that denotes payment), impression, image, sticker, label or other device we consider suitable for any other postal purpose we consider appropriate.

14.2 We may also charge you a fee (to be fixed by us from time to time) and published on our website for cancelling postage marks with a special postmark including one that incorporates an advertisement, at your request.

15. Delivery including undeliverable and re-posted (Return to Sender) items

15.1 Subject to sections 5.4 and 5.8, we will attempt to deliver items that meet the conditions for the relevant service set out in this Scheme.

15.2 Some items require a signature at the point of delivery and some are too large to fit through a letter box. In these situations someone needs to be present at the address to take delivery of the item.

15.2.1 If no one is available we may at our absolute discretion deliver the item to a safeplace location, or to a **neighbour's** address. Please note that we will never attempt to deliver an item to a safeplace location or a neighbour if it is a Special Delivery item or it is an item sent using a service provided under this Scheme and is **Social Security post**⁴.

15.2.2 If an item has been delivered to a safeplace location at the address or a neighbour takes delivery of the item, we will leave a card at the address that the item was addressed to. That card will inform the addressee (or their representative) that an item has (or items have) been delivered to a safeplace location or to a neighbour. The card will also inform the addressee of the details for the safeplace location or the relevant neighbour (as applicable), as well as the date and the time that the item was delivered.

15.2.3 If an addressee does not want their items to be delivered to a safeplace location or a neighbour's address, or does not want to take items for neighbours, they can opt out, free of charge, by registering their wish to opt out in such a way as Royal Mail may reasonably require from time to time.

15.2.4 If there is not a suitable safeplace location or a neighbour is not available to take delivery of the item, or the addressee has opted-out and does not want their items to be delivered to a safeplace location, neighbour or to take items for neighbours, we will take the item back to the Delivery Office or an alternative location such as a Post Office® branch. We will leave a card at the address that the item was addressed to.

15.2.5 The card that is left at the address will inform the addressee (or their representative) that we attempted to deliver an item or items. After a failed first delivery attempt, we will attempt re-delivery within a reasonable period. If we are still unable to deliver the item or items after the re-delivery attempt, we will leave a new card at the address which will offer the addressee (or their representative) one or more of the following opportunities:

15.2.5.1 to request that the item be redelivered to the same address on an available day.

15.2.5.2 to request that the item be redelivered to an alternative local⁵ address. Please note that this option is not available with Special Delivery items or any item sent using a service provided under this Scheme and is Social Security post,

15.2.5.3 to collect (after the required period of time stated on the card has elapsed to allow for the item to reach that location and once identification has been provided that we deem to be suitable) the item from the Delivery Office or the alternative location such as a Post Office® branch to which the item was taken back to or

15.2.5.4 to request that the item be sent from the Delivery Office or other location (other than a Post Office® branch) to an eligible Post Office® branch of their choice for collection. This service is called Redelivery to Post Office and may incur an additional fee. When collecting the item the addressee (or their representative) must provide the card that was left at the address and identification that we deem acceptable. Further details including the current fee and identification requirements can be found on our website.

15.3 We may decide not to deliver an item which we consider impracticable or unreasonable to deliver. Such an item is referred to in this Scheme as undeliverable. We may consider an item to be undeliverable if we are of the opinion that:

15.3.1 following a failed first delivery and re-delivery attempt, the addressee has not taken advantage of any of the opportunities set out in 15.2.5 within the advertised holding period,

15.3.2 following a failed first delivery attempt, we are required, by law to return an item immediately to you (e.g. Royal Mail's obligations in relation to Social Security Post),

15.3.3 the address is unsafe or unsecure or if no delivery point has been provided, or if access to the delivery point has been prevented or impeded,

15.3.4 the address to which the item is to be delivered is not permanently occupied,

15.3.5 the item is not fully and correctly addressed in a manner which includes all the elements of the address (including the full postcode), written clearly on the front or on a label securely attached to the front of the cover (or otherwise in a manner such that the address is clearly visible in its entirety as if it had been written on the front of the cover),

15.3.6 the address is illegible,

15.3.7 the health and safety of any individuals may be put at risk or

15.3.8 for any other reason, we form the opinion that it is impracticable or unreasonable to deliver the item.

15.4 Where an item is undeliverable and:

15.4.1 your name and your address (as long as it is in the United Kingdom, the Channel Islands of the Isle of Man) are legible on the cover, we may return the item to you unopened.

15.4.2 the item was originally paid for by franking machine or by using a credit account and your name and address are (a) not on the cover or (b) they are illegible or (c) your name and address are legible on the cover but the address is outside the United Kingdom, the Channel Islands or the Isle of Man, then the item may be dealt with or disposed of at our discretion.

15.4.3 the item was not originally posted as a franked item and your name and address are (a) not on the cover or (b) they are illegible, then the item may be opened. If your name and address are legible inside, the address is in the United Kingdom, the Channel Islands or Isle of Man, and the item does not consist solely of advertising material, newspapers or magazines, then the item may be returned to you. Otherwise the item may be disposed of at our discretion.

15.5 We will not charge any additional postage or fee for returning an undeliverable item but you or your representative may have to pay any other fees (e.g. surcharges or customs charges) that apply. If any applicable fee is not paid, the item may be dealt with or disposed of at our discretion.

15.6 Return to Sender - We will return an item to you from the delivery address, if the following conditions are all met – i.e. the item:

- was originally posted using a service set out in this Scheme,
- is re-posted by the addressee or any other person for any reason,

- with the original address crossed out,
- with a clear instruction to return the item to you written on the cover,
- with the return address written fully, correctly and legibly on the cover and
- the return address is in the United Kingdom, the Channel Islands or the Isle of Man.

15.7 Forwarding – unofficial redirections – We are not under any obligation to do anything with an item that someone requests to be forwarded to another address other than the return to sender address on the cover. We consider these unpaid for, forwarding requests to be a form of unofficial redirections request. Typically in this situation the original address is crossed out and a written request (e.g. “please forward to”) is made on the cover to forward the item to another address. This is normally attempted in order to try to get the item to the addressee who has moved to another address. In these situations the person moving should take out a Redirection service with us or provide pre-paid stationery. If we find an item that someone has requested be forwarded to another address then the item may be dealt with or disposed of at our discretion.

16. Photograph on delivery

16.1. We may take a photograph of items upon delivery to the delivery location.

16.2. A photograph of an item at the delivery location will be evidence of delivery.

16.3. We may take a photograph of your items alongside items posted by other senders and make that photograph accessible to the senders and Intended Recipients of those other items.

16.4. You will not use any photograph we make accessible to you for any purpose other than evidence that an item has been delivered.

17. Complaints handling process

17.1. We aim to provide you with a reliable and consistent service at all times. If, however, you are unhappy with the service we have given you, this section will help you to get in touch with us to discuss your complaint and – if applicable – refer your complaint to an external, independent Ombudsman style service for resolution.

17.2. There are 3 internal stages in our complaints handling process and then the final Ombudsman style stage. Further information and contact details for each stage are available on our website.

Stage 1: Contacting our Customer Services Advisors

17.2.1. Our Customer Services Advisors will make every effort to investigate and resolve your complaint providing you with an appropriate response. If you are not happy with the reply you can escalate your case to the Escalated Customer Resolution Team.

Stage 2: Contacting our Escalated Customer Resolution Team

17.2.2. Our Escalated Customer Resolution Team is trained in dealing with escalated complaints. They will endeavour to resolve your concerns. However, if after allowing them another chance to deal with your complaint you remain dissatisfied, you can contact the Postal Review Panel.

Stage 3: The Postal Review Panel

17.2.3. The Postal Review Panel will take a fresh and impartial look at your case and provide a final response from us about your complaint.

17.2.4. If you are not satisfied after the Postal Review Panel has provided you with a final response then your case will be considered ‘deadlocked’. Customer complaints in deadlock can be referred to the external, independent Ombudsman style service.

Stage 4: The Postal Redress Service – an external, independent Ombudsman style service

17.2.5. If you remain dissatisfied with the response you have received after contacting the Postal Review Panel and you have received a deadlock letter, you may be able to escalate your complaint to the independent Ombudsman style scheme, the Postal Redress Service (POSTRS).

17.2.6. POSTRS’s role is to resolve disputes between regulated postal operators (such as us) and their customers. POSTRS provide a free service and we are bound by their findings.

17.2.7. Depending on the nature of the specific complaint, POSTRS may be available. A list of products within the POSTRS scheme can be found on our website. Generally, the service is available to you if:

- We have not been able to settle your complaint within the 90 day timescales set out by Royal Mail Customer Services.
- You have been referred to the scheme through your ‘deadlock’ letter.
- We have not followed our own complaints procedure in handling your complaint.

17.2.8. For further information please refer to POSTRS’s website www.cedr.com/postrs.

18. Compensation – what we are liable for

18.1 The vast majority of items arrive safely on time. But, in a tiny fraction of cases items may be lost, damaged or delayed. In these situations we may refund postage and/or service fee and award compensation. Where we do not do what we were paid to do (e.g. gain a signature) a refund of the fee paid for that service may be payable by us. This section provides details as to:

- what items qualify for refunds and compensation,
- what compensation is available and
- how and when claims need to be made.

18.2 We will accept liability, may refund postage and/or service fees and may pay compensation for the **loss of, damage to, part loss of** or delay of an item posted under this Scheme, unless that item:

18.2.1 is considered by us to be undeliverable (as set out in section 15.3 above),

18.2.2 is one that has been successfully delivered but subsequently made the subject of a Return to Sender request (as set out in section 15.6 above),

18.2.3 is considered by us to be subject to a forwarding or unofficial redirection request (as set out in section 15.7 above),

18.2.4 has not fully meet all of the conditions set out in this Scheme (as mentioned in sections 5.3, 5.7 and 13.2),

18.2.5 is considered by us to indicate that insufficient (or no) postage and/or service fee has been paid for the service requested (also as mentioned in section 13.2 above),

18.2.6 is one which we have dealt with or disposed of at our discretion as mentioned under any section of this Scheme,

18.2.7 is one that contained prohibited items (as set out in section 5.3 above),

18.2.8 is one that contains restricted items and the requirements for the acceptance of those items have not been met (as set out in section 5.7 above),

18.2.9 is one that is being sent by post in contravention of section 85 of the Postal Services Act 2000 (as amended), which essentially means any item that may damage another item or injure anyone handling that item. Also an item that contains or shows on its cover an indecent or obscene image,

18.2.10 is subject to circumstances where the event leading to the claim was caused by situations outside our control including exceptionally severe weather conditions, acts of terrorism and vandalism and acts of third parties with whom we have no contractual relationship,

18.2.11 is one where the loss, damage or delay is due to a latent or inherent defect or natural deterioration,

18.2.12 is one that we do not believe has suffered damage or delay solely as a result of its transmission through the post. In particular where the cover does not appear to us to have suffered damage consistent with the damage caused to the contents of that item,

18.2.13 is one where the damage was pre-existing, that is, where the item was already damaged when it was posted, or

18.2.14 is one which has been re-directed to an address in the Channel Islands or the Isle of Man.

18.3 For clarity, where an item falls into one of the categories listed in sections 18.2.1 to 18.2.14 then we will not accept liability, will not refund postage and/or service fees or pay compensation for the loss of, damage to or delay of that item.

18.4 In addition to section 18.3 we will only accept liability, may refund postage and/or service fees and may pay compensation where the loss, damage or delay is due to any wrongful act done, or any neglect or default committed by a member of staff or agent of Royal Mail while performing or purporting to perform his functions as such in relation to the receipt, conveyance, delivery or other dealing with the item.

18.5 In addition to sections 18.3 and 18.4 we do not accept liability, will not refund postage and/or service fees or pay compensation for loss, damage or delay to an item where the loss, damage or delay is caused by your own act or omission in the course of either preparing to post or actually posting the item.

18.6 For the avoidance of doubt we will not accept liability, will not refund postage and/or service fees or pay compensation for loss, damage or delay to an item where the item was posted with, or handled by another postal operator or third party (other than a neighbour who has taken in an item under the delivery to neighbour arrangements mentioned in section 15.2 in which case the same compensation arrangements apply as they do for any item that was successfully delivered first time).

What determines compensation payable

18.7 The amount of compensation that is payable depends on a number of factors including:

- The service used,
- The nature of compensation being sought (that is, is it for loss, damage or delay?),
- The evidence that can be provided and
- The value of the item

18.7.1 Compensation is only available for items sent using the following services:

- First Class,
- Second Class,
- Royal Mail Signed For 1st Class,
- Royal Mail Signed For 2nd Class,
- Special Delivery, and
- Articles for the Blind

18.7.2 In addition to the information contained in this Scheme we publish a policy for each type of compensation which can be found through the following links. These policies may be updated from time to time and the latest versions will always be published on our website:

Royal Mail's retail compensation policies

Claims and evidence

18.7.3 We will only consider a claim for loss, damage or delay compensation where the minimum **basic evidence** is available and provided. Where only basic evidence is provided and the item is one which we accept liability for or has no **intrinsic value** we will refund the postage paid or issue six 1st class stamps⁶ whichever is the higher in value for loss or damage (or part loss).

18.7.4 To claim loss or damage compensation for the intrinsic value of the item **additional evidence** is required as well as the basic evidence. Details regarding what additional evidence is made up of are set out in 18.7.5 below.

Basic evidence is made up of all of the following:

18.7.4.1 the names and addresses of you, the addressee and, if different, the claimant,

18.7.4.2 the name of the service used,

18.7.4.3 the value of the postage paid and method of postage, e.g. stamps, franking impression. If the value of the postage paid is greater than the value of six 1st class, letter format, stamps (at the first weight step) then evidence of postage paid should be provided which could be product documentation, a certificate of posting or a receipt,

18.7.4.4 the place of posting,

18.7.4.5 the date of posting,

18.7.4.6 the basis for asserting the posting details and product used (such as date of postmark or certificate of posting (if available). For Special Delivery, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and parcels sent by First Class or Second Class with delivery confirmation, the product documentation provided to you when posting the item (i.e. certificate of posting or receipt)

18.7.4.7 a detailed description of the contents,

18.7.4.8 in addition, for damage (or part loss) and delay claims the date of delivery, and

18.7.4.9 in addition, for damage (or part loss) claims a description of the packaging and condition of the mail item itself.

18.7.5 As mentioned in section 18.7.4 above in order to claim loss or damage compensation for the **actual loss** of the item additional evidence is required.

Please note that, when claiming for actual loss, there is a cap on the amount of compensation that can be paid. For Special Delivery it is the lower of market value or £750 (or £1,000 or £2,500 if enhanced compensation has been purchased).

For Royal Mail Signed For 1st Class and Royal Mail Signed for 2nd Class it is the lower of the market value or £20.

For items sent by the Articles for the Blind service it is the lower of the market value or £46

For all other services listed in section 18.7.1 it is the lower of market value or £20.

Details are summarised in Tables 1 & 2 below section 18.7.7 of this Scheme.

18.7.5.1 Additional evidence is made up of evidence of posting and evidence of value.

18.7.5.1.1 Evidence of posting can be:

- Any original Certificate of Posting (provided automatically for Royal Mail Signed for 1st Class, Royal Mail Signed For 2nd Class, parcels sent by First Class or Second Class with delivery confirmation and Special Delivery and available on request and free of charge at Post Office[®] branches for other items),

- On-line postage certificate of posting validated at a Post Office[®] branch,

- Or for damage (or part loss) claims the item with cover and packaging, showing the postage paid as well as the original Certificate of Posting if provided as part of the service purchased (i.e. Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class, parcels sent by First Class or Second Class with delivery confirmation and Special Delivery).

18.7.5.1.2 Evidence of value can be:

- Original receipts,
- Bank or credit card statements,
- PayPal records,
- Invoices,
- Manufacturing costs,
- Auctioneers valuations,
- Repair quotations etc.

