

6. Compensation

Items can get lost, delayed or damaged in the process of collecting, sorting, transporting and delivering mail. Set amounts of compensation are available for Royal Mail's used services. Terms and conditions determine if compensation is available for non-used and other postal operators' services.

6.1 Ofcom rules

6.2 Compensation policies

6.3 Royal Mail compensation claims for items sent within the UK, Channel Islands and Isle of Man

6.4 Royal Mail compensation for items sent from the UK to abroad

6.5 Royal Mail compensation for items sent to the UK from abroad

6.6 Compensation for items sent using BFPO

6.1 Ofcom rules

Ofcom compensation rules only apply to Royal Mail. Compensation for delay, damage and loss is set out in Royal Mail's compensation policies for:

- loss
- damage and part loss
- delay
- international services.

6.2 Compensation policies

6.2.1 Royal Mail compensation policies

Royal Mail policies are published on their website. The policies summarise compensation available from the UK and Overseas Post Schemes.

Some Royal Mail services offer extra compensation that the sender can buy at the time of posting. For example, Special Delivery.

Royal Mail compensation claims must use the correct claim form that's available:

- online - within their online claims process
- to download from their website
- from a post office.

Royal Mail usually pays compensation claims by cheque. Claims where the original postage was paid for using a franking machine might get paid with a credit to the machine.

Ofcom sets rules for dealing with miscollected and misdirected letters - the Postal Common Operational Procedures. The rules say postal operators must return any miscollected letters - free of charge - to the intended operator or the customer. Code identifiers mean postal companies can identify one another.

Items posted with or handled by another postal operator aren't usually eligible for Royal Mail compensation. The exception is if the other operator posted the item using one of the Royal Mail services below. All other claims must go to the relevant postal operator.

6.2.2 Other operator compensation policies

Compensation available from other postal operators is subject to terms and conditions of the contract.

6.3 Royal Mail compensation for items sent within the UK, Channel Islands and Isle of Man

The sender or recipient can claim for loss, damage, part loss or delay. Royal Mail prioritise the sender's claim unless they've already paid the recipient's claim. The policies apply to items:





sent using

- 1st and 2nd class
- 1st and 2nd class Signed For
- Articles for the Blind
- Special Delivery by 1pm

paid for with

- stamps
- a franking machine
- a VAT exempt account
- online postage.

Compensation for delay loss and damage isn't available if:

	Circumstances outside of Royal Mail's control caused the loss. For example, acts of terrorism and exceptional severe weather.
	The sending or receiving customer did something to cause the loss. For example by not: <ul style="list-style-type: none">• collecting PO Box mail• checking restricted and prohibited items• packaging or addressing an item correctly• using the right service for the content type or value
	Items that are: <ul style="list-style-type: none">• undeliverable or return to sender• forwarded by hand - unofficial redirection• forwarded by hand or redirected to an address in the Channel Islands or Isle of Man
	Items lost or damaged: after Royal Mail deliver them to a neighbour or other collection point, but

	before the addressee collects the item.
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6.3.1 Important Royal Mail definitions for compensation policies

Evidence of posting

- Product documentation, a certificate of posting or a receipt.
- The item with envelope or packaging, showing the postage paid

A certificate of posting is provided automatically at a post office. It looks like a receipt and says 'certificate of posting' at the top. Customers buying Royal Mail Click and Drop postage can get the online certificate of posting validated at a post office. Or the post office will print them a certificate of posting. The post office computer system is called 'Horizon' so some Royal Mail policies refer to 'Horizon certificate of posting'.

Intrinsic value

The price paid or payable for the goods excluding postage and packing and insurance costs.

Basic evidence

- Name and address of addressee and person claiming compensation
- Proof of the service used
- Cost of postage and proof of payment
- Where and when the item was posted

And for damage and part loss claims:

- date of delivery - for damage and part loss claims
- description of the packaging and condition of the item itself

Additional evidence

Evidence of posting:

- certificate of posting
- the item with cover and packaging, showing the postage paid as well as the original certificate of posting - for damage or part loss claims

and

Evidence of the item value - examples include:

- original receipts, bank or credit card statements
- PayPal records
- auctioneers valuations, repair quotations

All evidence of value must be originals and not copies. Customers can upload evidence to the online claim form. Customers who claim by post should make copies before they send originals to Royal Mail.

Claims relating to eBay claims must include the:

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

Actual loss

- The cost of an item that's lost or damaged beyond repair, taking into account age and condition.
- The cost of repair for a damaged item.
- No payment to reflect any reduced value of a repaired item.

