

# Royal Mail products and services eligible for the Postal Redress Service (POSTRS)

**Important:** Royal Mail provides a range of products and services for Business Account customers (also referred to as On Account products). These are provided under a contract with their own set of Terms & Conditions. These do not fall within the scope of POSTRS unless set out specifically below. If not within the scope of POSTRS, you may wish to take legal advice.

## Eligible products and services

- 1st Class items posted using stamps, franking impressions, postage purchased online using Click & Drop™\* (send.royalmail.com), or via the Post Office. Also includes items when posted via a Business Account (using the On Account VAT Exempt product), and items sent via Royal Mail 1st Class Safebox™.
- 2nd Class items posted using stamps, franking impressions, postage purchased online using Click & Drop™\* (send.royalmail.com), or via the Post Office. Also includes items when posted via a Business Account (using the On Account VAT exempt product).
- 1st and 2nd Class Royal Mail Signed For® items posted using stamps, franking impressions, postage purchased online using Click & Drop™\* (send.royalmail.com), or via the Post Office.
- Special Delivery Guaranteed by 1pm® posted using stamps, franking impressions, postage purchased online using Click & Drop™\* (send.royalmail.com), or via the Post Office. Also includes Special Delivery prepaid envelopes and Safebox™.
- Special Delivery Guaranteed by 9am® posted using stamps, franking impressions, or via the Post Office.
- Non-Account\*\* Royal Mail Tracked 24® and Non-Account\*\* Royal Mail Tracked 48® (including items requiring Age Verification), posted using franking impressions, postage purchased online using Click & Drop™\* (send.royalmail.com), via the Post Office, or a Royal Mail Shop.
- Articles for the Blind, including to international destinations.
- Personal Redirections, including to international addresses.
- Personal Keepsafe™.
- Poste Restante.
- Petitions to His Majesty the King and to Parliament.
- International Signed and International Tracked & Signed items posted using stamps, franking impressions, postage purchased online using Click & Drop™\* (send.royalmail.com), or via the Post Office.
- International Standard items posted using stamps, franking impressions, postage purchased online using Click & Drop™\* (send.royalmail.com), or via the Post Office.
- International Economy items posted using stamps, franking impressions, postage purchased online using Click & Drop™\* (send.royalmail.com), or via the Post Office.
- Non-Account\*\* International Tracked items posted using stamps, franking impressions, postage purchased online using Click & Drop™\* (send.royalmail.com), or via the Post Office.
- Non-Account\*\* International Tracked Heavier items posted through postage purchased online using Click & Drop™\* (send.royalmail.com).

\* Including where a collection has been selected via the Parcel Collect offering, but excluding postage purchased through Click & Drop™ via a Business Account

\*\* Non-Account refers to products/services that have not been purchased through a Business Account.

