

10 Non-delivery

10.1 The Customer or the Recipient may request an Undeliverable Consignment be returned to the Customer, a further attempt to deliver it to be made, or otherwise redirected (and the Customer hereby consents to Parcelforce Worldwide performing such action) and subject to payment of such additional charges notified by Parcelforce Worldwide to the person who makes the request. Parcelforce Worldwide will perform such additional service on the terms and conditions set out in these Conditions or other such Parcelforce Worldwide terms which govern the additional services, if such is the case.

10.2 If an Undelivered Consignment is held by Parcelforce Worldwide and is not claimed within 16 calendar days of Parcelforce Worldwide leaving notification of its attempted delivery at the delivery address, Parcelforce Worldwide shall, where reasonably practicable, attempt to contact the Customer. If this fails Parcelforce Worldwide will return the Consignment to the Customer, as long as the Customer has provided a return address. If there is no return address, Parcelforce Worldwide is entitled to dispose of the item as it sees fit.

11 Charges

11.1 Consignment charges are set out in the Retail Guide.

11.2 The Customer shall pay to Parcelforce Worldwide the Consignment Charges and charges for enhanced compensation required at the time of purchase by the method specified by Parcelforce Worldwide. Other charges will be payable in the manner and timescale specified by Parcelforce Worldwide from time to time.

11.3 All charges detailed in the Retail Guide are inclusive of VAT at the appropriate rate and VAT will in all cases be payable by the Customer. Payment can be made by cash, credit card, debit card and business cheque (when supported by a Post Office authority card).

12 Cancellations

12.1 As the Services are undertaken within a specific period of time, once you have purchased the Services you will be unable to cancel your purchase and obtain a refund of any Consignment Charges and any other charges relating to the Services.

13 Liability for delay, loss or damage

13.1 Subject to the provisions of these Conditions, Parcelforce Worldwide shall pay compensation to the Customer for loss or damage caused by its negligence or that of those for whom it is vicariously liable, and a refund in the case of delay.

13.2 Where Consignment Charges are refunded in accordance with Condition 14, Parcelforce Worldwide has discretion to apply refunds in full or in part for delay, loss or damage if only part of a Consignment is delayed, lost or damaged.

13.3 Parcelforce Worldwide does not accept liability for any loss of contracts, business, profits, revenue, anticipated savings or any indirect or consequential loss or damage whatsoever or howsoever arising whether from contract, breach of statutory duty, tort (including the negligence of Parcelforce Worldwide, its officers, employees, contractors and agents) or otherwise.

13.4 Any compensation payable for loss or damage shall be limited to the repair costs of the items damaged, or if they are lost or damaged beyond repair, the lowest of i) their replacement cost taking account of depreciation for wear and tear; and ii) the actual sale price of the items. In any event, compensation shall not exceed Parcelforce Worldwide's stated limits of compensation as set out, or referred to in Condition 14.

13.5 Parcelforce Worldwide shall not be liable (whether for the payment of compensation or refunds or otherwise), for loss, damage or delay to the extent that such results from any acts or omission of:

13.5.1 the Customer or Recipient; or

13.5.2 any third party delivery company who is engaged by the Customer to deliver the Consignment to the ultimate recipient; and/or

13.5.3 circumstances outside Parcelforce Worldwide's reasonable control, including (without limitation) any adverse weather conditions, traffic congestion, mechanical breakdown, obstruction of public or private highway or from any industrial action whatsoever.

13.6 In addition to other compensation exclusions set out in the Retail Guide and at [parcelforce.com/exclusions](https://www.parcelforce.com/exclusions), Parcelforce Worldwide shall not be liable to pay any compensation for delay of, loss of, or damage to a Consignment:

13.6.1 due to latent or inherent defect, vice or natural deterioration of items; or

13.6.2 containing Prohibited Goods or Restricted Goods, (where the relevant requirements have not been observed); or

13.6.3 which is in breach of sanctions laws; or

13.6.4 due to Parcelforce Worldwide's failure to follow "package orientation" graphics (e.g. "UP" arrows, "THIS END UP" markings); or

13.6.5 which is damaged, lost or delayed as a result of the Customer's breach of Conditions 8.1, 8.2 or 8.4.