This list is not exhaustive. It is provided for illustrative purposes. All evidence of value must be originals and not copies. You are advised to make copies before sending us originals.

18.7.5.1.3 In addition to information set out in 18.7.5.1.1 - 2 for eBay claims you must also include the following:

- item sale page and PayPal or bank/credit card statement and
- eBay item number.

18.7.6 Please note that all of the packaging and contents of damaged items or items subject to part loss must be retained as we may need to inspect them. If they are not retained then compensation may not be paid.

18.7.7 We may at any time request additional documentation and/or information from the claimant, sender or recipient to protect against unwarranted or duplicate claims. This includes, but is not limited to, a declaration of non-receipt (or proof of non receipt in appropriate cases).

Table 1 - Refunds and compensation available for loss, damage & part loss for items conveyed using First Class & Second Class

	Loss	Damage and Part Loss
Item has no intrinsic value	Postage refund (a minimum 6 x First Class letter format stamps at their basic weight step.)	6 x First Class letter format stamps at their basic weight step.
Item has intrinsic value (with basic evidence only)	Postage refund (a minimum 6 x First Class letter format stamps at their basic weight step.)	6 x First Class letter format stamps at their basic weight step
Item has intrinsic value (with additional evidence)	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.

Table 2 - Refunds and compensation available for loss, damage & part loss for items conveyed using Royal Mail Signed for 1st Class and Royal Mail Signed for 2nd Class

	Loss	Damage and Part Loss
Item has no intrinsic value	Postage refund (a minimum 6 x First Class letter format stamps at their basic weight step.)	6 x First Class letter format stamps at their basic weight step.

Item has intrinsic value (with basic evidence only)	Postage refund (a minimum 6 x First Class letter format stamps at their basic weight step.)	6 x First Class letter format stamps at their basic weight step
Item has intrinsic value (with additional evidence)	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.

Table 3 - Refunds and compensation available for loss, damage & part loss for items conveyed using Articles for the Blind service

	Loss	Damage and Part Loss
Item has no intrinsic value	Postage refund (a minimum 6 x First Class letter format stamps at their basic weight step.)	6 x First Class letter format stamps at their basic weight step.
Item has intrinsic value (with basic evidence only)	Postage refund (a minimum 6 x First Class letter format stamps at their basic weight step.)	6 x First Class letter format stamps at their basic weight step
Item has intrinsic value (with additional evidence)	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £46.	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £46.

Table 4 - Refunds and compensation available for delay for First Class, Second Class, Royal Mail Signed for 1st Class and Royal Mail Signed for 2nd Class, Articles for the Blind and Special Delivery

Delay	Compensation payable
First Class, Second Class, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class & Articles for the Blind	6 x First Class letter format stamps at their basic weight step.
Special Delivery	A refund of your Special Delivery postage if your item arrives later than the due time of delivery. Compensation of £5 if the item is delivered more than 24 hours (Mon-Fri) after the guaranteed time. Or £10 if delivered 7 or more working days (Mon-Fri) after the guaranteed time. Additional evidence of posting is required

Making a claim

18.8 This section sets out some details for making a compensation claim. The full process for making a claim is set out on our website. We may reject claims that do not follow that process.

18.8.1 Claims should be made by you or the intended recipient of the item. However we will only make a payment once in respect of any item.

18.8.1.1 If you and the intended recipient both make a claim for the same item, then only you will have a right to compensation, unless a compensation payment has already been made to the recipient, in which case you will have no right to compensation.

18.8.2 Any loss, damage (or part loss) and delay claims must be made as soon as possible after the incident to help us investigate. Claims must be made by the deadlines set out below.

18.8.2.1 Please note that loss claims can only be made if the item has not been delivered (or had delivery attempted) 10 or more working days after the **due date** (5 working days for Special Delivery items).

18.8.2.2 All loss and damage (or part loss) claims must be made within 80 calendar days of the date of posting for all services covered by this Scheme.

18.8.2.3 Claims for delay relating to items posted using any of the First Class, Second Class, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class or Articles for the Blind services will only be considered valid by us if the item has not been delivered or no attempt has been made to deliver the item within 3 working days of the due date. An extra working day is added if items are posted during the **Christmas and New Year period**. If an item has been redirected using our Redirection™ service then the period is 6 working days instead of 3; during the Christmas & New Year period this is extended to 8 days.

Table 5 – Due date and qualifying days to be used for determining when an item may be considered delayed outside of the Christmas and New Year period

Service	Delay if delivered
First Class, Royal Mail Signed For 1st Class & Articles for the Blind	3 or more working days after due date. 6 or more working days after due date if redirected item.
Second Class, Royal Mail Signed For 2nd Class	

18.8.2.4 Claims for delay relating to items sent using the Special Delivery service will only be considered valid by us if the item has not been delivered or no attempt has been made to deliver the item within 24 hours of the due date. This applies all year round. If an item sent using the Special Delivery service arrives 7 or more working days after the due date then we will make a payment for substantial delay in addition to a postage refund. Special Delivery items which have been redirected by our Redirection™ service are not eligible for delay compensation.

18.8.2.5 All delay claims must be made within 3 months of posting by you and within one month of delivery (or attempted delivery) by the addressee. We will not accept any liability or responsibility for claims made after this time periods. Please note that any claims for refunds relating to Special Delivery on the basis that the item sent using that service did not arrive by the specified time must be made within 14 days of posting.

18.8.2.6 In respect of claims for the loss and delay of items conveyed to addresses which have been exempted from a daily delivery obligation by our regulator, Ofcom, the assessment of lateness in paragraph 18.8.2.1 and the assessment of when an item is considered delayed in paragraph 18.8.2.3 and 18.8.2.4 shall apply on a case by case basis.

18.8.3 All claims should be made using the correct claim form which is available on our website and can be collected from Post Office® branches. By using the correct claim form we can process your claim as quickly and effectively as possible. Alternatively, claims may be submitted online via our website (www.royalmail.com).

18.8.4 The claim form needs to be completed as fully as possible: hard-copy claims form should be signed and dated by the claimant before being sent to us and all mandatory fields within the online claim form must be completed. Remember that in order to claim loss or damage compensation for actual loss of the item some additional evidence is required and should be sent in with the claim form. Where evidence is submitted online, we reserve the right to request the originals of such documents in line with section 18.7 of this Scheme.

18.8.4.1 If additional evidence cannot be provided then only a postage refund or stamps can be considered.

18.9 No compensation or other payment will be paid by us for loss or damage claims unless the claim is made within 80 days of the date of posting and unless the claim is made in full compliance with the requirements of this Scheme.

18.10 No compensation or other payment will be paid by us for delay claims unless the claim is made within 3 months of posting by the sender or 1 month of receipt by the recipient and unless the claim is made in full compliance with the requirements of this Scheme.

19. Additional terms & conditions for some services

19.1 The terms and conditions set out in sections 5 to 18 apply to all items. These are referred to in this Scheme as the **common terms**. Some services that we offer have additional terms and conditions that are specific to those services. The additional terms are known as the **specific terms** in this Scheme and are contained in the sections below. There is a section each for:

- First Class, Second Class and delivery confirmation (section 20),
- Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and Proof of Delivery (section 21),
- Special Delivery (section 22),
- Articles for the Blind (section 23),
- Petitions and Addresses to the Sovereign (section 24),
- Petitions to Parliament & Assemblies (section 25),
- Poste Restante (section 26) and
- Items sent between the United Kingdom and the Channel Islands and the Isle of Man (section 27).

19.2 When using a service listed in section 19.1, the specific terms must be complied with in addition to the common terms. Where the specific terms conflict with the common terms, the specific terms should be followed as they take priority over the common terms.

19.3 In addition to the common & specific terms contained within this Scheme, other terms and conditions may exist for some services. For example in section 10 above we mentioned that customers using a franking machine must abide by the Royal Mail Scheme For Franking Letters And Parcels (which is published on our website) and according to any guidelines that we publish on our Franking help centre website. Also, customers who make use of a credit account must abide by the PPI Licence, the PPI design notes and any guidelines that we publish on our website. Such terms and conditions may be contained in application forms, licences, or any other document issued or authorised for issue by us and all may be updated from time to time.

20. First Class, Second Class and delivery confirmation

20.1. Delivery confirmation is available for some large letters small parcels and medium parcels sent by First Class or Second Class services to addressee's in the UK excluding the Channel Islands and the Isle of Man. It is not available for letters or large letters.

20.2. Where delivery confirmation applies, a scan is taken by Royal Mail upon delivery or attempted delivery to the addressee or to another address such as a neighbour. Data from the scans is available online as described within this section 20⁷. Please note that delivery confirmation is not a tracked service: it simply provides a way of gaining confirmation of delivery or attempted delivery.

20.3. A Royal Mail barcoded postage label must be applied securely to the cover of the item for which First Class or Second Class has been purchased in a manner and position specified by us.

20.4. You may obtain a copy of the data captured upon delivery or attempted delivery of the item free of charge from our website (www.royalmail.com) up to 12 months after the item was posted.

21. Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class & Proof of Delivery

21.1. Royal Mail Signed For 1st Class and Royal Mail Signed For 2nd Class are services which can be bought on their own. Royal Mail Signed For 1st Class and Royal Mail Signed For 2nd Class items will only be delivered to an addressee or their representative once a signature or similar proof of delivery has been gained. Please note that Royal Mail Signed For 1st Class and Royal Mail Signed For 2nd Class are not tracked services; they simply provide a way of gaining the service called Proof of Delivery.

21.2. Royal Mail Signed For 1st Class and Royal Mail Signed For 2nd Class should not be confused with Special Delivery which is highly secure, fully tracked and offers next day delivery, a money back guarantee and is to be used for valuables.

21.3. You must apply (or must ensure someone else applies) a fully completed Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class label securely to the cover of the item for which Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class has been purchased in a manner and position specified by us.

21.4. Upon delivery of an item with Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class added the addressee or their representative must sign (or otherwise provide some form of proof of delivery as we may specify). Where such a signature or proof of delivery is refused to be provided to us then the item may be dealt with or disposed of as we consider appropriate. Please note that the representative could be someone else at the delivery address or a neighbour.

21.5. You may request that our Customer Services provide you with a copy of the signature of the recipient of the Royal Mail Signed For 1st Class or Royal Mail

Signed for 2nd Class item that was obtained when it was successfully delivered. This service is called Proof of Delivery and we may charge you an administration fee the value of which can be found on our website. This service is available up to 3 months after the date that the item was posted. If we are unable to provide a copy of the signature or proof of delivery (and cannot show that this was due to a refusal to provide one upon delivery) then we will refund an amount equal to the difference between the Royal Mail 1st Class Service fee and the Royal Mail Signed For 1st Class Service fee or Royal Mail 2nd Class Service fee and Royal Mail Signed for 2nd Class Service fee, depending on the service purchased.

21.6. You may also obtain proof that the Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class item was successfully delivered free of charge from our website up to 12 months after the item was posted. Please note that we will only refund an amount equal to the difference between the Royal Mail 1st Class Service fee and the Royal Mail Signed For 1st Class Service fee or Royal Mail 2nd Class Service fee and Royal Mail Signed for 2nd Class Service fee, depending on the service purchased, if a claim is made within 3 months of the item being posted.

22. Special Delivery

22.1. Special Delivery⁸ is a service that can be bought on its own. It offers next day delivery by 1pm to most of the UK with online tracking and proof of delivery. We will attempt to deliver a Special Delivery item by 1pm the next working day after it has been posted. If we do not succeed in attempting to deliver by this time we will refund your postage (see below). Please note that some destinations, redirected items, the Inflight Delivery Option set out at point 22.8.3 below and/or addresses where no one is available to accept the item are exempt from this money back guarantee. Please also note that we may suspend the money back guarantee from time to time for exceptional reasons (e.g. extreme weather). More information including an up to date list of UK destinations that aren't covered by the 1pm guarantee can be found on our website.

22.2. Special Delivery also offers a Saturday Guarantee add on for items posted on a Friday and the ability to purchase cover for Consequential Loss. Both are discussed further in sections below. The Special Delivery item will only be delivered to the delivery address once a signature or similar proof of delivery has been gained. Special Delivery is our only service with tracking that is offered under this Scheme. Royal Mail Signed For 1st Class and Royal Mail Signed For 2nd Class do not offer tracking; they simply provide a way of gaining proof that an item has been accepted at a Post Office[®] branch and delivered.

22.3. You must apply (or must ensure someone else applies) a fully completed Special Delivery label securely to the cover of a Special Delivery item in a manner and position specified by us.

22.4. Upon delivery of a Special Delivery item the addressee (or their representative) must sign their name (or otherwise provide some form of proof of delivery as we may specify). Please note that the person who signs for the item may not be the addressee; it could be anyone at the delivery address. Where such a signature or proof of delivery is not provided to us then the item may be dealt with or disposed of as we consider appropriate.

22.5. You may request that our Customer Services provide you with a copy of the signature of the recipient of the Special Delivery item that was obtained when it was successfully delivered. This service is called Proof of Delivery. This service is available up to 3 months after the date that the item was posted. If we are unable to provide a copy of the signature or proof of delivery (and cannot show that this was due to a refusal to provide one upon delivery) then we will refund the postage paid.

22.6. You may also obtain proof that a Special Delivery item was successfully delivered free of charge from our website up to 12 months after the item was posted. Please note that where we fail to give you Proof of Delivery we will only refund postage if a claim is made within 3 months of the Special Delivery item being posted.

22.7. Special Delivery items posted on a Friday are due for delivery the following Monday⁹ (or next working day following a Bank Holiday). Saturday Guarantee can be purchased for an additional service fee at a Post Office[®] branch if delivery on the Saturday rather than the Monday is required. The exemptions and suspensions previously mentioned in 22.1 still apply¹⁰; information can be found in on the Special Delivery website.

22.8. Prior to delivery of the Special Delivery item, the addressee may (using the Special Delivery tracking number), request one of the following delivery options:

21.8.1. the item is held at the Customer Service Point to be collected by the addressee (or their representative);

21.8.2. the item is delivered to a local Post Office[®] branch nominated by the addressee so the item can be collected by the addressee (or their representative); or

21.8.3. the item is delivered to the address on a later day (such date to be no later than 6 working days after the original estimated delivery date), ("Inflight Delivery Options").

22.9. Collection of Special Delivery items as specified at 22.8.1 is subject to the addressee (or their representative) presenting identification of the addressee that we deem acceptable.

22.10. Please note that the Inflight Delivery Options at 22.8 are not available in respect of Channel Islands, Isle of Man or HM Forces (also known as BFPO) addresses.

22.11. Whilst we will make reasonable efforts to carry out the Inflight Delivery Options as set out at point 22.8 above, we will not be liable to you or the addressee if we choose not to accept a request or if we are otherwise unable to perform a request. Such circumstances include, but are not limited to, operational reasons, or where insufficient prior notice has been received from the addressee to process the request in good time.

22.12. As mentioned in section 18.7.5 Special Delivery comes with compensation of up to the lower of market value or £750 for loss or damage (or part loss). The purchase of enhanced compensation for an appropriate additional service fee increases the maximum limit up to £1,000 or £2,500. These limits do not include cover for consequential loss. Consequential loss is the loss that occurs from failure of the Special Delivery service beyond the loss or delay of or damage to an item. For instance the loss of some legal contractual documents may lead to additional financial loss. Our Consequential Loss service is an add on service that will provide additional compensation if things go wrong. It is available for an additional service fee from a Post Office[®] branch. It is not available for items being sent to the Channel Islands, Isle of Man or HM Forces (also known as BFPO) addresses.

21.12.1. Claims for consequential loss must be made within 14 days of the day the item was posted.

21.12.2. Claims for consequential loss can only be made by you, as the sender of the item, for the loss you have incurred which is over & above and wholly distinct from the actual value of the contents of the Special Delivery item.

