

## **Compensation if your mail is late**

If Royal Mail does not deliver your mail on time, you may be able to claim compensation.

### **DOMESTIC MAIL**

Royal Mail is required to deliver first class post and special delivery items one working day after posting, and second class post within three working days. You may be able to claim compensation in the case of delay. There are separate rules for business mail (see below).

#### **What is domestic mail?**

This is mail which carries a stamp, or a Post Office Counters sticker or has been through a franking machine. Special Delivery is also included.

#### **How much is the compensation?**

This depends on the amount of evidence you can provide and the lateness of the mail. Either the sender or receiver of domestic mail can claim, but not both. The compensation rates are:

#### ***If First Class mail arrives more than four working days after posting or Second Class letters arrive more than six working days after posting***

For valid telephone claims (without written evidence): twelve 1st class stamps.  
Valid claims with a written declaration and other evidence of posting and delivery (such as the envelope and information on posting and receipt): £5.

#### ***If mail is more than 10 working days late***

Written claims with evidence of posting as above: £10.

#### ***If a standard parcel arrives more than seven days after posting***

For valid telephone claims (without written evidence): twelve 1st class stamps.  
Valid claims with a written declaration and other evidence of posting and delivery (such as the envelope and information on posting and receipt): £5.

If more than 10 working days late, either 12 x 1st class stamps or £5.00  
If more than 12 working days late, £10.00.

The above are minimum rates. At its discretion Royal Mail may award higher compensation of up to 100 times the value of a first class stamp -- £28.

#### ***Special Delivery***

£5 and refund of postage if not delivered within 24 (working) hours of guaranteed delivery time, and £10 and refund of postage if late by 8 working days or more. This does not apply to the new Special Delivery by 09.00 service.

### **How do I claim?**

For telephone claims, call Royal Mail Customer Services, 08457 740740 You will be asked to provide certain information such as:

- Your name and address
- The name and address of the person to whom you sent the letter or from where you received it
- The date of posting
- The date the letter arrived
- Any supporting information for your claim.

For written claims, write to Royal Mail at *Royal Mail, Customer Services, Freepost, RMI IAA* with:

- a written statement containing the information listed above,
- a declaration acknowledging that the making of a false statement may lead to prosecution,
- the envelope or wrapping containing the address and stamp or marking.

There are some exclusions and Royal Mail can refuse claims it considers are not valid. However, customers refused compensation can appeal - see below.

### ***Can I appeal?***

Yes. If you consider Royal Mail is not treating your compensation claim fairly, you can appeal initially to Royal Mail itself and, if you are still not satisfied, to Postwatch, the consumer body that represents mail users. Postwatch can be contacted on 0845 601 3265.

### **BUSINESS MAIL**

Businesses that use Royal Mail's bulk mail services to send letters will automatically be compensated at the rate of 1% of their bills for each 1% that Royal Mail fails to meet its national targets for the service in question. This is subject to Royal Mail missing a target by more than 1% and to a limit of a 5% refund. Only the sender can receive compensation for late bulk mail items.

Postcomm January 2004