13.7 Parcelforce Worldwide shall not be liable to pay any refund or compensation in respect of Excluded Goods or a Consignment otherwise Despatched in contravention of any provision in these Conditions.

13.8 Parcelforce Worldwide shall not be liable in respect of any Consignment where any person has been fraudulent or dishonest in any way in respect of that Consignment or misrepresents his authority to receive a Consignment on the Recipient's or Customer's behalf.

13.9 Parcelforce Worldwide shall not be liable to pay any refund for delay in delivery if:

13.9.1 the Consignment is addressed to a PO Box address;

13.9.2 the Consignment has been sent to an address which is closed, or which only accepts deliveries at certain times of day or on certain days of the week;

13.9.3 the delivery was attempted on the due day for non-Timed delivery services, even if the attempt was made outside of our advertised delivery or working hours;

13.9.4 the Consignment was not delivered or no attempt was made to deliver the Consignment during the one hour time window advised to the Recipient in our delivery notification service (provided the Consignment was delivered on the due day);

13.9.5 the Consignment(s) are returned to the sender after a failed attempt to deliver to the Recipient;

13.9.6 the Consignment requires collection by the Recipient;

13.9.7 the delay is caused by adherence to Parcelforce Worldwide policies regarding the provision of a copy of the delivery record or a copy of the signature obtained at delivery; or

13.9.8 any computer system is affected directly or indirectly by a virus.

13.10 Parcelforce Worldwide reserves the right to suspend any of the Services and/or compensation / refund arrangements to specific destinations where it reasonably considers that circumstances beyond its control prevent the provision of a reliable service. Parcelforce Worldwide shall have no liability for loss, damage or delay where a Consignment is Despatched to a destination where the Service has been suspended.

14. Compensation, exclusions, limits and refunds

14.1 The following limits currently apply to compensation for loss or damage payable under these Services. Please note that "loss" includes partial or complete loss of the contents of a Consignment and "damage" includes destruction:

	Maximum inclusive cover	Maximum with enhanced cover
express 9	£200	£2500
express 10	£200	£2500
express AM	£200	£2500
express 24	£100	£2500
express 48	£100	£2500

Note: these are maximums per Consignment. Certain items have specific compensation limits as detailed in the Retail Guide.

14.1.1 compensation up to the maximum cover inclusive amount set out in Condition 14.1 may be payable for loss of or damage to a Consignment sent under these Services except where the Customer has paid an additional charge for enhanced cover compensation, where the limit will be the amount appropriate to the level of charge paid (as advertised by Parcelforce Worldwide from time to time); and.

14.1.2 in respect of late delivery (as defined in Condition 14.2) the Customer may claim a refund of the Consignment Charges paid for the Service selected in Condition 4.1, where A and B shall have the following meanings:-

A Percentage refund of the Consignment Charges paid if delivered on the appropriate day but not in accordance with the Service.

B Percentage refund of the Consignment Charges paid if delivered after the appropriate day.

Service Late delivery refund

	A	B
express 9	100%	100%
express 10	100%	100%
express AM	100%	100%
express 24	n/a	50%
express 48	n/a	25%
express sunday	n/a	50%

14.2 "Late delivery" or "delay in delivery" (or similar expressions) means delivery which is not in accordance with the delivery times advertised for these Services from time to time by Parcelforce Worldwide, and calculated in accordance with the provisions of Conditions 9.

14.3 Compensation for the loss of, or damage to a Collectable shall be limited to the price paid by the Customer and shall not exceed the relevant limits set out in this Condition 14.

14.4 Parcelforce Worldwide have the right to reject any claims which overstate the value of the contents and make no payment at all towards the value of the contents, although any relevant delay payment may still be made.

15 Claims for compensation and refunds

15.1 All claims for compensation for loss or damage and refunds for delay must be made on a fully completed Parcelforce Worldwide claim form which must be received by Parcelforce Worldwide within 30 (thirty) days of Despatch.

15.2 Parcelforce Worldwide may make such investigations as it deems necessary to satisfy itself of the validity of any claim and the Customer shall co-operate as is reasonable in the circumstances. In the case of claims for loss or damage, Parcelforce Worldwide may take a reasonable amount of time to undertake investigations and search activity.