22.13. If we find an item which has not met the conditions laid out in this Scheme for a Special Delivery item but which either

22.14. has 'Special Delivery' written on it, or anything which suggests that the item is intended to be sent via Special Delivery or

22.15. is found to contain valuables,

21.15.1. then we will treat it as a Special Delivery item.

In either case, if the item is treated as a Special Delivery item, you or the addressee will be charged the appropriate postage for that service. If the fee is not paid the item may be dealt with or disposed of at our discretion.

23. Articles for the Blind

23.1. Articles for the Blind is a free of charge, next day service for the conveyance of items that contain particular items that are of use to blind people.

23.2. In this Scheme **blind people** and **the blind** means

23.2.1. persons registered as blind under the provisions of the National Assistance Act 1948 or

23.2.2. persons whose standard of close-up vision, with spectacles, is N12 or less.

23.3. Articles for the Blind can be used to convey items to or from blind people that contain any of the following items:

23.3.1. books, papers and letters which are specifically prepared for use by blind people. Standard or large print items may only be sent using the Articles for the Blind service if, in our reasonable opinion, they fall within this definition and the font size is at least 16 points in size,

23.3.2. papers sent to anyone to be specially prepared or impressed so that blind people can use them,

23.3.3. relief maps,

23.3.4. machines, frames and attachments for making impressions for blind people to use,

23.3.5. writing frames and attachments,

23.3.6. Braille instruction manuals

23.3.7. any other item that we determine to be allowable as listed on our website

23.4. Articles for the Blind can be also used to convey items between blind people and specific organisations or institutions (which are pre-approved by us) that cater for blind people that contain any of the following items:

23.4.1. games (including card games),

23.4.2. mathematical appliances and attachments,

23.4.3. 'talking books' and 'talking newspapers', which are recordings of readings from printed sources, such as books, journals, newspapers, periodicals or similar publications,

23.4.4. equipment used to play talking books and newspapers,

23.4.5. metal plates impressed or sent for impressing for use by blind people,

23.4.6. supplies of covers, envelopes and labels for sending articles for use by blind people,

23.4.7. watches, clocks, timers, tools and measuring equipment designed for blind people to use,

23.4.8. walking sticks adapted for blind people,

23.4.9. harnesses for guide dogs,

23.4.10. computer disks and CDs which have been prepared for blind people and do not contain information which can be read without specially prepared encryption software or

23.4.11. any other item that we determine to be allowable as listed on our website.

23.5. Any item must meet all the conditions set out below and we may open and inspect each item to ensure it meets the conditions set out below:

23.5.1. It must weigh less than 7 kilograms.

23.5.2. It must clearly show the words 'ARTICLES FOR THE BLIND' on the front of the cover along with your name and address somewhere on the cover where it can't be confused with the destination address (preferably on the back of the item). If sent through a Post Office[®] branch a label must also be applied which is known as a P4558.

23.5.3. It must be left un-sealed so the contents can be checked to make sure they are permissible as listed in 23.3 or 23.4. Alternatively they can be sealed in a manner that we can open and then re-seal. Alternatively we may agree alternative arrangements with you in advance should you be unable to meet these requirements. For example you may be able to design your cover such that the contents are visible.

23.5.4. It must not contain any item or personal message which is not listed in 23.3 or 23.4, with the exception of a label showing the name and address of the sender, and instruction booklets, guarantees, technical documentation and other information provided for use with an item listed in 23.3 or 23.4. Please note that we may open and inspect items that are sent using the Articles for the Blind to ensure the service is not being abused.

23.5.5. It must be addressed to a named recipient. This can be the name of an individual or an organisation that provides services specifically for blind people. Where addressed to an individual that individual must be a blind person. It is not permissible to send an item using Articles for the Blind if it is addressed to 'The Occupier' or Dear Customer'.

23.5.6. It must not contain any advertising literature.

23.6. If we find an item that has been posted with us as an Articles for the Blind item but which does not meet the requirements set out in these specific terms then we may convey it using a different service and we will charge you or the recipient the appropriate postage for that service along with a surcharge to cover our costs. If the postage and surcharge is not paid then we will deal with the item as we determine.

23.7. More information is available on our website (www.royalmail.com).

24. Petitions and Addresses to the Sovereign

24.1. Special arrangements exist for the delivery of a petition or an address to the **Sovereign**, His Majesty the King.

24.1.1. For the purposes of section 24.1 an **address** to the Sovereign is a formal signed written representation or appeal in respect of any concern or grievance for which there is no other constitutional remedy readily available.

24.1.2. For the purposes of section 24.1 a **petition** is a signed document intended to be presented to the Sovereign asking for action to be taken on a particular issue.

24.2. Petitions and Addresses to the Sovereign are free of charge as long as the special conditions set out below are all met:

24.2.1. it is a signed original and not a copy,

24.2.2. it is within the size limits set out in 6.3,

24.2.3. it does not weigh more than 2 kilograms,

24.2.4. it is packed so the contents can easily be inspected,

24.2.5. it clearly has 'ADDRESS TO HM THE KING' or 'PETITION TO HM THE KING' marked on the cover and

24.2.6. it does not contain any other item

24.2.7. We will not accept any item for free delivery using Petitions and Addresses to the Sovereign unless we consider it complies with these conditions or if we do not consider the contents to be a genuine address or petition.

25. Petitions to Parliaments and Assemblies

25.1. Special arrangements exist for the delivery of a petition to a member of either House of Parliament (that is, the House of Commons or the House of Lords), the Scottish Parliament, the National Assembly for Wales or the Northern Ireland Assembly.

25.1.1. For the purposes of section 25.1 a petition is a signed document intended to be presented to a current member of either House of Parliament, the Scottish Parliament, the National Assembly for Wales or the Northern Ireland Assembly asking for action to be taken on a particular issue.

25.2. We will deliver a petition to either House of Parliament, the Scottish Parliament, the National Assembly for Wales or the Northern Ireland Assembly free of charge as long as the special conditions set out below are all met:

25.2.1. it is a signed original and not a copy,

25.2.2. it is within the size limits set out in section 6.3,

25.2.3. it does not weigh more than 2 kilograms,

25.2.4. is packed so the contents can easily be inspected,

25.2.5. it clearly has 'PETITION TO THE HOUSE OF COMMONS', 'PETITION TO THE HOUSE OF LORDS', 'PETITION TO THE SCOTTISH PARLIAMENT', 'PETITION TO THE NATIONAL ASSEMBLY FOR WALES' or 'PETITION TO THE NORTHERN IRELAND ASSEMBLY' marked on the cover,

25.2.6. it is marked for the attention of a current member of parliament, the assembly or parliamentary Lord and

25.2.7. it does not contain any other item.

25.3. We will not accept any item for free delivery using Petitions to Parliament and Assemblies unless we consider it complies with these conditions or if we do not consider the contents to be a genuine Petition.

26. Poste Restante

26.1. Poste Restante is a service that allows an item to be addressed to a person at a Post Office® branch where that person may, without being charged, collect that item during normal opening hours.

26.1.1. For the purposes of section 26.1 a person is a traveller with no fixed abode in the local area or any other person or class of person that we decide and publicise on our website. It is not available to businesses including sole traders.

26.2. The words 'POSTE RESTANTE - TO BE CALLED FOR' must be clearly marked on the cover of the item along with the full and correct surname of the addressee of the item.

26.3. The Post Office® branch staff may refuse to hand over a Poste Restante item if they are not satisfied as to the identity of the person collecting the item.

26.4. Post Office® branches will hold an item posted within the United Kingdom, the Channel Islands or the Isle of Man. They will hold an item for two weeks if posted within the United Kingdom, for one month if posted overseas and for two months if addressed to a branch at a sea port if you are arriving by ship.

26.4.1. items that are not collected within the time period set out in 26.4 will be treated as if they were undeliverable (see section 15)

26.5. Please note that not all Post Offices® branches are capable of providing the Poste Restante service for operational or other reasons.

The Post Office® Customer Service team can help set up this service. Their details are on their website (www.postoffice.co.uk).

26.6. We or the Post Office® will not provide the Poste Restante service where there is reason to believe that you or the addressee is mis-using the Poste Restante service; for example where the addressee already has a permanent residential or business address in the area or where the addressee's name is abbreviated or in our reasonable opinion we believe it to be false.

27. Items sent between the United Kingdom and the Channel Islands or the Isle of Man

27.1. This section of this Scheme applies to an item posted in the United Kingdom for delivery to an address in the Channel Islands or the Isle of Man (referred to in this part of this Scheme as '**outgoing items**') and to an item posted in the Channel Islands or Isle of Man for delivery to an address in the United Kingdom (referred to in this part of this Scheme as '**incoming items**').

27.2. All incoming items are subject to HM Customs and Excise regulations. We may charge a handling fee for ensuring that an item passes through the proper HM Customs and Excise checks. In addition HM Customs and Excise may charge an import duty (customs charge). This handling fee and duty must be paid by the recipient on delivery. If the fee and/or duty are not paid we will deal with the item at our discretion. The fee we charge is published from time to time on our website.

27.3. When 'working day(s)' is used in the context of delivery speeds for outgoing and incoming items for the Channel Islands and the Isle of Man, the delivery speed will be the number of working days specified plus one working day.

27.4. Section 18('Compensation – what we are liable for') of this Scheme does not apply to incoming or outgoing items except as expressly provided for in this section.

27.5. We may pay compensation for loss of or damage to (or part loss of) an incoming or outgoing item as set out in section 18 if the following criteria are all met:

27.5.1. we would have paid compensation if the item had been an item posted in and for delivery in the United Kingdom,

27.5.2. we are satisfied that the item was lost or damaged whilst in our custody and

27.5.3. we are satisfied that no compensation has been or will be paid in respect of that item by the postal administration of the Channel Islands or the Isle of Man.

28. Sanctions Laws

28.1. You must make sure that any items you wish us to handle and deliver are not prohibited under applicable sanctions laws, for example because of their contents, their intended recipient or the country to or from which they are to be sent. Information about sanctions can be found on our website at www.royalmail.com/international-sanctions (or any replacement URL). Further information on trade controls and economic sanctions can be found on the UK Government's web pages at www.gov.uk.

28.2. If your items need a licence under applicable sanctions laws it is your responsibility to obtain it and (if we ask for it) you must provide us with acceptable evidence that you have it.

28.3. If we have reasonable suspicion that, because of its contents, an item does not comply with sanctions laws we may open that item or delay processing and delivery.

28.4. If you post an item which does not comply with sanctions laws we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you, your intended recipient and/or, to the extent not prohibited by applicable law, any third party), including destroying or otherwise disposing of such item in whole or in part, or returning the relevant item to you. We are entitled to charge you:

- the cost of disposal and/or destruction;
- the standard postage price;
- all other costs reasonably incurred by us; and/or
- for any losses or damage we suffer or liability we incur as a result of you not complying with sanctions laws.

28.5. We will bear no responsibility in the event that you or your agents send an item with the wrong licence required under sanctions laws.

29. Your information

29.1 Where we supply services to you under this Scheme, we are the controller of the personal data we process in providing services to you.

29.2 Where you supply personal data to us so we can provide services to you, and we process that personal data in the course of providing services to you, both you and we will comply with our obligations imposed by the Data Protection Legislation and you will not cause us to contravene the Data Protection Legislation. Where you have provided the personal data of a third party to us, you warrant that you have lawful grounds, such as their consent, to do so and that we are entitled to process that personal data to provide services.

29.3 From time to time we may be obliged by our Regulator to provide it with certain information about you, including your name and address.

29.4 Further information about how we use your personal data is set out in our Privacy Policy at www.royalmail.com/privacy-policy. Please read this Privacy Policy carefully.

29.5 The terms "personal data", "controller", "processing" and "supervisory authority" shall all have the same meaning as in the Data Protection Legislation and the term "process" shall be construed accordingly.

Annex A - Definitions used in this Scheme

A1 The Interpretation Act 1978 applies for the interpretation of this Scheme and for this purpose this Scheme is to be treated as if it were an Act of Parliament.

A2 In this Scheme, the following words and terms have the following meanings:

Actual Loss

(a) Where an item is lost or damaged beyond repair then it is the amount it cost the customer to acquire, purchase or manufacture the item subject to adjustment to take account of condition, age and depreciation.

(b) Where an item is damaged it is the cost of repair. No additional payment will be made for the reduced value of the repaired item.

Address

means for any premises the address, including the postcode, maintained by us from time to time as corresponding to those premises in the Postcode Address File

Addressee

The person to whom an item is addressed.

Antiques

Items that are at least one hundred years old.

Bladed Items

(Bladed Articles and Bladed Products as defined by Offensive Weapons Act 2019) including, but not limited to, any knife (including a folding pocket knife), any knife blade, cutlery knife, scissors with sharp edges or points, sporting equipment with a blade, tools with a blade, replica and antique knives including those used for re-enactment purposes, handmade and bespoke knives, cut-throat razors, open razors where the blade is exposed, any axe, any sword, and any other article which has a blade - Excludes knives prohibited under UK law- see Weapons.

Business

Any entity engaged in commercial or economic activity, whether for profit or not, and irrespective of legal form.

Channel Islands

The islands called Guernsey, Jersey, Alderney, Herm and Sark.

Christmas and New Year period

The period commencing on the first Monday in December in any year and ending at the start of the first working day following the New Year public holiday(s)

Cover

Any Cover, envelope, or other packaging used to contain the contents of an item. In the case of a postcard or other card, any reference to a Cover shall be construed as a reference to an outside face of the card.

Damage

If something in an item of mail has suffered a degree of harm that reasonably impairs the material function or contents of the item.

Data Protection Legislation

means the Data Protection Act 2018 and the UK GDPR (as defined in the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019), [together with any guidance, directions, determinations, codes of practice, orders, notices or demands issued by any competent supervisory authority or other competent authority with respect thereto,] and any other applicable data protection laws or regulations and judgments of any court of law, tribunal or regulatory body, all as amended, extended, re-enacted or replaced from time to time.

Due date

Means:

(a) for First Class, Royal Mail Signed For 1st Class and Special Delivery, the next working day following the date of posting;

(b) for Second Class and Royal Mail Signed For 2nd Class services the third working day following the date of posting;

(c) for items being sent to the Channel Islands and Isle of Man, the relevant date specified in (a) or (B) above plus one working day.

Franking Mark

Any mark or impression printed or otherwise made by a franking machine indicating the date and place of posting, the postage and fees paid or payable, the identity of the franking machine used and any other numbers, words, characters, symbols or marks be required by us.

Intrinsic Value

When used in relation to the content of an item means that it has an inherent monetary value relating to its essential nature.

Item

means any letter, postcard, reply postcard, newspaper, printed packet, sample packet or parcel and every packet or other article transmissible by post.

Loss

An item shall be deemed to be lost, (unless there is evidence to the contrary to demonstrate that it has not been lost) if it has not been delivered by us by the end of the tenth working day after its **due date**, or the fifth working day after its due date for Special Delivery.

Neighbour

For the purposes of delivering items, an appropriate person chosen at the discretion of the delivery officer on the basis of local knowledge and official guidance, who lives within close proximity of the address on the item. They may be a next-door neighbour or someone who lives sufficiently close by.

Market Value

means what a willing buyer would pay a willing seller, both in a free market, for an item. When assessing the market value of an item, the value of any message or information it contains, or bears or refers to must be ignored. Market value is one of two caps upon the amount of compensation payable.

Part Loss

Where a letter is received and some or part of the content is missing.

Post, Posted

An item is posted if it has been entrusted to us for transmission by post in accordance with one of the approved methods set out in section 12 of this Scheme and related words shall be construed accordingly.

Postage

The amount of money charged by us for delivery of an item.

Postage Mark

A collective term for a mark or impression (to include a Franking Mark, a Printed Postage Impression (PPI), any Postage paid symbol and pre-printed stationery) authorised for use by us to indicate payment of postage and/or service fees on an item or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage mark may be non-adhesive (when it is embossed, impressed or printed on a cover) as we may from time to time permit.