6.3.2 Compensation for loss

Loss means Royal Mail hasn't delivered or tried to deliver an item:

- 5 working days after the due date for Special Delivery by 1pm
- 10 working days after the due date for other item

Loss	1st & 2nd class	1st & 2nd class Signed For	Articles for the Blind	Special Delivery by 1pm
Who can claim	Sender or recipient - sender's claim prioritised unless recipient's claim has been paid Same evidence requirements for sender and recipient			
Timescale to claim	80 working days from posting			
Time for Royal Mail to reply	30 calendar days			
Item has no intrinsic value	Postage refund (a minimum of 6 x 1st class stamps)			Postage refund +
Item has intrinsic	Postage refund (a minimum of 6 x 1st class			

value (basic evidence only)	stamps)			value of item up to £500 or more if extra insurance
Item has intrinsic value (with additional evidence)	Postage refund + up to £20	Postage refund + up to £50	Postage refund + up to £46	

6.3.3 Compensation for damage and part loss

Damage means:

- the item gets delivered
- something happened to the item in transit

Part loss means:

- the item gets delivered
- some or all the contents are missing.

Damage and part loss	1st & 2nd class	1st & 2nd class Signed For	Articles for the Blind	Special Delivery by 1pm
Who can claim	Sender or recipient - sender's claim prioritised unless recipient's claim has been paid Same evidence requirements for sender and recipient			
When to claim	80 working days from posting			
Time for Royal Mail to reply	30 calendar days			
Item has no intrinsic value	6 x 1st class stamps			Postage refund + compensation based on actual loss
Item has intrinsic value (basic evidence only)	6 x 1st class stamps			
Item has intrinsic value (with additional evidence)	Postage refund + up to £20	Postage refund + up to £50	Postage refund + up to £46	

6.3.4 Compensation for delay

Delay means Royal Mail hasn't delivered or tried to deliver an item:

- 24 hours after the due date for Special Delivery by 1pm
- 3 working days after the due date (4 at Christmas and New Year)

- 6 working days after the due date for redirected items (8 at Christmas and New year)

Working days include Saturday, except for Special Delivery by 1pm.

Christmas and New Year means the first Monday in December until the first working day of the next year.

Delay	1st & 2nd class 1st & 2nd class Signed For Articles for the Blind	Special Delivery by 1pm
Who can claim	Sender or recipient - sender's claim prioritised unless recipient's claim has been paid Same evidence requirements for sender and recipient	
When to claim	3 months of posting or 1 month of receipt	
Time for Royal Mail to reply	30 calendar days	
What to claim	6 x 1st class stamps	Postage refund if item arrives later than due time of delivery + £5 if over 24 hours late £10 if over 7 working days late

6.4 Royal Mail compensation for items sent from the UK to abroad

There's no compensation for delay for Royal Mail international services.

Loss	International Standard International Economy HM Forces Mail (without Special Delivery or Signed For)	International Signed International Tracked International Tracked & Signed
When to claim	20 working days from posting - sent to Europe	

	25 working days - sent to rest of the world 6 months to claim	
Item has no intrinsic value	Postage refund	
Item has intrinsic value (with required evidence and additional evidence)	Postage refund + up to £20 compensation	Postage refund + up to £50 compensation up to £250 if took out extra compensation

Damage and part loss	International Standard International Economy HM Forces Mail (without Special Delivery or Signed For)	International Signed International Tracked International Tracked & Signed
When to claim	6 months of posting	
Item has no intrinsic value	No compensation or postage refund	
Item has intrinsic value (with required evidence and additional evidence)	Postage refund + up to £20 compensation	Postage refund + up to £50 compensation up to £250 if took out extra compensation

6.5 Royal Mail compensation for items sent to the UK from abroad

International mail rules mean claims for loss or damage are considered by the postal provider of the country the item was sent from. This applies regardless of which country the item was last tracked to.

Customers can check with the postal service for the country where the item was originally posted. The Universal Postal Union has a list of designated providers for 192 countries.

Claims should be made by the person who posted the item.

6.6 Compensation sent for items sent using BFPO

BFPO customer services deal with claims about items sent to a BFPO address.

Loss, damage and part loss	Free air letters	Standard HM Forces mail	HM Forces Signed For, HM Forces Special Delivery	HM Forces worldwide parcels
Who can claim	Sender - claim for lost mail Recipient - claim for damaged mail Same evidence requirements for sender and recipient			
When to claim	30 working days from posting			
How to claim	At a BFPO location - the forces post office staff will advise what to do and help with claims forms and evidence In the UK - pick up and complete relevant Royal Mail or Parcelforce form from a post office Goods ordered from retailers - retailer must initiate claims process with BFPO			
Compensation	Up to £20		Up to £50 Up to £250 if took extra insurance	Up to £100 Up to £2500 if took extra insurance