

VM3COP20.36 Royal Mail Shipment and Franking Claims

Shipment Claims

No claims can be made for goods sent using an untracked service.

To make a claim, visit <https://business.help.royalmail.com> and click on the 'Complaints & Claims' button.

The screenshot shows the Royal Mail Business Customers Help Centre homepage. At the top, there is a red header with the Royal Mail logo on the left and navigation links for 'Log in', 'Register', 'Personal', 'Business' (highlighted), and 'Corporate' on the right. Below the header, there is a dark grey navigation bar with links for 'Products & Services', 'Guides & ideas', 'My Account', 'Tools', 'Help', and a search bar. The main content area has a light grey background. On the left, there is a 'Browse by topic' sidebar with icons and links for 'Sending mail', 'Receiving mail', 'Service Overview', 'Online Business Account', and 'Complaints & claims' (highlighted with a red box). On the right, there is a 'Most popular' section with a list of links: 'Can I pay my invoice online?', 'Online Business Account (OBA) emergency posting process', 'Size and weight formats for UK mail', 'Business Collections help', 'Business Redirection: Frequently asked questions', and 'We haven't received any redirected mail'.

This will open a drop down menu, click on the 'Claim for lost, damaged or delayed mail' link.

The screenshot shows a dropdown menu titled 'Complaints & claims'. It contains two options: 'I'd like to make a complaint' and 'Claim for lost, damaged or delayed mail' (highlighted with a red box).

This will open another menu, click 'How to make a claim – business account customers'.

The screenshot shows the Royal Mail website's 'Browse by topic' menu on the left. The menu includes options like 'Sending mail', 'Receiving mail', 'Service Overview', 'Online Business Account', and 'Complaints & claims'. The 'Complaints & claims' option is highlighted in blue. Below it, there is a link 'I'd like to make a complaint' and a link 'Claim for lost, damaged or delayed mail'. The main content area on the right is titled 'Claim for lost, damaged or delayed mail'. It features a red-bordered box containing the link 'How to make a claim – business account customers'. Below this box, there are several links: 'My mail arrived damaged - what should I do?', 'Our retail compensation policy for lost items', 'Royal Mail's retail compensation policy for delay', and 'Royal Mail's retail compensation policy for damage and part loss'.

Follow the instructions and download the most recent form. There are separate forms for Inland deliveries and International deliveries.

How to make a claim – business account customers

We're sorry you've had a problem with your mail. If you're a business account customer and an item of your mail is lost, damaged, delayed or arrived with some of the contents missing you may be eligible for compensation.

Claim for items sent in the UK

Download and complete our [UK Claims Form \(xls\)](#) and send it back to business.claims@royalmail.com.

Claim for items sent to other countries

Download and complete our [International Claims Form \(xls\)](#) and send it back to international.enquiry@royalmail.com.

What you'll need to complete to make a claim:

- Full details of the sender and recipient
- Service used (e.g. 1st Class, 2nd Class, Special Delivery Guaranteed)
- Date and location of posting
- Proof of posting and (where relevant) proof of value/cost price – these should be uploaded with your claim

See also how to [claim for an item sent by Parcelforce](#).

Make a [claim for items sent outside of the UK using VAT exempt services](#).

Inland forms are to be emailed with all evidence to: business.claims@royalmail.com
International forms are to be emailed with all evidence to: international.enquiry@royalmail.com

Evidence required:

- Full details of the sender and recipient
- Service used (e.g. 1st Class, 2nd Class, Special Delivery Guaranteed)
- Date and location of posting
- Proof of posting and (where relevant) proof of value/cost price – these should be uploaded with your claim

All claims must be made within 80 calendar days of posting

Service	Compensation Available	Timescale
Royal Mail Tracked	<p>Compensation based on actual loss (or cost to repair in the case of damage), where evidence of posting and value are provided, up to the maximum of £100 or the market value whichever is the lower of these.</p> <p>No compensation for consequential loss.</p>	10 working days must have passed since the item was due to be delivered. (Monday to Saturday, excludes public holidays). Allow 30 days for Royal Mail to investigate.
Special Delivery Guaranteed by 9am/1pm	<p>Compensation based on actual loss (or cost to repair in the case of damage), where evidence of posting and value are provided, up to the maximum of £750 or the market value whichever is the lower of these. Enhanced compensation is available at the time of purchase for £1000 or £2500* at an additional cost.</p> <p>We will also refund the Special Delivery Guaranteed fee if your item arrives later than the due delivery time.</p> <p>No compensation for consequential loss unless consequential loss cover purchased.</p>	Claims for Special Delivery Guaranteed fee refunds, for items delivered after the specified delivery time must be made within 14 days of posting. Allow 30 days for Royal Mail to investigate.
International Tracked & International Tracked and Signed	<p>Compensation based on actual loss (or cost to repair in the case of damage), where evidence of posting and value are provided, up to the maximum of £100 or the market value whichever is the lower. Enhanced compensation up to £300 is available at the time of purchase at an additional cost.</p> <p>No compensation for consequential loss.</p>	20 working days (for items posted to Europe) or 25 working days (for items posted to the rest of the world) must have passed since the item was due to be delivered. All claims must be submitted within 6 months of posting the item. Allow 90 days for Royal Mail to investigate.
International Signed	<p>Compensation based on actual loss (or cost to repair in the case of damage), where evidence of posting and value are provided, up to the maximum of £50 or the market value whichever is the lower. Enhanced compensation up to £250 is available at the time of purchase at an additional cost.</p> <p>No compensation for consequential loss.</p>	20 working days (for items posted to Europe) or 25 working days (for items posted to the rest of the world) must have passed since the item was due to be delivered. All claims must be submitted within 6 months of posting the item. Allow 90 days for Royal Mail to investigate.

Actual loss is what the item cost you to acquire, purchase or manufacture (or repair in the case of damage).

*Compensation arrangements for these services are included in the United Kingdom and Overseas Post Schemes.

**Royal Mail will not pay for loss or damage to any single item where the total value of the contents is more than £2,500.

Franking Claims

If you have paid too much postage, don't post the items. Remove the contents and start again with a new envelope/packing bag. Send any unused franked envelopes (the whole envelope) or franked labels to the address below.

The total claim must be for at least £10.00.

All the impressions must be clear and readable and made within six months of the date.

Royal Mail Franking
Stone Hill Road
Farnworth
Bolton
BL4 9XX

A refund will be received by cheque for the value of the unused impressions minus a 15% administration fee.

For further information, visit: https://business.help.royalmail.com/app/answers/detail/a_id/973