Postmark

Any indicator, image or impression applied by us to a cover or envelope, to cancel a postage stamp or postage label, to indicate that we are the delivery agent of the item or for any other postal purpose approved and authorised by us.

Printed Postage Impression (PPI)

A Postage mark indicating postage is payable to us and printed under a Licence from us.

Private Post Box

Any post box owned and maintained by a person other than ourselves which has been authorised for use as a post box by either Post Office Limited or ourselves for the posting of items which are intended to be carried by us.

Postage Stamp

means a stamp, authorised for use by us to indicate payment of postage and/or fees on an item or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage stamp may be adhesive in order for it to be affixed to a cover as we may from time to time permit. *From 31 January 2023, the only forms of definitive stamp – stamps featuring the monarch on a plain coloured background – authorised for use by us for these purposes will be those with barcodes. Special stamps with pictures on, and Christmas stamps, without barcodes will continue to be authorised by us for these purposes. Unless the context requires otherwise, references to a “stamp” mean a Postage Stamp.*

Postage Label, Service fee Label

means a label, authorised for use by us to indicate payment of postage and/or service fees on an item, or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage label may be adhesive in order for it to be affixed to a cover as we may from time to time permit.

Representative

means a person who acts legitimately, with or without express permission, on behalf of the addressee.

Service fee

The amount of money charged by us for providing a service in connection with an item.

Small Parcel Box

A 15cm³ specifically designed mailing box with the "Royal Mail Delivered By" symbol on it as well as reference to "Small Parcel Box". Customers sending items with a height greater than 8cm weighing no more than 2kg must use one of these boxes to take advantage of the Small Parcel price.

Social Security post

Social security post means items whose contents relate to any benefit, contributions or national insurance number or to any other matter relating to social security. Social security post is further defined in Section 182A of the Social Security Administration Act 1992 and Section 158A of the Social Security Administration (Northern Ireland) Act 1992.

Sovereign

The reigning Monarch of the United Kingdom.

Valuables (money and jewellery)

Any item that is:

- i) precious metal that has been manufactured in such a way as to add value to it, including coins used for ornament;
- ii) ingots;
- iii) diamonds and precious stones;
- iv) watches the cases of which are made wholly or mainly of precious metal; and
- v) articles similar to any of those referred to in i) - iii) above with an **intrinsic value**.
- v) Coins & Bank notes of any currency that are legal tender at the time of posting;
- vi) Postal Orders, cheques and dividend warrants uncrossed and payable to bearer;
- vii) Unused postage and revenue stamps and National Insurance stamps; Exchequer bills, bills of exchange, promissory notes and credit notes; Bonds, bond coupons and any other investment certificates; and
- viii) Coupons, vouchers, tickets, tokens, cards, stamps and other documents that can be exchanged in whole or in part for money, goods or services.

Working Day

For any item posted using (or otherwise treated by us as being posted using) a service other than Special Delivery, working days are Monday to Saturday inclusive, excluding any day which is (in the part of the United Kingdom concerned) a public holiday and any other day that Ofcom has directed us to treat as a public holiday.

For items that have been posted using (or otherwise treated by us as being posted using) the Special Delivery service to which Saturday Guarantee has not been added, working days are Monday to Friday inclusive excluding any day which is (in the part of the United Kingdom concerned) a public holiday and any other day that Ofcom has directed us to treat as a public holiday. For items posted using (or

otherwise treated by us as being posted using) the Special Delivery service to which Saturday Guarantee has been added, working days are Monday to Saturday inclusive, excluding any day which is (in the part of the United Kingdom concerned) a public holiday and any other day that Ofcom has directed us to treat as a public holiday.

Further information (not part of the Scheme)

You can get more information on this Scheme, the services it covers and the details contained in the web pages that are linked in this document from our Customer Experience Team on 03457 740 740.

Lines are open from 8am to 6pm Monday to Friday and from 8am to 1pm on Saturdays.

¹ We also offer some services under contracts which have their own terms and conditions. Some of those contracts incorporate this Scheme and so some of the clauses contained within this Scheme apply to services provided under contract.

² Special Delivery may also be provided under a contract.

³ Special Delivery bought with Consequential Loss or with a Saturday Guarantee attract Value Added Tax (VAT) and so can only be purchased with a 'smart' franking machine. That is one that (amongst other features) accounts correctly for VAT. Please note that delivery confirmation is not currently available where First Class or Second Class services are purchased by use of a franking machine or stamps, or for items sent to the Channel Islands or Isle of Man.

⁴ NOTE: Not part of the Scheme. We will not attempt to deliver to a neighbour an international inbound item that requires a signature or any other item that we are contractually not permitted to deliver to a neighbour.

⁵ Local in this context means an address covered by the Delivery Office to which the item was returned.

⁶ Valid for a Letter format item weighing up to 100g

⁷ Please note that in certain circumstances, for example where the label has become damaged or because of the shape of the packaging, it may not be possible for us to successfully scan the item and provide the data.

⁸ Royal Mail also offers Special Delivery 9:00am. This service is offered under contract rather than through this Scheme. Details can be found on our website

⁹ Please note that we may, on occasion, deliver items on a Saturday if it is operationally convenient for us to do so.

¹⁰ In addition we will not deliver items on a Saturday if (i) the addressee has requested for items not to be delivered on a Saturday under a retention arrangement with their local Delivery Office, or (ii) the addressee has selected an alternative delivery date under the Inflight Delivery Option at point 22.8.2 above. (4407292)

Roads & highways

ROAD RESTRICTIONS

DEPARTMENT FOR INFRASTRUCTURE

STATUTORY RULE

PARKING PLACES FOR MOTOR CYCLES - LONDONDERRY

The Department for Infrastructure (DfI) has made a Statutory Rule entitled "The Parking Places on Roads (Motor Cycles) Order (Northern Ireland) 2023" (S.R. 2023 No. 115) which comes into operation on 17 August 2023.

The Rule will authorise a length of The Diamond, Londonderry for use as a parking place for motor cycles only and prescribe the conditions under which it may be used. The Rule also updates the definitions of "postal packet" and "universal service provider" and will also revoke and re-enact other parking places for motor cycles in Belfast, Portrush and Portstewart.

A copy of the Rule may be viewed at DfI offices during office hours (Monday to Friday 9.00 a.m. to 5.00 p.m.) by appointment only. Appointments can be arranged either by email trafficwestern@infrastructure-ni.gov.uk or by telephone on 0300 200 7899. The Rule may also be viewed online at <http://www.legislation.gov.uk/nisr> (4407720)

**DEPARTMENT FOR INFRASTRUCTURE
STATUTORY RULE
ULSTER RALLY 2023**

ROAD RACES – ULSTER RALLY 2023

The Department for Infrastructure (Dfi) has made a Statutory Rule entitled “The Road Races (Ulster Rally) Order (Northern Ireland) 2023”, (S.R. 2023 No.116), which comes into operation on 17th August 2023. The effect of the Rule is to permit the Northern Ireland Motor Club Ltd to use for that event certain roads by suspending the right of way of other traffic at certain times on Friday 18th August and Saturday 19th August 2023.

A copy of the Rule may be viewed at Dfi offices during office hours (Monday to Friday 9.00 a.m. to 5.00 p.m.) by appointment only. Appointments can be arranged either by email to tnindcraigavon@infrastructure-ni.gov.uk or trafficnewrymourneanddown@infrastructure-ni.gov.uk or by telephone on 0300 200 7899.

The Rule may also be viewed online at <http://www.legislation.gov.uk/nisr> (4408596)

OTHER NOTICES

COMPANY LAW SUPPLEMENT

The Company Law Supplement details information notified to, or by, the Registrar of Companies. The Company Law Supplement to *The London, Belfast and Edinburgh Gazette* is published weekly on a Tuesday.

These supplements are available to view at <https://www.thegazette.co.uk/browse-publications>.

Alternatively use the search and filter feature which can be found here <https://www.thegazette.co.uk/all-notices> on the company number and/or name. (4407714)

NOTICE IS HEREBY GIVEN, PURSUANT TO SECTIONS 1064 AND 1077 OF THE COMPANIES ACT 2006, THAT IN RESPECT OF THE UNDERMENTIONED COMPANY NOTICE OF APPOINTMENT OF A LIQUIDATOR WAS REGISTERED RECEIVED BY ME ON 20/07/23 AND REGISTERED ON 21/07/2023.

NI005379 RAMAK INVESTMENT CO. LTD

LYNN COOPER

REGISTRAR OF COMPANIES (4407715)

NOTICE IS HEREBY GIVEN, PURSUANT TO SECTIONS 1064 AND 1077 OF THE COMPANIES ACT 2006, THAT IN RESPECT OF THE UNDERMENTIONED COMPANY NOTICE OF APPOINTMENT OF A LIQUIDATOR WAS REGISTERED RECEIVED BY ME ON 20/07/23 AND REGISTERED ON 21/07/2023.

NI618009 LINENHALL PENSION TRUSTEES LTD

LYNN COOPER

REGISTRAR OF COMPANIES (4407716)

NOTICE IS HEREBY GIVEN, PURSUANT TO SECTIONS 1064 AND 1077 OF THE COMPANIES ACT 2006, THAT IN RESPECT OF THE UNDERMENTIONED COMPANY NOTICE OF APPOINTMENT OF A LIQUIDATOR WAS REGISTERED RECEIVED BY ME ON 21/07/23 AND REGISTERED ON 21/07/2023.

NI608264 CAFFE FRESCO IRELAND LTD

LYNN COOPER

REGISTRAR OF COMPANIES (4407718)

DEPARTMENT FOR COMMUNITIES

THE PENSIONS (NORTHERN IRELAND) ORDER 2005 THE PENSIONS DASHBOARDS (AMENDMENT) REGULATIONS (NORTHERN IRELAND) 2023

The Department for Communities has made a Statutory Rule entitled "The Pensions Dashboards (Amendment) Regulations (Northern Ireland) 2023" (S.R. 2023 No. 113), which comes into operation on 9th August 2023.

The Rule amends the Pensions Dashboards Regulations (Northern Ireland) 2023. It introduces a single "connection deadline" of 31st October 2026 for relevant pension schemes to connect to pensions dashboards, and remove the staging profile, staging deadlines, connection windows and the concept of 'early' connection. It sets out requirements that need to be in place to enable pensions dashboard services to operate effectively.

Copies of the Rule may be purchased from the Stationery Office at www.tsoshop.co.uk or by contacting TSO Customer Services on 0333 202 5070 or viewed online at <http://www.legislation.gov.uk/nisr>. (4407721)

NOTICE IS HEREBY GIVEN, PURSUANT TO SECTIONS 1064 AND 1077 OF THE COMPANIES ACT 2006, THAT IN RESPECT OF THE UNDERMENTIONED COMPANY NOTICE OF APPOINTMENT OF A LIQUIDATOR WAS REGISTERED RECEIVED BY ME ON 24/07/2023 AND REGISTERED ON 25/07/2023.

NI650359 DC4MECHANICAL& CONSTRUCTION LTD

LYNN COOPER

REGISTRAR OF COMPANIES (4407725)

NOTICE IS HEREBY GIVEN, PURSUANT TO SECTIONS 1064 AND 1077 OF THE COMPANIES ACT 2006, THAT IN RESPECT OF THE UNDERMENTIONED COMPANY NOTICE OF APPOINTMENT OF A LIQUIDATOR WAS REGISTERED RECEIVED BY ME ON 27/07/23 AND REGISTERED ON 27/07/2023.

NI640625 WILSON CONSTRUCTION SERVICES LTD

LYNN COOPER

REGISTRAR OF COMPANIES (4408603)

DEPARTMENT FOR THE ECONOMY

THE GRADING INSPECTION OF CERTIFIED TOURIST ESTABLISHMENTS (FEES) REGULATIONS (NORTHERN IRELAND) 2023

The Department for the Economy has made a Statutory Rule entitled "The Grading Inspection of Certified Tourist Establishments (Fees) Regulations (Northern Ireland) 2023" (S.R. 2023 No. 114) which comes into operation on 15th August 2023.

This Rule is made under Article 20(1)(b) of The Tourism (Northern Ireland) Order 1992 and prescribes the manner of calculating the fee payable to the Northern Ireland Tourist Board (Tourism NI) by the proprietor of a certified tourist establishment who has requested a grading inspection of that establishment be conducted. This grading inspection is the assessment element of Tourism NI's Quality Assurance Grading Scheme which is designed to give certified tourist establishments a grade rating of between one to five stars.

This Rule may be purchased from The Stationery Office at www.tsoshop.co.uk or by contacting TSO Customer Services on 0333 202 5070, or viewed online at <http://www.legislation.gov.uk/nisr>. (4407719)

ENFORCEMENT OF JUDGMENTS OFFICE

NOTICE OF GRANT OF A CERTIFICATE OF UNENFORCEABILITY RULE 83 OF THE JUDGMENTS ENFORCEMENT RULES (NI) 1981

Case Number	C/10/05782
Forenames	PATRICK JOHN
Surname	COYLE
Address Line 1	48 MOURNE PARK
Address Line 3	OMAGH
Postcode	BT78 4BL
Occupation	PAINT SPRAYER
Amount Recoverable '£'	1721.45
Certificate Date	14-Jul-23
Case Number	C/10/10416
Forenames	MONICA
Surname	BLAKE
Address Line 1	3 ORANDALE
Address Line 3	STRABANE
Postcode	BT82 9TP
Occupation	
Amount Recoverable '£'	137.00
Certificate Date	06-Jul-23
Case Number	C/10/10417
Forenames	MONICA
Surname	BLAKE
Address Line 1	3 ORANDALE
Address Line 3	STRABANE
Postcode	BT82 9TP
Occupation	
Amount Recoverable '£'	137.00
Certificate Date	06-Jul-23
Case Number	C/10/10418
Forenames	MONICA
Surname	BLAKE
Address Line 1	3 ORANDALE
Address Line 3	STRABANE
Postcode	BT82 9TP
Occupation	
Amount Recoverable '£'	137.00
Certificate Date	06-Jul-23

