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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 (www.royalmail.com).

1.3 This Scheme is known as 'The Royal Mail United Kingdom Post Scheme 25 May 2018' 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 30th January 2017. That old Scheme is no longer in force.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 (see 5.3.31), we maintain a full, up-to-date list on our website (www.royalmail.com) which can be viewed at any time. The list quoted below was correct at the time of publication:

5.3.1 Aerosols containing toxic, flammable or non-flammable compressed gas (including solvents, spray paints, air fresheners, polishes and other flammable or toxic materials),

5.3.2 Alcoholic beverages with an alcohol content greater than 70% ABV

5.3.3 Ammunition containing an explosive charge (excluding lead pellets and other airgun and airsoft projectiles)

5.3.4 Batteries that are classified as dangerous goods by the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) including wet spillable lead acid/lead alkaline batteries (such as car batteries), lithium batteries when not sent with or in equipment, damaged batteries of any type, together with used alkaline and nickel metal hydride (NiMH) batteries,

5.3.5 Clinical and medical waste (e.g. contaminated dressings, bandages and needles),

5.3.6 Controlled drugs and narcotics (such as cannabis, cocaine, and heroin. LSD, opium, and amyl nitrate).

5.3.7 Corrosive substances which can cause severe damage to living tissue, other freight or transport by its chemical action (including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal),

5.3.8 Counterfeit currency, bank notes and **postage stamps** (including any false instrument or copy of a false instrument within the meaning of section 5 of the Forgery and Counterfeiting Act 1981) but excluding copies of old denominations or pre-decimalisation postage stamps which are now obsolete and worthless except for collectable value and cannot be passed as tender. Controlled drugs and narcotics (such as cannabis, cocaine, and heroin. LSD, opium, and amyl nitrate),

5.3.9 Dry ice (UN1845) when used as a coolant for biological substances (UN3373) or for other perishable items

5.3.10 Electronic items containing any batteries exceeding 100Wh (including some high performance laptops and power tools)

5.3.11 Environmental waste (including used batteries and used engine oil),

5.3.12 Explosives (including fireworks, flares, blasting caps, and Christmas cracker snaps),

5.3.13 Flammable liquids (including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels and acetones including nail varnish removers),

5.3.14 Flammable solids (including magnesium, phosphorous, potassium, sodium, zinc and fire lighters),

5.3.15 Foreign Lottery tickets,

5.3.16 Frozen water e.g. packs of ice,

5.3.17 Gases including flammable, non-flammable, toxic and compressed gases, new, used and empty gas cylinders, butane, ethane, refills for lighters, fire extinguishers and scuba tanks, life jackets, nitrogen dioxide and carbon dioxide canisters (culinary foaming devices & soda stream gas cylinders),

5.3.18 Goods made in foreign prisons, except those imported for a non-commercial purpose, of a kind not manufactured in the United Kingdom, or those in transit,

5.3.19 Hover boards or any type of rechargeable battery-powered: self-balancing scooter, mono-wheel, stand-up unicycle or electric skateboard,

5.3.20 Human and animal remains including ashes other than as set out at 5.7.12 and 5.7.20 below,

5.3.21 Infectious substances and pathogens (UN2814 or UN2900) as classified in the latest Edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO),

5.3.22 Lighters and refills containing flammable liquid or gas (including used butane and petrol cigar and cigarette lighters),

5.3.23 Living animals and reptiles e.g. snakes, mice and rodents,

5.3.24 Live creatures, insects and invertebrates classified as dangerous within the Dangerous Wild Animals Act 1976 e.g. venomous spiders,