15.3 Parcelforce Worldwide may require the Customer to substantiate a claim by providing any relevant information about the Consignment including proof of Despatch, proof of value, estimates for repair costs, cost price, invoices, weight and nature of the item(s) lost or damaged, serial numbers and IMEI numbers for electrical items. This may include requesting the Recipient to retain all packaging and any damaged items for inspection, or obtaining other documentary and/or photographic evidence as requested by Parcelforce Worldwide from the Recipient of the Consignment.

15.3.1 Any information requested to substantiate a claim must be made available to Parcelforce Worldwide within 21 days of request.

15.3.2 If the information requested is not received within this timescale, Parcelforce Worldwide reserves the right to close the claim.

15.4 Should there be an error in a claim application or the supporting evidence that results in the need to re-issue a cheque, an administration charge of £10.00 will be deducted from the claim amount

15.5 The Despatch of sensitive data and documents, with contents including but not limited to names, addresses, bank details, signatures and dates of birth is entirely at the Customer's risk and no compensation is available for these items. Data stored on

electronic media, for example data disks, hard drives, magnetic tapes or pen drives must be suitably encrypted. The Customer shall indemnify Parcelforce Worldwide against all actions, claims, proceedings and judgements together with costs incurred relating to loss, damage or disclosure of such data documents except to the extent that Parcelforce Worldwide has been negligent.

16 General

16.1 Nothing in these Conditions (nor anything else), shall confer on any third party any benefit, nor the right to enforce any of these Conditions which that person would not have had but for the Contracts (Rights of Third Parties) Act 1999.

16.2 These Conditions will be governed by and construed in accordance with the law of England and Wales. Each party irrevocably agrees to submit to the exclusive jurisdiction of the courts of England and Wales over any claim or matters arising under or in connection with this agreement.

16.3 These Conditions, the Retail Guide and the documents and information on websites referred to, constitute the entire agreement between Parcelforce Worldwide and the Customer. The Customer acknowledges that in agreeing to these Conditions it has not relied on any representation or undertaking, whether oral or in writing, save as expressly incorporated herein.

16.4 If any provision of these Conditions shall be found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect the other provisions of these Conditions which shall remain in full force and effect.

16.5 Parcelforce Worldwide may sell or trade anonymised or aggregated information about its Customers to third party organisations for market research purposes. Parcelforce Worldwide will ensure that any such information does not contain any data specific to any Customer of Parcelforce Worldwide, or contain any personally identifiable data whatsoever.

16.6 Subject to the other provisions of these Conditions, Parcelforce Worldwide and the Customer agree that they and/or anyone they employ and/or for whom they are responsible will comply with any applicable anti-bribery or anti-money laundering laws or sanctions/or regulations in connection with these Conditions and/or any related Services.

16.7 Where Parcelforce Worldwide reasonably considers that the Customer is in breach of Condition 16.6 Parcelforce Worldwide may immediately (in addition to any other rights they may have under these Conditions):

(a) suspend any of the Services;

(b) suspend compensation/refund arrangements;

(c) treat any Consignments as Undeliverable; and/or

(d) terminate these Conditions, any Services and/or any accounts with the Customer.

In each case without incurring any liability on the part of Parcelforce Worldwide.

16.8 Where Parcelforce Worldwide is in breach of Condition 16.6 the Customer may (in addition to any other rights they may have under these Conditions) immediately terminate these Conditions, any Services and/or any accounts with Parcelforce Worldwide by notice unless the breach of Condition 16.6 was:

(a) by an employee of Parcelforce Worldwide who was not a director or senior officer nor acting with the consent or connivance of a director or senior officer; or

(b) by an agent or subcontractor of Parcelforce Worldwide, and Parcelforce Worldwide arrange for that person to be removed from all involvement with these Conditions and any related Services within 30 days of Parcelforce Worldwide becoming aware of the breach.

If you require large print or an alternative format version of our Conditions of Carriage contact 03448 00 44 66[‡]

[‡]Calls may be monitored and recorded for training purposes. Local call rates apply. Call costs may vary depending on your service provider. Information correct at time of going to print 2019.

Parcelforce Worldwide Conditions of Carriage UK Retail Services

The list below shows examples of the most common items that are prohibited, restricted and excluded from compensation. Please note the list is not exhaustive and for the full and latest list please refer to [parcelforce.com/retailprohibitions](https://www.parcelforce.com/retailprohibitions) and [parcelforce.com/exclusions](https://www.parcelforce.com/exclusions).