Case Number	C/10/10419	Surname	GINN
Forenames	MONICA	Address Line 1	90 DRUMCULLION ROAD
Surname	BLAKE	Address Line 3	ENNISKILLEN
Address Line 1	3 ORANDALE	Postcode	BT93 0GZ
Address Line 3	STRABANE	Occupation	
Postcode	BT82 9TP	Amount Recoverable '£'	5770.64
Occupation		Certificate Date	07-Jul-23
Amount Recoverable '£'	137	Case Number	C/15/05779
Certificate Date	06-Jul-23	Forenames	KATARZYNA
Case Number	C/23/01524	Surname	MIKOLAJCZAK
Forenames	JAMES	Address Line 1	5 SILVERSTREAM CLOSE
Surname	MCKAY	Address Line 3	BANGOR
Address Line 1	20 MALLUSK GARDENS	Postcode	BT20 3GZ
Address Line 3	ANTRIM	Occupation	
Postcode	BT41 1BA	Amount Recoverable '£'	549.00
Occupation	ON LINE MARKER STALL	Certificate Date	05-Jul-23
Amount Recoverable '£'	205.42	Case Number	C/16/00066
Certificate Date	14-Jul-23	Forenames	THOMAS
Case Number	C/21/01699	Surname	MOONAN
Forenames	NICHOLAS	Address Line 1	708 ENNISKEEN
Surname	MOORE	Address Line 3	CRAIGAVON
Address Line 1	10A DUNEVLY ROAD	Postcode	BT65 4AA
Address Line 3	NEWTOWNARDS	Occupation	NOT KNOWN
Postcode	BT22 1NB	Amount Recoverable '£'	11443.35
Occupation		Certificate Date	05-Jul-23
Amount Recoverable '£'	2541.79	Case Number	C/16/02505
Certificate Date	03-Jul-23	Forenames	JACOB MARTIN
Case Number	C/18/05757	Surname	NANGLE
Forenames	BARBARA	Address Line 1	17 BREEZEMOUNT PARK
Surname	MCKINGHT	Address Line 3	BANBRIDGE
Address Line 1	49 FERNAGH AVENUE	Postcode	BT32 3UZ
Address Line 3	NEWTOWNABBEY	Occupation	
Postcode	BT37 0BG	Amount Recoverable '£'	1136.52
Occupation		Certificate Date	07-Jul-23
Amount Recoverable '£'	426.18	Case Number	C/18/02988
Certificate Date	06-Jul-23	Forenames	DEIRDRE
Case Number	C/22/02432	Surname	MCCRISTAL
Forenames	ROBERT	Address Line 1	3 MOUNTVIEW PLACE
Surname	WALKER	Address Line 3	MAGHERAFELT
Address Line 1	39 PINEY HILL	Postcode	BT45 7QD
Address Line 3	MAGHERAFELT	Occupation	
Postcode	BT45 6PY	Amount Recoverable '£'	1514.66
Occupation		Certificate Date	14-Jul-23
Amount Recoverable '£'	213.76	Case Number	C/18/05758
Certificate Date	14-Jul-23	Forenames	WINIFRED
Case Number	C/13/01075	Surname	MCKNIGHT
Forenames	JAMIE DANIELLE	Address Line 1	49 FERNAGH AVENUE
Surname	MULLALLY	Address Line 3	NEWTOWNABBEY
Address Line 1	1 PINWOOD CRESCENT	Postcode	BT37 0BG
Address Line 3	LONDONDERRY	Occupation	
Postcode	BT47 4AD	Amount Recoverable '£'	426.18
Occupation		Certificate Date	06-Jul-23
Amount Recoverable '£'	266.00	Case Number	C/23/00518
Certificate Date	11-Jul-23	Forenames	TAMMY
Case Number	C/15/04921	Surname	WALKER
Forenames	IAIN	Address Line 1	18 STROANSHESK PARK
Surname	IRVINE	Address Line 3	BALLYCASTLE
Address Line 1	25 HIGH PARK	Postcode	BT54 6LF
Address Line 3	LONDONDERRY	Occupation	
Postcode	BT48 9SN	Amount Recoverable '£'	213.76
Occupation		Certificate Date	03-Jul-23
Amount Recoverable '£'	256.88	Case Number	C/19/01501
Certificate Date	06-Jul-23	Forenames	SHANE
Case Number	C/18/04974	Surname	GRIMLEY
Forenames	JENNY	Address Line 1	47 CASHEL ROAD

Address Line 3	ARMAGH	Postcode	BT13 2SA
Postcode	BT60 2QZ	Occupation	UNKNOWN
Occupation		Amount Recoverable '£'	213.76
Amount Recoverable '£'	1201.51	Certificate Date	11-Jul-23
Certificate Date	06-Jul-23	Case Number	C/22/02333
Case Number	C/19/02533	Forenames	
Forenames	KATHRYN GEORGINA	Surname	EAGLEWOOD CONTRACTS LIMITED
Surname	MCCARTAN	Address Line 1	10 BALLYCLOUGH ROAD
Address Line 1	27 HATFIELD STREET	Address Line 3	LISBURN
Address Line 3	BELFAST	Postcode	BT28 3UY
Postcode	BT7 2FB	Occupation	
Occupation		Amount Recoverable '£'	1066.71
Amount Recoverable '£'	1000.63	Certificate Date	03-Jul-23
Certificate Date	06-Jul-23	Case Number	C/23/00109
Case Number	C/20/01012	Forenames	
Forenames	EMMA	Surname	MULLAN SPRAYING SERVICES LIMITED
Surname	DUFFIN	Address Line 1	269E HILLHEAD ROAD
Address Line 1	4 CHURCH MEADOW	Address Line 3	MAGHERAFELT
Address Line 3	BALLYMENA	Postcode	BT45 8EF
Postcode	BT44 8QS	Occupation	
Occupation		Amount Recoverable '£'	2175.86
Amount Recoverable '£'	44439.17	Certificate Date	11-Jul-23
Certificate Date	03-Jul-23	Case Number	C/22/02371
Case Number	C/23/00138	Forenames	FRANCIS ANDREW
Forenames	PETER JOHN	Surname	MCCULLAGH
Surname	FINDON	Address Line 1	10 GLENMACOFFER ROAD
Address Line 1	21 BOTANIC AVENUE	Address Line 3	OMAGH
Address Line 3	BELFAST	Postcode	BT79 7RJ
Postcode	BT7 1JJ	Occupation	
Occupation	NOT KNOWN	Amount Recoverable '£'	23956.75
Amount Recoverable '£'	5329.06	Certificate Date	14-Jul-23
Certificate Date	04-Jul-23	Case Number	C/23/00543
Case Number	C/23/00736	Forenames	
Forenames	CAOLAN	Surname	SMK FIT OUT LTD
Surname	CORBETT	Address Line 1	55 MAIN STREET
Address Line 1	13 MILL VALLEY NORTH	Address Line 3	OMAGH
Address Line 3	BELFAST	Postcode	BT79 8NH
Postcode	BT14 8FW	Occupation	
Occupation		Amount Recoverable '£'	38503.73
Amount Recoverable '£'	6634.05	Certificate Date	03-Jul-23
Certificate Date	04-Jul-23	Case Number	C/23/01038
Case Number	C/23/00369	Forenames	CATHERINE
Forenames		Surname	DUNCAN
Surname	PHEONIX DEVELOPMENTS (NI) LTD	Address Line 1	79 ISLAND STREET
Address Line 1	4 TENNYSON AVENUE	Address Line 3	BELFAST
Address Line 3	BANGOR	Postcode	BT4 1DG
Postcode	BT20 3SS	Occupation	
Occupation		Amount Recoverable '£'	881.08
Amount Recoverable '£'	5146.49	Certificate Date	14-Jul-23
Certificate Date	07-Jul-23	Case Number	C/23/00528
Case Number	C/23/00137	Forenames	DONNAMARIE
Forenames	TRACEY	Surname	MCGUIGAN
Surname	FINDON	Address Line 1	16 NEW BARNSLEY DRIVE
Address Line 1	22 BALLYDONAGHY MEADOWS	Address Line 3	BELFAST
Address Line 3	CRUMLIN	Postcode	BT12 7HQ
Postcode	BT29 4WS	Occupation	
Occupation		Amount Recoverable '£'	6862.12
Amount Recoverable '£'	5329.06	Certificate Date	05-Jul-23
Certificate Date	04-Jul-23	Case Number	C/23/00140
Case Number	C/22/02171	Forenames	NICUSOR
Forenames	PATRICK	Surname	CHICHIRIM
Surname	SMITH	Address Line 1	122 MALONE AVENUE
Address Line 1	20 KASHMIR ROAD	Address Line 3	BELFAST
Address Line 3	BELFAST		

Postcode	BT9 6ET	Amount Recoverable '£'	3765.89
Occupation		Certificate Date	11-Jul-23
Amount Recoverable '£'	5005.42	Case Number	C/23/01584
Certificate Date	11-Jul-23	Forenames	SAOIORSE
Case Number	C/23/00384	Surname	DONAGHY
Forenames		Address Line 1	90 ROSSNAGALLIAGH
Surname	MCCULLOUGH RESIDENTIAL	Address Line 3	LONDONDERRY
Address Line 1	14 HIGH STREET	Postcode	BT48 8GE
Address Line 3	HOLYWOOD	Occupation	
Postcode	BT18 9AZ	Amount Recoverable '£'	741.00
Occupation		Certificate Date	11-Jul-23
Amount Recoverable '£'	1367.05	Case Number	C/23/01581
Certificate Date	14-Jul-23	Forenames	ALICIA
Case Number	C/23/01041	Surname	BURKE
Forenames	SANDRA	Address Line 1	18 KAVANAGH COURT
Surname	FALAT	Address Line 3	LONDONDERRY
Address Line 1	30 FOYLE ROAD	Postcode	BT48 OPN
Address Line 3	LONDONDERRY	Occupation	
Postcode	BT48 6SQ	Amount Recoverable '£'	691.00
Occupation		Certificate Date	07-Jul-23
Amount Recoverable '£'	1598.12	Case Number	C/23/01173
Certificate Date	05-Jul-23	Forenames	DARREL
Case Number	C/23/00891	Surname	KEALEY
Forenames	ALISHA	Address Line 1	6 GLENBRACKEN DRIVE
Surname	HUGHES	Address Line 3	LONDONDERRY
Address Line 1	765 FARRANSEER PARK	Postcode	BT47 4UE
Address Line 3	COLERAINE	Occupation	
Postcode	BT51 4NB	Amount Recoverable '£'	2821.95
Occupation		Certificate Date	11-Jul-23
Amount Recoverable '£'	213.76	Case Number	C/23/01140
Certificate Date	04-Jul-23	Forenames	JANE
Case Number	C/23/00889	Surname	MARTIN
Forenames	LAUREN	Address Line 1	23 PARKGATE PARADE
Surname	GALLOWAY	Address Line 3	BELFAST
Address Line 1	44 ROSSDALE	Postcode	BT4 1ET
Address Line 3	BALLYMENA	Occupation	
Postcode	BT42 2SA	Amount Recoverable '£'	213.76
Occupation		Certificate Date	03-Jul-23
Amount Recoverable '£'	213.76	Case Number	C/23/01631
Certificate Date	04-Jul-23	Forenames	CHANTEL
Case Number	C/23/00870	Surname	MCNEILLY
Forenames	BRIAN	Address Line 1	19 BROOKMOUNT STREET
Surname	VARNHAM	Address Line 3	BELFAST
Address Line 1	10 SPERRIN ROAD	Postcode	BT13 3AP
Address Line 3	LIMAVADY	Occupation	
Postcode	BT49 0AS	Amount Recoverable '£'	1479.36
Occupation		Certificate Date	05-Jul-23
Amount Recoverable '£'	213.76	Case Number	C/23/01159
Certificate Date	04-Jul-23	Forenames	CLIFFORD
Case Number	C/23/00962	Surname	GILPIN
Forenames	DAVID	Address Line 1	19 BRIANVILLE PARK
Surname	BOWMAN	Address Line 3	BANGOR
Address Line 1	1A NORWELL PARK	Postcode	BT19 6DZ
Address Line 3	COLERAINE	Occupation	
Postcode	BT51 4TS	Amount Recoverable '£'	213.76
Occupation		Certificate Date	07-Jul-23
Amount Recoverable '£'	213.76	Case Number	C/23/01224
Certificate Date	04-Jul-23	Forenames	MICHAEL
Case Number	C/23/01609	Surname	GALLAGHER
Forenames	GRAHAM	Address Line 1	8 ESKAHEEN VIEW
Surname	MARTIN	Address Line 3	LONDONDERRY
Address Line 1	46 BANGOR ROAD	Postcode	BT47 2EP
Address Line 3	NEWTOWNARDS	Occupation	
Postcode	BT23 7BY	Amount Recoverable '£'	213.76
Occupation		Certificate Date	03-Jul-23

Case Number	C/23/01432	Surname	MCLARNON
Forenames	VICTORIA	Address Line 1	73 GREENVALE PARK
Surname	HOUSTON	Address Line 3	MAGHERAFELT
Address Line 1	46 PORTSTEWART ROAD	Postcode	BT45 6DP
Address Line 3	COLERAINE	Occupation	
Postcode	BT52 1RP	Amount Recoverable '£'	205.42
Occupation		Certificate Date	04-Jul-23
Amount Recoverable '£'	213.76	Case Number	C/23/01660
Certificate Date	11-Jul-23	Forenames	WILLIAM
Case Number	C/23/01398	Surname	MCLAUGHLIN
Forenames	SUMMER	Address Line 1	39 CARTHALL ROAD
Surname	TOSH	Address Line 3	COLERAINE
Address Line 1	60 SOCIETY STREET	Postcode	BT51 3LP
Address Line 3	COLERAINE	Occupation	
Postcode	BT52 1LA	Amount Recoverable '£'	213.76
Occupation		Certificate Date	06-Jul-23
Amount Recoverable '£'	213.76	Case Number	C/23/01610
Certificate Date	14-Jul-23	Forenames	PATRICK JOHN
Case Number	C/23/01406	Surname	MOANE
Forenames	SUMMER	Address Line 1	27A HIGH STREET
Surname	TOSH	Address Line 3	ENNISKILLEN
Address Line 1	60 SOCIETY STREET	Postcode	BT74 7DQ
Address Line 3	COLERAINE	Occupation	
Postcode	BT52 1LA	Amount Recoverable '£'	2237
Occupation		Certificate Date	14-Jul-23
Amount Recoverable '£'	213.76	Case Number	C/23/01633
Certificate Date	14-Jul-23	Forenames	KEVINA
Case Number	C/23/01895	Surname	LOGUE
Forenames	SUMMER	Address Line 1	26 CURRAGH ROAD
Surname	TOSH	Address Line 3	LONDONDERRY
Address Line 1	60 SOCIETY STREET	Postcode	BT47 4SE
Address Line 3	COLERAINE	Occupation	
Postcode	BT52 1LA	Amount Recoverable '£'	205.42
Occupation		Certificate Date	04-Jul-23
Amount Recoverable '£'	213.76	Case Number	T312801
Certificate Date	14-Jul-23	Forenames	ALWYN
Case Number	C/23/01322	Surname	BARRETT
Forenames	SUSAN	Address Line 1	90B BRAVALLEN ROAD
Surname	MULHOLLAND	Address Line 3	BALLYMONEY
Address Line 1	5 HAMILL TERRACE	Postcode	BT53 7DU
Address Line 3	BUSHMILLS	Occupation	N/A
Postcode	BT57 8QR	Amount Recoverable '£'	917.45
Occupation		Certificate Date	14-Jul-23
Amount Recoverable '£'	213.76		(4407717)
Certificate Date	11-Jul-23		
Case Number	C/23/01410		
Forenames	PAULA		
Surname	MCGILLIAN		
Address Line 1	94 ALEXANDER ROAD		
Address Line 3	LIMAVADY		
Postcode	BT49 0BP		
Occupation			
Amount Recoverable '£'	213.76		
Certificate Date	03-Jul-23		
Case Number	C/23/01517		
Forenames	TAMARA		
Surname	MCCORRISTON		
Address Line 1	15 GALVALLY AVENUE		
Address Line 3	PORTSTEWART		
Postcode	BT55 7TH		
Occupation			
Amount Recoverable '£'	205.42		
Certificate Date	07-Jul-23		
Case Number	C/23/01519		
Forenames	SHAUNA		

COMPANIES

Corporate insolvency

NOTICES OF DIVIDENDS

HIPPOCAMPUS GROUP LIMITED

In Creditors' Voluntary Liquidation

NI635216

Registered office: c/o Keenan CF, 10th Floor, Victoria House, 15-17 Gloucester Street, Belfast, BT1 4LS

Date of Appointment: 23 January 2023

Names of Insolvency Practitioners: Scott Murray & Tom Keenan

Address of Insolvency Practitioners: 10th Floor, Victoria House, 15-17 Gloucester Street, Belfast, Co. Antrim, BT1 4LS

IP Numbers: 14096 and 8656

Notice is hereby given, in accordance with Rule 11.02 of the INSOLVENCY RULES (NORTHERN IRELAND) 1991, to creditors who have not yet submitted claims to the Joint Liquidators that I intend to pay a first interim dividend within 4 months from the last date of proving. The last date for creditors to prove their claim in order to participate in the dividend is 23 August 2023. Creditors should send details of their claim to the Joint Liquidators, c/o Keenan Corporate Finance Ltd, 10th Floor Victoria House, 15-17 Gloucester Street, Belfast, BT1 4LS. A creditor who has not proved his debt before the last date for proving mentioned above is not entitled to disturb, by reason that he has not participated in the dividend, the distribution of the dividend.

