

1.3 This Scheme is known as 'The Royal Mail United Kingdom Post Scheme 28 July 2025' 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 31 March 2025. That old Scheme is no longer in force.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** (see sections 5.2 – 5.4). 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 (see section 5.5 – 5.8). Items which are subject to sanctions and/or trade controls are referred to as **sanctioned items** (see Clause 5.9 – 5.19); these may also be prohibited or restricted 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 and 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). Please note prohibited items may also be subject to sanctions and trade controls (see Sections 5.9 – 5.19).

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 which we consider to contain 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 if you meet all of our requirements for the acceptance of the item, including, but not limited to, packaging requirements. Please note restricted items may also be subject to sanctions and trade controls (see Clause 5.9 – 5.19).

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, may refuse to carry and/or deliver those items and 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).

5.7 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)

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

5.8 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](#).

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

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

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

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

5.8.5 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)

5.8.6 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

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

5.8.8 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

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

Sanctions and Trade Controls

5.9 For a range of purposes, many countries across the world, including the United Kingdom use measures known as financial and trade sanctions which may restrict trade or other dealings with certain individuals or entities and other controls which restrict the export, import and handling of certain items. Further information can be found on our [website https://www.royalmail.com/sending/international-sanctions](https://www.royalmail.com/sending/international-sanctions). In these terms we refer to both "Sanctions" and "Trade Controls" which are defined below:

"Sanctions"