Always check you can send the contents of your parcel, make sure it's packaged properly (see [parcelforce.com/packaging](https://www.parcelforce.com/packaging)) and check your selected service offers the compensation you require.

Examples of **prohibited goods** that **cannot** be sent



Dangerous and hazardous goods

e.g. corrosive substances, flammable liquid



Bladed or sharp pointed item

including but not limited to: any knife, knife blade or razor blade, axe or sword (excluding razor blades permanently enclosed in a housing where less than 2mm of any blade is exposed beyond the plane).



Hoverboards & electric scooters



Living creatures

including bees, spiders and fish fry

Examples of where **restrictions** apply



Collectable items

Compensation for loss or damage shall be limited to the actual price paid for the item



Perishable items

These must be sent on a 24 hour service and be able to withstand transit times of at least 48 hours

Examples of **goods excluded from compensation**

Fragile

These items need to be packed really well. Compensation is **not available** if they become damaged.*



Ceramics

items containing or made of ceramic e.g. plates, teapots and ornaments



Glassware

items containing or made of glass e.g. pictures, frames & clocks



Furniture

flat packed and ready built, including tables, chairs



Musical instruments

including guitars and brass instruments. Enhanced compensation is not available



Suitcases and musical instrument hard cases

when used as external packaging. Attach address label very securely and always include address details inside the suitcase



TVs, laptops and PCs

including all-in-one desktops



Vehicle parts

including tyres, exhausts and bumpers

Valuables and money

These items are **not covered** for loss or damage.



Antiques

objects over 100 years old



Diamonds and other precious stones

items containing or made of glass e.g. pictures, frames & clocks



Gold & Jewellery

except imitation



Watches & Clocks

including parts



Money and equivalent

e.g. current bank notes and bankers' drafts



Tickets

including travel, event and concert tickets



*Compensation may still be available for loss.

Main points to note

UK Retail Services

Service features and options	express9	express10	expressAM	express24	expresssunday	express48
Delivery speed	Guaranteed* by 9am next working day**	Guaranteed* by 10am next working day**	Guaranteed* by 12 noon next working day**	Guaranteed* next working day by close of business**	Guaranteed* delivery on a Sunday	Guaranteed* within 2 working days by close of business**
Tracking available	✓	✓	✓	✓	✓	✓
Signature on delivery	✓	✓	✓	✓	✓	✓
Maximum compensation cover for loss/damage included in the price	Up to £200			Up to £100		
	Please check that your item is covered for compensation. Certain valuable and fragile items are excluded from compensation cover.					
Additional compensation cover for loss/damage available for an additional fee up to the maximum amount shown	Up to £2500					
Refund for delay	100% money back if delivered later than the stated delivery time			50% money back if not delivered on or before the stated delivery day		25% money back if not delivered on or before the stated delivery day
Maximum weight per item	Up to 30kg					
Maximum size per item	Up to 1.5m maximum length, 3m maximum length and girth combined. express48 ^{br**} only: Up to 2.5 maximum length, 5m maximum length and girth combined*					
Claims for compensation or a refund or delay	If you wish to make a claim for compensation or a refund for delay, please ensure that you do so within the appropriate timescales for each service – see below. If the claim is received outside of these timescales it will be refused. You can make a claim by picking up a claim form at your local Post Office® or by going to parcelforce.com					
Claims for compensation or a refund for delay must be made within	30 days of despatch					

These points are a guide only and the full Conditions of Carriage for these services are set out in the remainder of this leaflet.

* Guarantee definition: A refund of the whole or a proportionate part of the Consignment Charges in the event of late delivery in line with our UK or International Conditions of Carriage for Retail Services. Delivery time begins from date of collection.

** Extended delivery times exist for outlying areas. Please visit [parcelforce.com](https://www.parcelforce.com) for further information or ask at the counter.

+ Not available through the Post Office. Please visit [parcelforce.com](https://www.parcelforce.com) for further information.

PACKAGING: Each item in the parcel should have protective wrapping to ensure that items cannot move or touch each other during transit. A strong outer box should be used, sealed securely with strong packaging tape.