Scott Murray & Tom Keenan

Joint Liquidators

26 July 2023

(4407722)

HIPPOCAMPUS HOLDINGS LIMITED

In Creditors' Voluntary Liquidation

NI625635

Registered office: c/o Keenan CF, 10th Floor, Victoria House, 15-17 Gloucester Street, Belfast, BT1 4LS

Date of Appointment: 23 January 2023

Names of Insolvency Practitioners: Scott Murray & Tom Keenan

Address of Insolvency Practitioners: 10th Floor, Victoria House, 15-17 Gloucester Street, Belfast, Co. Antrim, BT1 4LS

IP Numbers: 14096 and 8656

Notice is hereby given, in accordance with Rule 11.02 of the INSOLVENCY RULES (NORTHERN IRELAND) 1991, to creditors who have not yet submitted claims to the Joint Liquidators that I intend to pay a first interim dividend within 4 months from the last date of proving. The last date for creditors to prove their claim in order to participate in the dividend is 23 August 2023. Creditors should send details of their claim to the Joint Liquidators, c/o Keenan Corporate Finance Ltd, 10th Floor Victoria House, 15-17 Gloucester Street, Belfast, BT1 4LS. A creditor who has not proved his debt before the last date for proving mentioned above is not entitled to disturb, by reason that he has not participated in the dividend, the distribution of the dividend.

Scott Murray & Tom Keenan

Joint Liquidators

26 July 2023

(4407724)

Creditors' voluntary liquidation

APPOINTMENT OF LIQUIDATORS

Company Number: NI650359

Name of Company: **DC4MECHANICAL& CONSTRUCTION LTD**

Nature of Business: Construction of other civil engineering projects not elsewhere classified

Registered office: 8 Glenbrae Gardens, Londonderry, BT48 0BE

Type of Liquidation: Creditors Voluntary Liquidation

Liquidator's name and address: Liquidator: *Andrew Ryder* (IP number 17552) of JT Maxwell Limited, 1 Sackville Street, Lisburn, County Antrim, BT27 4AB.

Date of Appointment: 21 July 2023

By whom Appointed: Members and Creditors

For further details contact JT Maxwell Ltd at corporate@jtmaxwell.co.uk (4407873)

FINAL MEETINGS

NOTICE OF FINAL MEETINGS

IN THE MATTER OF

ACHESON & GLOVER PRECAST LTD

IN CREDITORS VOLUNTARY LIQUIDATION

(Company Number NI021801)

Registered office: C/O Keenan CF 10th Floor Victoria House 15-27 Gloucester Street Belfast Antrim BT1 4LS

AND

IN THE MATTER OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

NOTICE IS HEREBY GIVEN that pursuant to Article 92 of the INSOLVENCY (NI) ORDER 1989, Final Meetings of the creditors of the above named company will be held at the offices of Keenan CF, 10th Floor Victoria House, 15-17 Gloucester Street, Belfast, BT1 4LS, on Wednesday 30 August 2023 at 11.00am, to be followed by a meeting of the members of the Company at 11.30am on the same day at the same venue. The following resolutions will be considered at the meetings:

1. That the Joint Liquidators' final receipts and payments account be approved.
2. That the Joint Liquidators receive their release.
3. That the Company books and records can be destroyed 12 months after the date of the Final Meetings.

Members or creditors wishing to vote at the meeting must ensure that their proxy forms are received via email to fhogan@keenanCF.com or at the offices of Keenan CF, 10th Floor Victoria House, 15-17 Gloucester Street, Belfast, BT1 4LS, not later than 12.00 noon on the business day before the meeting.

26 July 2023

Scott Murray

Joint Liquidator

(4408597)

JASON SHANKEY (BALLYHACKAMORE) LTD

In Creditors' Voluntary Liquidation

(Company Number NI651149)

Registered office: KPMG, The Soloist Building, 1 Lanyon Place, Belfast, BT1 3LP

Notice Convening the Final Meetings of Members and Creditors Pursuant to Article 92 Of THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

NOTICE IS HEREBY GIVEN that the final meetings of members and of creditors of the above named Company will be held at the offices of KPMG, The Soloist Building, 1 Lanyon Place, Belfast, BT1 3LP on 30 August 2023 at 10:00 and 10:30 respectively, for the purpose of having an account laid before them by the Liquidator (pursuant to Articles 91 & 92 of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989), showing the manner in which the winding-up of the Company has been conducted and the property of the Company disposed of and of hearing any explanation that may be given by the Liquidator. The following resolutions will be considered at the creditors' meeting:

1. That the Liquidator receives his release;
2. That the books and records of the Company be destroyed by the Liquidator 1 year after his release

A member or creditor entitled to attend and vote at the above meetings may appoint a proxy to attend vote in their place. It is not necessary for the proxy to be a member or creditor. Proxy forms must be returned to the offices of KPMG, The Soloist Building, 1 Lanyon Place, Belfast, BT1 3LP by no later than 12 noon on 29 August 2023.

Dated: 25 July 2023

James Neill

Joint Liquidator (12810)

John Donaldson

Joint Liquidator (25132)

(4407726)

JASON SHANKEY (LISBURN ROAD) LTD

In Creditors' Voluntary Liquidation

(Company Number NI651148)

Registered office: KPMG, The Soloist Building, 1 Lanyon Place, Belfast, BT1 3LP

Notice Convening the Final Meetings of Members and Creditors Pursuant To Article 92 Of THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

NOTICE IS HEREBY GIVEN that the final meetings of members and of creditors of the above named Company will be held at the offices of KPMG, The Soloist Building, 1 Lanyon Place, Belfast, BT1 3LP on 30 August 2023 at 11:00 and 11:30 respectively, for the purpose of having an account laid before them by the Liquidator (pursuant to Articles 91 & 92 of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989), showing the manner in which the winding-up of the Company has been conducted and the property of the Company disposed of and of hearing any explanation that may be given by the Liquidator.

The following resolutions will be considered at the creditors' meeting:

1. That the Liquidator receives his release;
2. That the books and records of the Company be destroyed by the Liquidator 1 year after his release

A member or creditor entitled to attend and vote at the above meetings may appoint a proxy to attend vote in their place. It is not necessary for the proxy to be a member or creditor. Proxy forms must be returned to the offices of KPMG, The Soloist Building, 1 Lanyon Place, Belfast, BT1 3LP by no later than 12 noon on 29 August 2023.

Dated: 25 July 2023

James Neill

Joint Liquidator (12810)

John Donaldson

Joint Liquidator (25132)

(4407729)

MEETINGS OF CREDITORS

DSNI LTD

(Company Number: NI659260)

Trading As: Autovogue Specialists Cars

Registered Office: 56 Taughrane Lodge, Dollingstown, Craigavon BT66 7UH

Principal Trading Address: 02 Meadow Lane, Portadown, Craigavon BT62 3NJ

Notice is hereby given, pursuant to Article 84 of the Insolvency (Northern Ireland) Order 1989 that the liquidator has summoned a general meeting of the Company's creditors and contributories as requested by the creditors for the purpose of dealing with Articles 85-87 of the Insolvency (Northern Ireland) Order 1989. The meeting will be held on 24 August 2023, at 13:45.

In order to be entitled to vote at the meeting, creditors must lodge proxies and hitherto unlodged proofs with Mansoor Mubarik at 66 Earl Street, Maidstone ME14 1PS by no later than 16:00 on 23 August 2023.

The liquidator will treat any debts of £1,000 or less as proved for the purposes of paying a dividend, unless creditors advise the liquidator that the amount of the debt is incorrect (in which case, proofs must be submitted) or that no debt is owed, also by 16:00 on 23 August 2023. Any creditor who has opted out from receiving notices may nevertheless vote if the creditor provides a proof by 16:00 on 23 August 2023.

For further details, please contact: Mansoor Mubarik (009667), Capital Books (UK) Limited, 66 Earl Street, Maidstone ME14 1PS, Telephone: 01622 754 927, Email address: mmubarik@capital-books.co.uk, Fax: 01622 321 000.

Dawood Ahmad Shaikh, Chairman

(4407814)

NOTICE OF A MEETING OF CREDITORS

IN THE MATTER OF

HIPPOCAMPUS HOLDINGS LTD

(Company Number NI625635)

Registered office: C/O Keenan CF 10th Floor Victoria House 15-17 Gloucester Street Belfast Antrim BT1 4LS

AND

IN THE MATTER OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

NOTICE IS HEREBY GIVEN, that a meeting of the creditors of the above named company will be held at the offices of Keenan CF, 10th Floor Victoria House, 15-17 Gloucester Street, Belfast, BT1 4LS, on Wednesday 23 August 2023 at 11.00am for the following purposes:

1) To decide if a creditors' committee be established if sufficient nominations are received and those nominated are willing to be members of a committee.

2) To agree the basis of the Joint Liquidators' remuneration.

Creditors wishing to vote at the meeting must ensure that their proxy forms, together with a completed proof of debt form, are received via email to fhogan@keenancf.com or at the offices of Keenan CF, 10th Floor Victoria House, 15-17 Gloucester Street, Belfast, BT1 4LS, not later than 12.00 noon on the business day before the meeting.

Scott Murray

Joint Liquidator

26 July 2023

(4407727)

ICON CONSTRUCTION MANAGEMENT LTD

(Company Number NI605255)

Registered office: 59 Ferry Road, Derrylaughan, Coalisland Co. Tyrone, BT71 4QU

NOTICE IS HEREBY GIVEN, pursuant to Article 84 of the Insolvency (Northern Ireland) Order 1989, that a meeting of the creditors of the above-named company will be held at the offices of FPM Accountants Limited, 1-3 Arthur Street, Belfast, Co. Antrim, BT1 4GA on 9 August 2023 at 10:30 am for the purposes mentioned in articles 85 to 87 of the said order.

Creditors wishing to vote at the meeting must (unless they are individual creditors attending in person) lodge their proxies at the offices of FPM Accountants Limited, 1-3 Arthur Street, Belfast, Co. Antrim, BT1 4GA not later than 12.00 noon on the business day immediately preceding the meeting.

A list of the names and addresses of the company's creditors will be available for inspection free of charge at the offices of FPM Accountants Limited at 1-3 Arthur Street, Belfast, Co. Antrim, BT1 4GA on the two business days immediately preceding the meeting between the hours of 10.00 am and 4.00 pm.

The resolutions at the meeting of creditors may include a resolution specifying the terms on which the liquidators are to be remunerated. The meeting may receive information about, or be asked to approve, the costs of preparing the statement of affairs and convening the meeting.

By Order of the Board

S. McNeice -

Dated: 26 July 2023

(4408429)

IMPAKT LIMITED

Trading Name: Cavern Menswear

(Company Number 11248088)

Registered office: Unit 24 Cavern Menswear, Mathew Street, Liverpool, L2 6RE

Principal trading address: Unit 24 Cavern Menswear, Mathew Street, Liverpool, L2 6RE

Nature of Business: Retail sale of clothing in specialised stores.

Type of Liquidation: Creditors' Voluntary.

Place of meeting: The Offices of Marshall Peters Limited, Heskin Hall Farm, Heskin, Preston, PR7 5PA.

Date of meeting: 11 August 2023.

Time of meeting: 12:30 pm.

Notice is hereby given under Section 100 of the Insolvency Act 1986 and Rules 6.14 and 15.8 of the Insolvency (England and Wales) Rules 2016 that a physical meeting of the creditors of the above Company is being convened.

The prescribed proportion of creditors have objected to decisions proposed by deemed consent and therefore the deemed consent has been superseded. The physical meeting will be held at the place, date and time specified in this notice.

A meeting of shareholders has been called and will be held prior to the physical meeting of creditors passing a resolution for the voluntary winding up of the Company.

Creditors wishing to vote at the meeting must lodge their proxy, together with a full statement of account at the registered office, or with the Insolvency Practitioner not later than 4pm on the last business day preceding the meeting. For the purposes of voting, any secured creditors are required (unless they surrender their security) to lodge a statement with the Insolvency Practitioner prior to the meeting giving particulars of their security, the date when it was given and its assessed value.

The resolutions to be taken at the creditors' meeting may include the appointment by creditors of a Liquidator, a resolution specifying the terms on which the Liquidator is to be remunerated, and the meeting may receive information about, or be called upon to approve, the costs of preparing the statement of affairs and convening the meeting. By Order of the Board

Marc Bell, Director

Insolvency Practitioner's Name and Address: *Clive Morris* (IP No. 8820) of Marshall Peters, Heskin Hall Farm, Wood Lane, Heskin, Preston, PR7 5PA. Telephone: 01257 452021.

For further information contact Shauna McLaughlin at the offices of Marshall Peters on 01257 452021, or shaunamclaughlin@marshallpeters.co.uk.

25 July 2023

(4408766)

RESOLUTION FOR WINDING-UP

DC4MECHANICAL& CONSTRUCTION LTD

(Company Number NI650359)

Registered office: 8 Glenbrae Gardens, Londonderry, BT48 0BE

At a general meeting of the above-named company, duly convened, and held at 10.00am on 21 July 2023, the following resolutions were passed:

Special resolution

"That it has been proved to the satisfaction of the meeting that the company cannot by reason of its liabilities continue its business and that it is advisable to wind up the same and accordingly that the company be wound up voluntarily."

Ordinary resolution

"That Andrew Ryder (office holder no 17552) of JT Maxwell Limited, Unit 1 Lagan House, 1 Sackville Street, Lisburn, County Antrim, BT27 4AB be and is hereby appointed Liquidator for the purpose of such winding up."

Liquidator: *Andrew Ryder* (IP number 17552) of JT Maxwell Limited, 1 Sackville Street, Lisburn, County Antrim, BT27 4AB.

Date of Appointment: 21 July 2023

For further details contact JT Maxwell Ltd at corporate@jtmaxwell.co.uk

Gregory O' Hagan, Chairman

Date: 21/7/23

(4407872)

Liquidation by the Court

FINAL MEETINGS

NOTICE TO CREDITORS OF FINAL MEETING OF CREDITORS

GSE DEVELOPMENTS (NI) LIMITED IN COMPULSORY LIQUIDATION

(Company Number NI061523)

A final meeting of creditors of the above-named company has been summoned by the Liquidator under Article 124 of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989 for the purpose of:

1. Approving the Liquidator's final report and receipts and payments account.
2. Granting the Liquidator his release.

The meeting will be held on Wednesday 30th August 2023 at 10.00am at Deloitte offices, 5th Floor, Lincoln Building, 27-45 Great Victoria Street, Belfast, BT2 7SL.

Creditors wishing to vote at the meeting must lodge their proxies at the offices of Deloitte, Lincoln Building, 27- 45 Great Victoria Street, Belfast, BT2 7SL no later than 12 noon Tuesday 29th August 2023.

Peter Allen

Liquidator

25 July 2023

(4408601)

Members' voluntary liquidation

APPOINTMENT OF LIQUIDATORS

PURSUANT TO ARTICLE 95 OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

Name of Company: **NORTH FINANCIAL MANAGEMENT LLP**

Company Number: NC000563

Nature of Business: Independent financial advisors

Type of Liquidation: Members

Registered office: 84 North Road, Belfast, BT4 3DJ

Liquidator's name and address: *Gregg Sterritt*, Sterritt Business Advisory Ltd, 89 Hillsborough Road, Carryduff, Belfast, BT8 8HT

Office Holder Number: 9027.

