



P006709106/145751414/8828/006/LS46781  
Mrs J Lamb  
Director  
Viamed Ltd  
15 Station Road  
Cross Hills  
Keighley  
BD20 7DT



3712 / 13 / 06801

PO Box 33  
ROSS-ON-WYE  
HR9 9WA

October 2024

Customer reference number: P006709106

Dear Mrs Lamb,

**Important information about service terms and conditions changes**

I'm writing to inform you of some important changes to our terms and conditions, the details of which are outlined below. Please note, you may not be affected by all these changes.

**Changes to align with the Windsor Framework – sending goods from Great Britain (GB) to Northern Ireland (NI)**

Customers are notified that we will need to make changes to our terms and conditions in relation to the Windsor Framework. Please see our web page [royalmail.com/windsor-framework](https://royalmail.com/windsor-framework) for the latest information and to keep up to date, including for any changes to terms and conditions.

**Additional surcharge to hold containers for later delivery**

From 30 September 2024, we will be introducing a new surcharge that will apply to Royal Mail Tracked Returns 24 and Royal Mail Tracked Returns 48. If, as a result of your action or omission, we hold your items for a later delivery date, we will surcharge you a fee per container for each day we have to store the items beyond the original scheduled delivery date. For further details about these charges, including the level of fees applied, please visit [royalmail.com/surcharges](https://royalmail.com/surcharges)

**Introduction of a charge for Royal Mail 24 and Royal Mail 48 items returned to sender**

From 30 September 2024 we will be introducing a charge for any Royal Mail 24 and Royal Mail 48 items that are returned to sender. For further details please visit [royalmail.com/surcharges](https://royalmail.com/surcharges)

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### **Change in the required amount you must spend to qualify for free weekday collections**

From 7 October 2024 you must spend £20,000 (excluding VAT) per relevant 12-month period, per site on qualifying postal services to get a free weekday collection. Customers benefiting from free collections with qualifying Tracked accounts are not affected by this change. For further details please visit [royalmail.com/termschanges](https://royalmail.com/termschanges)

### **Change in the postcode allocation by geographic zone for Royal Mail Tracked 24 and Royal Mail Tracked 48**

From 30 September 2024 we will be amending the postcodes zonal classification as specified in our agreement and will be reallocating them as listed below. These will form part of the pricing criteria for Royal Mail Tracked 24 and Royal Mail Tracked 48.

#### **Current Zone postcodes**

- Zone 1: England, Wales and parts of Scotland, excluding Highlands and Islands and includes all postcodes not covered in Zones 2 and 3 below
- Zone 2: The Highlands and Islands – postcodes IV, HS, KA27-28, KW, PA20-49, PA60-78, PH17-26, PH30-44, PH49-50, Isle of Man, Bailiwick of Guernsey and States of Jersey, ZE, GY, JE, IM
- Zone 3: Northern Ireland and Isles of Scilly – postcodes BT, TR21-25

#### **New Zone postcodes**

- Zone 1: England, Wales and parts of Scotland, excluding Highlands and Islands and includes all postcodes not covered in Zones 2 and 3 below
- Zone 2: The Highlands and Islands – postcodes IV, HS, KA27-28, KW, PA20-49, PA60-78, PA80, PH17-26, PH30-44, PH49-50, Isle of Man, Bailiwick of Guernsey and States of Jersey, ZE, GY, JE, IM, FK20
- Zone 3: Northern Ireland, Isle of Wight, Scottish rural and Isles of Scilly – postcodes BT, TR21-25, AB35-38, AB53-56, FK18-19, PO30-41

### **Changes to delivery speed exclusions**

We are making a change to the list of postcode exemptions for our next day service for sorted Business Mail, sorted Advertising Mail, sorted Publishing Mail and sorted Subscription Mail due to network changes which we anticipate will be ongoing until around 31 March 2025. After that date, we expect these additional postcode exemptions to be withdrawn. The only postcodes affected are PH19 – 50, ZE1, ZE2 & ZE3, HS1-5, HS6, HS7-8 & HS9, KW16, KW15 & KW17.

Please see [royalmail.com/termschanges](https://royalmail.com/termschanges)

### **Supplementary Store Collection Fee**

From 30 September 2024, a Supplementary Store Collection Fee will be charged where customers require collections from stores that are not from a street level collection point. The products affected by this supplementary fee include Royal Mail Tracked 24, Royal Mail Tracked 48, all variants of Special Delivery Guaranteed products and International Tracked outbound products.

This charge is to be implemented where customers require collections from stores that are not from a street level collection point. A charge will be made per store, per annum for every floor that Royal Mail need to ascend or descend to perform the collection. For further details about these charges please visit [royalmail.com/surcharges](https://royalmail.com/surcharges)

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**To find out more**

For more information about any of the changes outlined in this letter, please visit **royalmail.com/termschanges**

Thank you for choosing Royal Mail. We'll continue to send you further details of any changes to our terms and conditions as they arise.

Yours sincerely,



**Adrian Baker**

UK Product Director

Royal Mail

**P.S. Are your contact details up to date?** To ensure you continue to receive these important service communications, please make any changes to the contact information we hold by visiting **royalmail.com/contactupdates** and use your customer reference number: P006709106