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Conditions of Carriage

UK Retail Services

These Conditions of Carriage (UK Retail Services) govern the provision of the following Services and any others that Parcelforce Worldwide may provide subject to them – express9*, express10*, expressAM*, express24*, express48* and express48^{br**}.

*Guaranteed delivery subject to these Conditions of Carriage – if there is a late delivery then the Customer will get a refund of the whole or a proportionate part of the Consignment Charges paid – see Condition 14.1.1

Parcelforce Worldwide agrees to provide the Customer with the Services selected by the Customer, as available from time to time, for the conveyance of a Consignment subject to the following Conditions.

Parcelforce Worldwide and Parcelforce are trading names of Parcelforce Limited. Parcelforce Limited is a private limited company registered in England and Wales with number 04585181 and registered office at 100 Victoria Embankment, London, EC4Y 0HQ.

1 Definitions

In these Conditions the following expressions shall have the following meanings:

1.1 Collectable means something that has appreciated in value either due to its scarcity or due to it being no longer in production.

1.2 Conditions means these Conditions of Carriage (UK Retail Services).

1.3 Consignment means any one or more Parcels, up to a maximum of 15 Parcels, sent at one time by the Customer from an address in the UK to another address in the UK.

1.4 Consignment Charges means the basic charges payable to Parcelforce Worldwide by the Customer for the carriage of a Consignment, but shall exclude any charge(s) payable for enhanced compensation as referred to in Condition 14 or any other charges.

1.5 Customer means the sender of a single Consignment making payment otherwise than through an account held with Parcelforce Worldwide

1.6 Despatch means the time when the Customer hands a Consignment to a representative or agent of Parcelforce Worldwide for conveyance and delivery under the Services and **Despatched** shall be construed accordingly.

1.7 Despatched Documentation has the meaning given in Condition 8.1.

1.8 Excluded Goods means items that are excluded from compensation cover. These include fragile goods (including ceramics, glassware, lighting, TV/PC monitors and musical instruments), valuable goods (including antiques, Collectables, jewellery, diamonds and other precious stones and watches), money, tickets (including lottery tickets and tickets for any form of transport), perishable foodstuffs and articles, or any other item which is inherently particularly susceptible to loss or damage, or the market of which is particularly variable, and any other excluded goods specified in the Retail Guide and/or at [parcelforce.com/exclusions](https://www.parcelforce.com/exclusions), both as updated from time to time.

1.9 Parcel means a package (which includes its contents) sent under any of the Services.

1.10 Parcelforce Worldwide means Parcelforce Limited, and its appointed sub-contractors and agents.

1.11 Prohibited Goods means items as identified in the Retail Guide and/or at [parcelforce.com/retailprohibitions](https://www.parcelforce.com/retailprohibitions) which cannot be sent using the Services, and those items defined as dangerous or hazardous by regulatory bodies governing transport by road, rail, sea or air in any legislation, regulations or guidelines which are unlawful to be carried, both as updated from time to time.

1.12 Recipient means the person or persons to whom a Parcel or Consignment is addressed.

1.13 Restricted Goods means items which can be sent using the Services subject to certain restrictions and/or requirements as identified in the Retail Guide and/or at [parcelforce.com/retailprohibitions](https://www.parcelforce.com/retailprohibitions) from time to time.

1.14 Retail Guide means the then current **Parcelforce Worldwide** leaflet available at Post Office® branches, Parcelforce Worldwide depots and/or information online at [parcelforce.com](https://www.parcelforce.com) under those or similar titles, as updated from time to time.

1.15 Services means express9, express10, expressAM, express24, express48, express48^{br**} and any other services provided subject to these Conditions of Carriage, details and specific service features of which can be found in the Retail Guide.

1.16 UK means England, Scotland, Wales, Northern Ireland, the Isle of Man and the Isles of Scilly (referred to as Zones 1–3 in the Retail Guide).

1.17 Undeliverable means that Parcelforce Worldwide has been unable to deliver a Parcel or Consignment, or in its opinion considers that the circumstances are such that it should not attempt a delivery.

1.18 Working Day means any day other than a Saturday, Sunday (save for any Saturday and/or Sunday on which Parcelforce Worldwide agrees to make a delivery), bank or public holiday, and any other day on which the Parcelforce Worldwide network is closed.