Date of Appointment: 21 July 2023

By whom Appointed: Members

(4408604)

FINAL MEETINGS

NOTICE OF FINAL MEETING

IN THE MATTER OF

BYFEX COMPANY LIMITED

IN MEMBERS' VOLUNTARY LIQUIDATION

(Company Number NI037590)

AND

IN THE MATTER OF THE INSOLVENCY (NI) ORDER 1989

NOTICE IS HEREBY GIVEN that a final meeting of the members of Byfex Company Limited will be held at 10:00 am on 12 September 2023. The meeting will be held at the offices of Middlebrooks Business Recovery & Advice, 2 Market Place, Carrickfergus, Northern Ireland, BT38 8AD.

The meeting is called pursuant to Section 92 of the INSOLVENCY (NI) ORDER 1989 for the purpose of receiving an account showing the manner in which the winding-up of the company has been conducted and the property of the company disposed of, and to receive any explanation that may be considered necessary. Any member entitled to attend and vote at the meeting is entitled to appoint a proxy to attend and vote on their behalf. A proxy need not be a member of the company.

The following resolutions will be considered at the meeting:

1. That the liquidator's final report and receipts and payments account be approved.

2. That the liquidator be released and discharged.

Proxies to be used at the meeting must be returned to the offices of Middlebrooks Business Recovery & Advice, 2 Market Place, Carrickfergus, Northern Ireland, BT38 8AD no later than 12 noon on the working day immediately before the meeting.

Claire Middlebrook

(authorised to act as an Insolvency Practitioner in the UK by the Institute of Chartered Accountants in Scotland)

Liquidator

Date: 24 July 2023

(4407728)

JJV TECHNOLOGY LTD

(In Members Voluntary Liquidation)

(Company Number NI667410)

Registered in Northern Ireland

NOTICE IS HEREBY GIVEN, pursuant to Article 80 of THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989, that a final meeting of the members of the above named company will be held at 10.00am on 5 September 2023 at the offices of Baker Tilly Mooney Moore, 17 Clarendon Road, Clarendon Dock, Belfast BT1 3BG for the following purpose:

- (a) Showing how the winding-up has been conducted and the property of the company disposed of and of hearing any explanation that may be given by the liquidator.

(b) That the liquidator be granted her release.

A member who is entitled to attend and vote at the meeting may appoint a proxy to attend and vote in his place. It is not necessary for the proxyholder to be a member of the company.

Dated this 28 July 2023

Lisa Lappin

Liquidator

(4407723)

**NOTICE OF ANNUAL AND FINAL MEETING
IN THE MATTER OF
MARM PROPERTIES LIMITED
IN MEMBER'S VOLUNTARY LIQUIDATION**

(Company Number NI016286)

AND

**IN THE MATTER OF THE INSOLVENCY (NORTHERN IRELAND)
ORDER 1989**

NOTICE IS HEREBY GIVEN that an annual and final meeting of the member of Marm Properties Limited will be held at 10:00 am on 31st August 2023. The meeting will be held at the offices of Deloitte (NI) Limited, Lincoln Building, 27-45 Great Victoria Street, Belfast, BT2 7SL.

The meeting is called pursuant to Article 79 and 80 of the INSOLVENCY (NI) ORDER 1989 for the purpose of receiving an account showing the manner in which the winding-up of the company has been conducted and the property of the company disposed of, and to receive any explanation that may be considered necessary. Any member entitled to attend and vote at the meeting is entitled to appoint a proxy to attend and vote on their behalf. A proxy need not be a member of the company.

The following resolutions will be considered at the meeting:

Ordinary Resolutions

1. That the liquidator's final report and receipts and payments account be approved.

2. That the liquidator be released and discharged once a report on the outcome of the Final Meeting has been filed with the Registrar of Companies in accordance with the INSOLVENCY (NORTHERN IRELAND) ORDER 1989 Article 145(6)(a) .

Special Resolution

3. That the books, accounts, and documents of the Company and of the Liquidator be disposed of as the Liquidator sees fit, subject to any legal requirements governing the period of retention. Proxies to be used at the meeting must be returned to the offices of Deloitte (NI) Limited, Lincoln Building, 27-45 Great Victoria Street, Belfast, BT2 7SL no later than 12 noon on the working day immediately before the meeting.

Peter Allen

Liquidator

Date: 25 July 2023

(4408598)

**THE INSOLVENCY (NI) ORDER 1989
SM DEVELOPMENTS (COUNTY DOWN) LTD**

In Members Voluntary Liquidation

(Company Number NI629135)

Notice is hereby given pursuant to Article 80 of the INSOLVENCY (NI) ORDER 1989, that the final meeting of members of the above named Company will be held at the offices of McKeague Morgan & Company, 27 College Gardens, Belfast BT9 6BS on 8th September 2023 commencing at 11.00a.m., for the purposes of having accounts laid before the members showing how the winding-up has been conducted and the property of the Company disposed of, and hearing any explanation that may be given by the Liquidator.

A member entitled to attend and vote at the meeting may appoint a proxy, who need not be a member, to attend and vote instead of him/her.

I confirm that all known creditors have been paid in full.

Dated this 28th July 2023

N McKeague, Liquidator

(4408602)

Notice is hereby given that the creditors of the above named LLP are required on or before the 8 September 2023 to send in writing their names and addresses and the particulars of their debts or claims, if any, to Gregg Sterritt of Sterritt Business Advisory, 89 Hillsborough Road, Carryduff, Belfast, BT8 8HT, the Liquidator of the said LLP, or in default thereof they will be excluded from the benefit of any distribution made before such debts are proved.

Dated: 26 July 2023

Gregg Sterritt

Liquidator

This notice is formal: all known creditors have been paid or provided for in full

(4408599)

RESOLUTION FOR VOLUNTARY WINDING-UP

COMPANIES ACT 2006

SPECIAL RESOLUTION

OF

NORTH FINANCIAL MANAGEMENT LLP

(Company Number NC000563)

At a General Meeting of the Members of the above-named LLP duly convened and held at 245 Nutfield Road, Brookeborough, BT94 4FU on the 21 July 2023

The following Special Resolution was duly passed

"That the LLP be wound up as a members' voluntary winding-up"

Member

(4408605)

NOTICES TO CREDITORS

**NORTH FINANCIAL MANAGEMENT LLP
In Members Voluntary Liquidation**

(Company Number NC000563)

PEOPLE

Wills & probate

DECEASED ESTATES – BELFAST EDITION

NOTICE IS HEREBY GIVEN pursuant to section 28 (Deceased Estates) of the Trustee Act (Northern Ireland) 1958, that any person having a claim against or an interest in the estate of any of the deceased persons whose names and addresses are set out below is hereby required to send particulars in writing of his claim or interest to the person or persons whose names and addresses are set out below, and to send such particulars before the date specified in relation to that deceased person displayed below, after which date the personal representatives will distribute the estate among the persons entitled thereto having regard only to the claims and interests of which they have had notice and will not, as respects the property so distributed, be liable to any person of whose claim they shall not then have had notice.

Name of Deceased (Surname first)	Address, description and date of death of Deceased	Names addresses and descriptions of Persons to whom notices of claims are to be given and names, in parentheses, of Personal Representatives	Date before which notice of claims to be given	
BAMFORD, IAN DAVID GEORGE	6 FORT ROAD, GLENAVY, COUNTY ANTRIM, BT29 4HT. 19 June 2021	DONALDSON McCONNELL & CO LTD, 8-10 GRAHAM GARDENS, LISBURN, BT8 7PQ (Ref: 848187-0001 Attn: MARGARITA SLOANE) (MARGARITA SLOANE.)	29 September 2023	(4404962)
MCGEOWN, Thomas David Anthony	15 Woodside Court, Omagh, Co Tyrone BT79 7FT and 65 Ardmonagh Gardens, Belfast BT11 8DX. 25 October 2022	Murnaghan Legal, Solicitors for the Personal Representative, 3, John Street, OMAGH, Co. Tyrone, BT78 1DW. (Martin Macklin.)	9 October 2023	(4408606)
ROONEY, Eileen	16 Cedar Court, 100a Bridge Street, Downpatrick, Co Down BT30 6AW. 11 February 2023	Scullion & Green Solicitors, Solicitors for the Personal Representative, 50 St Patrick's Avenue, Downpatrick, Co. Down. BT30 6DW	16 October 2023	(4408600)
STEEN, Norman	6 Westway Gardens, BELFAST, BT13 3NR. 17 July 2022	Maurice John McIvor, The London Gazette (34580), PO Box 3584, Norwich, NR7 7WD.	30 September 2023	(4404617)



THE
GAZETTE
OFFICIAL PUBLIC RECORD

Place a deceased estates notice online

Place a notice in both a local newspaper and online in The Gazette in one easy step, and protect the executor from unknown creditors and beneficiaries. Simply create an account or login to your existing Gazette account and complete the online notice placement form.

Benefits include:

- A cost-effective service
- A quick and easy process
- PO Box forwarding to retain anonymity
- The comfort that you are ensuring due diligence for your client
- A notice which is prominently recorded in the UK's official public record, easily accessible online and nationwide
- Providing the executor with peace of mind knowing they have taken sufficient steps to find any unknown creditors or beneficiaries



To place a notice visit
www.thegazette.co.uk/wills-and-probate/place-a-deceased-estates-notice

 tso
a Williams Lea company

10266 11/22

Terms and conditions relating to submission of notices

The Gazette (which includes the London, Belfast and Edinburgh Gazette) is an official public record and the United Kingdom's longest continuously published newspaper. It is managed by The National Archives (a non-ministerial government department) under a concessionary contract with The Stationery Office Limited ("TSO" or the "Publisher", as defined below). Any capitalised terms referred to in these terms and conditions relating to submission of notices are defined below.

By placing a Notice in The Gazette you are consenting to put official information permanently on the public record and in the public domain, online (in The Gazette website or via The Gazette mobile app), in print, and via a data service (rather than by having to search for notices on The Gazette website, customers can either create a pdf of the Notices that they are interested in, or subscribe to an electronic version of The Gazette (in full or in part) which is provided as a data service).

These terms should be read in conjunction with:

- 1 The Publisher's [privacy policy](#)
- 2 The Publisher's [policies relating to submission of notice](#); and
- 3 [Royal Mail general terms and conditions](#) (applicable to Notices Placers utilising the Forwarding Service)

which (as amended from time to time) together govern the submission of Notices.

Notice Placers, as defined below, may place a Notice in The Gazette either because there is a statutory requirement to do so, or to do so voluntarily to put information in The Gazette in order to create an official record of fact. All Notice Placers must have the authority to place the notice that they submit for publishing. TSO, as the Publisher, is required to verify the authority of Notice Placers who place Notices and has the authority to refuse to publish Notices from Notice Placers whose authority cannot be effectively verified.

Notices received for publication usually fall under the following broad headings:

Church, Companies, Environment and Infrastructure, Health and Medicine, Honours and awards, Money, Parliament and Assemblies, People, Royal Family and State. Further information can be found at www.thegazette.co.uk.

These terms and conditions ("**Terms and Conditions**") govern submission of Notices (as defined below) to The Gazette. By submitting Notices, howsoever communicated, whether at the website www.thegazette.co.uk (the "**Website**") or by email, post and/or facsimile, the Notice Placer (as defined below) agrees to be bound by these Terms and Conditions. Where the Notice Placer is acting as an agent or as a representative of a principal, the Notice Placer warrants that the principal agrees to be bound by these Terms and Conditions.

The Publisher reserves the right to modify these Terms and Conditions at any time. Such modifications shall be effective immediately upon publication. By submitting Notices to The Gazette after the Publisher has published such modifications, the Notice Placer, including any principal, agrees to be bound by the revised Terms and Conditions. For the avoidance of doubt the Royal Mail's terms and conditions above will be read subject to the terms and conditions of this Agreement and the Publisher's own terms referenced above will take precedence. The Publisher is not liable to the Notice Placer for the availability, access and/or any accuracy of any information placed on any third-party website.

1 Definitions

1.1 In these Terms and Conditions:

"Authorised Scale of Charges" means the scale of charges set out at in the printed copy of the Gazette or at www.thegazette.co.uk/place-notice/pricing, as modified from time to time;

"Charges" means the payment due for the acceptance of a Notice by the Publisher payable by the Notice Placer as set out in the Authorised Scale of Charges;

"Forwarding Service" means the postal service provided indirectly via The Royal Mail, in order to use The Gazette's postal box for correspondence in order to prevent a personal address from being publicly and permanently available on the official public record;

"Local Newspaper Notice" means any notice placed in a local newspaper other than The Gazette;

"Notice" means all advertisements and state, public, legal or other

notices (without limitation) submitted for potential publication in The Gazette by the Notice Placer, save in respect of any Local Newspaper Notice, to which other terms may apply where indicated in these Terms and Conditions;

"Notice Placer" means any agency, company, firm, organisation or person who has requested to place a Notice in The Gazette, whether acting on their own account or as agent or representative of a principal;

"Publisher" means The Stationery Office Limited and or TSO, with registered company number 03049649, acting in accordance with the concessionary contract awarded by The National Archives.

"Royal Mail" means the Royal Mail Group Limited.

1.2 the singular includes the plural and vice-versa; and

1.3 any reference to any legislative provision shall be deemed to include any subsequent re-enactment or amending provision.

2 By submitting a Notice to the Publisher, the Notice Placer agrees to be bound by these Terms and Conditions which, unless stated otherwise in these Terms and Conditions, represent the entire terms agreed between the parties in relation to the publication of Notices in The Gazette and which every Notice shall be subject to. For the avoidance of doubt, these Terms and Conditions shall prevail over any other terms or conditions (whether or not inconsistent with these Terms and Conditions) contained or referred to in any correspondence or documentation submitted by the Notice Placer or implied by custom, practice or course of dealing which the parties agree shall not apply, unless otherwise expressly agreed in writing by the Publisher.

3 The Publisher reserves the right, to be exercised at its sole and absolute discretion, to make reasonable efforts to verify the validity of the Notice Placer.

4 The Publisher may, at its sole and absolute discretion edit the Notice, subject to the following restrictions:

4.1 the sense of the Notice submitted by the Notice Placer will not be altered;

4.2 Notices shall be edited for house style only, not for content;

4.3 Notices can be edited to remove obvious duplications of information;

4.4 Notices can be edited to re-position material for style;

4.5 any additions, amendments or deletions required in order to include the minimum necessary information set out in any Notice guidelines shall be confirmed with the Notice Placer; and

4.6 subject to clause 5 below, no amendments to the text (other than those made as a consequence of 4(i) – (v) above) shall be made without confirmation from the Notice Placer.

For the avoidance of doubt, the Notice Placer agrees and accepts that, subject to the limited rights to edit any Notice referred to above, it is the Notice Placer that shall be solely responsible for the content of any Notice, including its validity and accuracy and that the Publisher shall not be responsible for, nor shall have any liability in respect of such content in any way whatsoever.

5 The Notice Placer accepts that it submits a Notice entirely at its own risk and that the Publisher shall have the sole and absolute discretion whether to accept a Notice for publication; whether to publish it (including after acceptance); the timing of any publication of a Notice; or whether to remove or withdraw the Notice after publication, such decision to be final and without liability on the part of the Publisher. The Notice Placer must satisfy itself as to the legal, statutory and/or procedural requirements and accuracy relating to any Notice and, for the avoidance of doubt, the Publisher shall have the sole and absolute discretion to refuse to publish or withdraw from publication (if already published) any Notices where the content of the Notice, in the Publisher's sole and absolute opinion, may not comply with any such requirements. In instances where publication has not yet taken place, the Publisher shall use all reasonable endeavours to notify the Notice Placer of any action required to remedy any deficiency and publication shall not take place until the Publisher is reasonably satisfied that such action has been taken by the Notice Placer. Where publication has taken place the Notice placar will be sent communication with the proposed remedy which may include, but is not limited to, removal, reinsertion, retraction or substitution notice. The Notice Placer agrees and accepts that the mutual obligations and undertakings under this Agreement are sufficient consideration for the enforceability of these terms and conditions which the Notice Placer agrees are fair and reasonable.