2 Contacting us

2.1 If you have questions regarding the Services, please contact us by clicking on the 'Contact Us' button found on [parcelforce.com](https://www.parcelforce.com) or by calling 03448 00 44 66¹.

3 Complaints

3.1 If you are a consumer and wish to make a complaint, you can contact us by phone on 03448 00 44 66¹; or email us at parcelforce@parcelforce.co.uk; or in writing addressed to Parcelforce Worldwide, PO Box 486, Wakefield, WF1 9AG

4 Delivery to an address

4.1 Parcelforce Worldwide undertakes to deliver to the address specified on the Consignment or in the Despatch Documentation, not to a Recipient.

4.2 If delivery cannot be completed at the specified address then:

4.2.1 Parcelforce Worldwide may at its discretion attempt to deliver the Consignment to an alternative address being either: (i) a neighbouring address; or (ii) a local Post Office branch, where it can be collected during the next 16 days; and

4.2.2 if the Consignment is delivered to an alternative address, a Customer Contact Card will be left at the specified address which has been completed with sufficient details to enable the Recipient to recover the Consignment; and

4.2.3 the Customer agrees that such delivery shall constitute delivery to the address specified as the delivery address on the Consignment.

4.3 Parcelforce Worldwide does not undertake to intercept a Consignment in transit before delivery has been attempted.

4.4 Parcelforce Worldwide shall not be liable in respect of any Consignment delivered to the delivery address or other address specified by the Recipient, where any person misrepresents his authority to receive a Consignment on the Recipient's or Customer's behalf; or where Parcelforce Worldwide is delivering it in accordance with instructions from, or purporting to be from the Recipient.

4.5 When delivering a Consignment, if the particular service provides for it, Parcelforce Worldwide will request the person who accepts delivery (not necessarily the Recipient in person) to sign an acknowledgement receipt, which may include signature by electronic means.

4.6 Copies of such receipt referred to in Condition 4.5 above, shall be available (subject to data protection requirements) for a period of six months from the date of delivery, upon payment of the relevant charges as published by Parcelforce Worldwide from time to time at [parcelforce.com](https://www.parcelforce.com)

4.7 PO Box addresses are not acceptable as delivery addresses for any of the Services, unless designated as such at [parcelforce.com](https://www.parcelforce.com)

5 Maximum sizes and weights

5.1 Each Parcel must not exceed 3 metres length and girth (measured around its thickest part) combined and 1.5 metres in length.

5.2 A maximum of 15 Parcels can be sent per consignment and individual Parcels must not exceed 30kg.

6 Restricted and prohibited goods

6.1 Prohibited Goods and Restricted Goods are described in the Retail Guide, and at [parcelforce.com/retailprohibitions](https://www.parcelforce.com/retailprohibitions).

6.2 The Customer is responsible for ascertaining if the contents of any Parcel are prohibited or are subject to restrictions or specific requirements (e.g. particular packaging).

6.3 The Customer must not send or attempt to send a Parcel or Consignment containing any Prohibited Goods by any of the Services or send or attempt to send a Parcel or Consignment containing any Restricted Goods by any of the Services unless the Customer complies with the restrictions and specified requirements set out in the Retail Guide. If the Customer does send or attempts to send a Parcel or Consignment containing such Prohibited Goods or Restricted Goods the Customer may be liable to prosecution, and shall indemnify and keep indemnified Parcelforce Worldwide and its employees, contractors, subcontractors and agents, against any loss or damage suffered or liability incurred as a result of such actions. If a Parcel or Consignment containing any such Prohibited Goods or Restricted Goods is sent by the Customer, Parcelforce Worldwide may deal with the Parcel or Consignment in its sole and absolute discretion (without incurring any liability whatsoever to the Customer or Recipient) including destroying or otherwise disposing of such Parcel or Consignment in whole or in part or returning the Parcel or Consignment to the Customer, and shall be entitled to charge the Customer the cost of disposal and all other costs reasonably incurred and additionally the sum of £20, (or such sum as specified in the Retail Guide) if it chooses to return the Parcel or Consignment or any part of it.