6 Save for any liability that cannot be excluded or restricted by law, The National Archives or the Publisher's (including any successor organisations, affiliates, officers, directors, agents, subcontractors and/or employees) total aggregate liability whether arising from the acts and/or omissions of The National Archives or the Publisher arising out of or made in connection with any Notice or otherwise for any and all liabilities, losses, damages, expenses, costs (including all interest, penalties, legal costs and other professional costs and/or expenses), whether in contract (including under an indemnity or warranty), tort (including negligence), misrepresentation, equity, breach of statutory duty, strict liability or otherwise incurred shall be limited to one hundred and fifty per cent (150%) of the value of the Charge paid for such Notice under these Terms and Conditions.

6A Other than as set out in clause 6 above, neither the Publisher, nor The National Archives, shall have any liability in respect of any act and/or omission of the Notice Placer and/or any third party or in respect of any Notice submitted by any Notice Placer for potential publication in The Gazette, which the Notice Placer warrants and accepts is solely its responsibility.

7 For the avoidance of doubt, subject to clause 6 above and save for the payment of the Charges, in no circumstances shall either party be liable for any losses including, without limitation, loss of revenues, profits, contracts, business or savings or anticipated savings, any loss of goodwill or reputation, or any special, indirect or consequential damages (however arising, including negligence).

8 Where the Publisher is responsible for a failure to publish, or has published a Notice in error or with an error, the Publisher shall, at no charge to the Notice Placer, either publish the Notice at the next suitable opportunity, or in the event of an error, remove the Notice or publish a reinsertion, retraction or substitution Notice as appropriate at the next suitable opportunity. Both parties agree (including on behalf of any principal, if applicable) that this shall be the sole remedy of the Notice Placer (including any principal, if applicable) and the full extent of the limit of the Publisher's liability in these circumstances.

9 In the event that the Publisher believes, in its sole opinion, a Notice Placer is submitting Notices in bad faith, is in breach of clause 11 below, or has dealings with Notice Placers who are in breach of these Terms and Conditions or has breached such Terms and Conditions previously, the Publisher may require further verification of information to be provided by the Notice Placer and may, at its sole and absolute discretion, delay publication of those Notices until it is satisfied that the Notice it has received is based on authentic information.

10 The location of the Notice in The Gazette shall be at the discretion of the Publisher. For the avoidance of doubt, the Notice shall be published in the house style of The Gazette.

11 The Notice Placer warrants and undertakes to the Publisher:

11.1 that it has the (legal) right, power and authority to submit the Notice;

11.2 the Notice is true and accurate in all respects and does not mislead or contain potentially fraudulent information;

11.3 the Notice is submitted in good faith, does not contravene any law (statutory or otherwise), nor is it in any way illegal, defamatory or an infringement of any other party's rights or of any applicable advertising regulations, guidelines or codes of practice, nor is it subject to any court order prohibiting such publication.

12 To the extent permissible by law the Publisher excludes all warranties, conditions or other terms, whether implied by statute or otherwise, relating to the placing of any Notices.

The Notice Placer agrees and accepts that the Publisher is reliant upon the services of the Royal Mail in order to deliver the Forwarding Service and accordingly any failure and/or inability of the Royal Mail to deliver the Forwarding Service shall in so far as reasonably possible not put the Publisher to be in breach of this Agreement unless the Publisher was the sole contributory to the breach and/or negligent on its part to properly supervise the Royal Mail in relation to the Services.

13 The Notice Placer agrees to fully indemnify (as a debt) and hold the Publisher and The National Archives or any successor organisation, including any affiliates, officers, directors, agents, subcontractors and employees harmless from all liabilities, costs, expenses, damages and losses (including, without limitation) any direct, indirect, consequential and/or special losses and/or damage, loss of profit, loss of reputation and/or goodwill and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and/or expenses (including legal costs) suffered or incurred (including negligence) in respect of any matter arising out of, in connection with or relating to any Notice (including, without limitation, clause 11 of the Terms and Conditions) and

including (without limitation) in respect of any claim and/or demand (including threatened and/or potential claims or demands) made by any third party which may constitute a breach and/or potential breach by the Notice Placer (or their principal) of these Terms and Conditions or of any law and/or any of the rights of a third party. The Publisher shall consult with the Notice Placer as to the way in which such applicable claims, demands or potential claims or demands are handled but the Publisher shall retain the sole, absolute and final decision on all aspects of any matter arising from the aforementioned indemnity, including the choice of instructing legal representatives, steps taken in or related litigation and/or decisions to settle the case. The Notice Placer shall use best endeavours to provide, at its own expense, such co-operation and assistance as the Publisher may reasonably request including in respect of any principal (if applicable) and including, without limitation, the provision of and/or access to witnesses, access to premises and delivery up of documents and/or any evidence, including supporting any associated litigation and/or dispute resolution process.

14 The Notice Placer shall promptly notify the Publisher in writing of any actual, threatened or suspected claim made by a third party or parties against the Notice Placer and/or the Publisher in relation to a Notice. The Publisher reserves the right, following a claim or threatened claim, to immediately remove the Notice which is the subject of the complaint from the website at www.thegazette.co.uk and all other websites controlled by the Publisher containing the Notice, as well as from any other medium in which the Notice has been placed that is controlled by The Gazette, where possible. The Publisher may (at its sole and absolute discretion) require the Notice Placer to amend the Notice at its own cost before it agrees to re-publish the Notice if it is capable of rectification to avoid the claim, threatened or suspected claim. Any reinstatement of the Notice shall be at the sole and absolute discretion of the Publisher, whose decision in respect of such matter shall be final.

In exceptional circumstances, for example if the Notice was found by the Publisher to have been submitted by an unauthorised Notice Placer, the Publisher (upon receiving written approval from The National Archives) will remove a Notice in its entirety from www.thegazette.co.uk, but will retain the Notice identification online and include explanatory text saying why and when the Notice was removed.

15 The Notice Placer acknowledges that the Publisher may re-use Notices and/or allow third parties to re-use Notices accepted for publication in The Gazette for ongoing Gazette-related activity – for example to create a company profile page on The Gazette website and where you have also opted for a newspaper advertisement as well as a Gazette notice – and hereby assigns to the Publisher for and on behalf of the Crown, all rights, including but not limited to, copyright and/or other such intellectual property rights (as applicable) in all Notices, and warrants that any such activity in respect of any Notice (including any activity in the preparation of such Notice for publication in The Gazette) by the Publisher and/or third parties does not and will not infringe any legal right of the Notice Placer or any third party. For the avoidance of doubt, all Notices and any content therein shall be Crown copyright and may be subject to the Open Government Licence (or any variation thereof).

16 The Notice Placer accepts that the purpose of The Gazette is to disseminate information of interest to the public as widely as possible in the public interest. The Notice Placer accepts that the information contained in the Notices published in The Gazette may be used for additional purposes by the Publisher or third parties after publication as stated above and that such use may be beyond the control of The Gazette. In such instances, the Notice Placer agrees that the Publisher shall have no liability whatsoever in respect of such use by the Publisher or third parties. The Gazette will at all times act with confidentiality, discretion and adhere to any legislative requirements.

17 The Notice Placer acknowledges and agrees that the publication of any Notice is subject to any court order and/or direction of the court or such other regulatory and/or enforcement authorities including the Information Commissioner's Office, the police, the Financial Conduct Authority (and such other related regulatory organisations), the Solicitors Regulation Authority and such other authorities as may be applicable (without limitation) and that the Publisher may delay, refuse to publish or withdraw from publication if it has received evidence to that effect and may not publish such notice until it has received written evidence from the court (as the Publisher may reasonably require from time to time) that demonstrates that any previous order and/or direction has been

withdrawn and/or is no longer applicable (as the Publisher may reasonably require from time to time) and/or, subject to any statutory and/or applicable laws, The Gazette may share information and/or data related to the Notice and/or the Notice Placer's account related to such authorities and the Notice Placer hereby consents to such disclosure(s).

18 In respect of any Local Newspaper Notice, this clause 18 shall apply. For the avoidance of doubt, all other terms of the Terms and Conditions shall apply to Local Newspaper Notices only to the extent that they do not conflict with the terms set out below. In the event of any conflict, the terms set out in this clause 18 shall prevail:

18.1 The Local Newspaper Notice may be placed in a local newspaper by any subcontractor and/or a third party organisation at the Publisher's sole and absolute discretion and the Notice Placer hereby consents to such use (including any activity that is ancillary and/or reasonably necessary to such use). For the avoidance of doubt, this may include the processing of personal data in accordance with the EU General Data Protection Regulation (Regulation 2016/679), and any legislation which implements, amends, re-enacts or replaces it in England and Wales, Northern Ireland or Scotland ("GDPR"), by the Publisher, any subcontractor and/or third party organisation, together with the local newspaper and related organisations;

18.2 The placement of a Local Newspaper Notice shall be upon the standard terms and conditions of the local newspaper in question in addition to these Terms and Conditions. The Notice Placer expressly agrees to such local newspaper terms and by submitting a Local Newspaper Notice to The Gazette, expressly consents to the Publisher, its subcontractors and/or any applicable third party organisation agreeing to such terms on behalf of the Notice Placer;

18.3 To the extent that such local newspaper and the applicable terms allow, where the Publisher, any subcontractor, any third party acting on behalf of the Publisher and/or the local newspaper is responsible for any error, the Publisher shall arrange for the local newspaper to publish the corrected Local Newspaper Notice at no additional cost to the Notice Placer. Both parties agree (including on behalf of any principal, if applicable) that this shall be the sole remedy of the Notice Placer (including any principal, if applicable) and the full extent of the limit of liability in these circumstances;

In the event that a corrected Local Newspaper Notice is not published for whatever reason, the total aggregate liability of the Publisher and The National Archives, whether direct or indirect, and including (without limitation) all liabilities, losses, damages, expenses, costs (including all interest, penalties, legal costs and/or other professional costs and/or expenses) suffered or incurred, howsoever arising (including negligence), whether arising from the acts and/or omissions of the Publisher, The National Archives and/or the Notice Placer and/or any third party (including, without limitation, any principal of the Notice Placer) or arising out of or made in connection with the Notice or otherwise shall be limited to the value of the Local Newspaper Notice placed through The Gazette except that nothing in these Terms and Conditions shall limit or exclude any liability for fraudulent misrepresentation, or for

death or personal injury resulting from the Publisher's or The National Archives' negligence or the negligence of their agents, subcontractors and/or employees or third parties acting on behalf of the Publisher.

19 In respect of the use of the Forwarding Service, which is subject to Clause 12 (above), The Gazette will replace the Notice Placer or executor's address with The Gazette's postal box address in the Notice, and Local Newspaper Notice if applicable. All correspondence received will be sent via Royal Mail from The Gazette to the Notice Placer or executor (if different).

Please be aware that correspondence received by The Gazette's postal box (subject to the final condition of the mail and delivery of the same), will using reasonable endeavours be opened, scanned, and securely stored. The scans will be retained for as long as the service remains (paid for and) in place and for a period of 6 months beyond that time, so that any copies of claims can be requested and communicated to the executor (for example in circumstances where Royal Mail has failed to deliver a claim) and in using this service you are consenting to the provisions of this clause; The Gazette will at all times act with confidentiality, discretion and adhere to any legislative requirements.

The Forwarding Service will remain in place for a period of 10 months from publication of the Notice in The Gazette, or 10 months from publication of the Notice in a Local Newspaper, in line with the Inheritance (Provision for Family and Dependents) Act 1975. After the 10 months period has lapsed any correspondence received will be posted to the sender where possible and or securely destroyed, and the Notice Placer or executor's name and address details will be removed from the Forwarding Service.

20 The Notice Placer accepts that the Charges may be amended from time to time and will be payable at the rate in force at the time of invoicing unless otherwise agreed by the Publisher in writing. The Charges must be paid in full by the Notice Placer in advance of publication unless other requirements of the Publisher in respect of the payment of such Charges (as determined from time to time) are notified to the Notice Placer.

21 Please note that TSO uses Stripe on its eCommerce sites to process credit or debit card transactions. Goods that are out of stock are charged for immediately and despatched when the goods are in stock. By placing an order you agree to this process.

22 If the Notice Placer wishes to make a complaint, all such complaints shall be submitted in writing to customer.services@thegazette.co.uk

23 Save in respect of The National Archives (or any successor organisation), a person who is not a party to these Terms and Conditions has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of these Terms and Conditions but this does not affect any right or remedy of a party specified in these Terms and Conditions or which exists or is available apart from that Act.

24 These Terms and Conditions and all other express terms of the contract shall be governed and construed in accordance with the laws of England and Wales and the parties hereby submit to the exclusive jurisdiction of the English courts.

AUTHORISED SCALE OF CHARGES
From 1 January 2023

All charges are exclusive of VAT at the prevailing rate, currently 20%

No VAT is payable on printed copies

		Public sector placing mandatory notices or state notices		All other advertisers	
		XML, webform, Gazette template	Other	XML, webform, Gazette template	Other
		Ex VAT	Ex VAT	Ex VAT	Ex VAT
	Corporate and Personal Insolvency Notices	£0.00	£24.60	£80.00	£109.20
	(2 - 5 Related Companies/Individuals charged at double the single rate)	£0.00	£49.20	£160.00	£218.40
1	(6 - 10 Related Companies charged at treble the single rate)	£0.00	£73.80	£240.00	£327.60
	[Pursuant to the Insolvency Act 1986, the Insolvency Rules 1986, Companies (Forms) (Amendment) Regulations 1987 and any subsequent amending legislation]				
2	Deceased Estates Notices Pursuant to s.28 Trustee Act (Northern Ireland) 1958			£80.00	£109.20
	All other Notices - charged by event	£0.00	£24.60	£80.00	£109.20
3	(2 - 5 Related events will be charged at double the single rate)	£0.00	£49.20	£160.00	£218.40
	(6 - 10 Related events will be charged at treble the single rate)	£0.00	£73.80	£240.00	£327.60
	If you are unsure how to price your notice or your notice contains more than 40 events please contact belfast@thegazette.co.uk				
4	Offline proofing		£44.50		£49.75
5	Late advertisements - accepted after 3pm, one day prior to publication		£44.50		£49.75
6	Withdrawal of Notices - after 3pm, one day prior to publication		£24.60	£80.00	£109.20
7	Other services				
	A brand, logo, map, signature image	£63.45	£63.45	£72.55	£72.55
	Forwarding service for Deceased Estates	£63.45	£63.45	£72.55	£72.55
	Newspaper placement for Deceased Estates (webform and template only)	£220.00		£220.00	
	Redaction of information within a published notice	£216.40	£216.40	£240.70	£240.70
	Reinsertion of notice	£24.60	£24.60	£80.00	£109.20

- A single edition of the printed copy is available to notice placers for £5.50 and non-notice placers for £11.00 (VAT exempt)
 - An annual subscription to the printed copy is available to notice placers for £276.00 and non-notice placers for £552.50 (VAT exempt)
 - An annual subscription to the pdf copy is available to all customers for £145.50 (VAT exempt)
 - A commemorative edition of this issue, or any past issue of The Gazette, is available for £75.00 (VAT exempt)
 - Take advantage of The Gazette's research service: £30.00 for an individual/company name
- For more information or to purchase a subscription or a commemorative edition, please telephone +44 (0)333 200 2434 or email customer.services@thegazette.co.uk, or visit www.thegazette.co.uk/shop
- For more information and pricing for our data service please telephone +44 (0)1603 985949 or email data@thegazette.co.uk



Published by TSO (The Stationery Office), a Williams Lea company, and available from:

Online
www.tsoshop.co.uk

Mail, Telephone & E-mail
 TSO
 PO BOX 29, Norwich, NR3 1GN
 Telephone orders/General enquiries: +44 (0)333 202 5070
 E-mail: customer.services@tso.co.uk
 Textphone: +44 (0)333 202 5077