6.4 Parcelforce Worldwide may, acting reasonably, add or remove items from the definition of Prohibited Goods or Restricted Goods (and may vary any applicable restrictions) without notice, by making the details of any such additions or deletions available at [parcelforce.com/retailprohibitions](https://www.parcelforce.com/retailprohibitions)

6.5 The Customer shall be liable to Parcelforce Worldwide, its sub-contractors and its agents for all loss, damage or injury arising out of the carriage of Prohibited Goods whether declared as such or not and Restricted Goods not properly packed and duly labelled (or not in compliance with any other specific requirements) to the extent that such loss, damage or injury is caused by the nature of those goods.

7 Sanctions

7.1 The Customer must ensure that any Parcel or Consignment the Customer wishes to send by any of the Services is not prohibited under applicable sanctions laws, for example because of its contents or Recipient. Sanctions laws includes all laws, regulations and orders imposing sanctions (including trade restrictions and economic sanctions) on countries, individuals or entities. Information about sanctions can be found at [parcelforce.com/sanctions](https://www.parcelforce.com/sanctions)

7.2 The Customer is responsible for obtaining any licence required under applicable sanctions laws and (upon request) must provide Parcelforce Worldwide with acceptable evidence that it has been obtained. Parcelforce Worldwide will bear no responsibility if the Customer or the Customer's agents send an item with the wrong licence required under sanctions laws.

7.3 The Customer will indemnify and keep indemnified Parcelforce Worldwide, its employees, sub-contractors and agents against any loss or damage suffered or liability incurred as a result of the Customer or its agents not complying with sanctions laws.

7.4 If Parcelforce Worldwide has reasonable suspicion that because of its contents a Parcel or Consignment does not comply with sanctions laws Parcelforce Worldwide may open that Parcel or Consignment or delay processing and delivery.

7.5 If the Customer sends or attempts to send a Parcel or Consignment which does not comply with sanctions laws Parcelforce Worldwide may deal with the Parcel or Consignment in its sole and absolute discretion (without incurring any liability whatsoever to the Customer or the Recipient) including destroying or otherwise disposing of such Parcel or Consignment in whole or in part or returning it to the Customer, and shall be entitled to charge the Customer the cost of disposal and all other costs reasonably incurred, and additionally the sum of £20 (or such other sum as may be specified in the Retail Guide) if it chooses to return the Parcel or Consignment or any part of it.

8 Addressing and documentation

8.1 The Customer shall write the full postal address, including the postcode, of both the Recipient and the Customer on each Parcel and Consignment and each Consignment must be accompanied at the time of Despatch by fully completed Despatch Documentation (including service indicators and barcodes) as supplied by Parcelforce Worldwide for the Service used.

8.2 The Customer shall ensure that each Parcel and Consignment is adequately packed and labelled in accordance with any requirements set out in the Retail Guide and at [parcelforce.com/packaging](https://www.parcelforce.com/packaging), and the requirements of any legislation, regulations and guidelines governing transportation by road, rail, sea or air. Parcels must not in any case be strapped together or bound to another Parcel.

8.3 The Customer shall retain any Customer receipts and/or copies of Despatch Documentation as these will be required to support any claim for compensation and/or refund.

9 Service standards and delivery

9.1 Please note that delivery timescales for Services are extended when delivery is to be made to certain postcodes as specified in the Retail Guide.

9.2 The service standards for each of the Services are as set out from time to time in the Retail Guide and shall apply subject to these Conditions and in particular Condition 9.3.

9.3 For the purposes of calculating service standards:

9.3.1 only Working Days will be counted; and

9.3.2 where Parcelforce Worldwide attempts to deliver a Consignment to the address shown on the Consignment and for whatever reason delivery cannot be achieved (including unreasonable delay in acceptance at that address) then delivery shall be deemed to have taken place at the time when the Consignment is first presented to that address for delivery or when Parcelforce Worldwide joins a queuing or booking in system operated at that address; and

9.3.3 where Parcelforce Worldwide is directed to hold a Consignment for collection or pending further instructions (which at its discretion Parcelforce Worldwide may do) then delivery shall be deemed to have taken place at the time such direction was made.

9.4 Consignments will only be delivered on Working Days.

9.5 If a Consignment is despatched other than on a Working Day, or after the latest acceptance time on a Working Day, it will be deemed to have been despatched on the next Working Day.