

# Delivery speed guarantee exceptions



**The list below is not definitive and each individual claim for late delivery will be assessed on its own merit.**

Parcelforce Worldwide may from time to time suspend guarantees from any of the compensation arrangements due to circumstances beyond our control. The customer is not entitled to a refund for late delivery in any of the following circumstances:

- When the consignment is held up in a customs clearance process.
- When documentation is incomplete or incorrect.
- When the consignment is seized by a customs or governmental authority or by any regulatory agencies.
- When the consignment is not in compliance with the terms and conditions – and as a result the consignment is not accepted by the international transportation service we have selected.
- When the consignment requires collection by the recipient.
- When the consignment is addressed to a PO Box for any UK or international service, except those allowing PO Box delivery as defined on [www.parcelforce.com/countries](http://www.parcelforce.com/countries) plus any import services.
- When an item is sent directly to a post office overseas.
- When the consignment has not been packed adequately or has been packaged incorrectly.
- When the consignment contains prohibited or restricted goods.
- When the consignment does not have a complete and accurate address, postcode and telephone number for the customer and recipient or does not have all relevant despatch packs and labels on.
- When the computer system is affected directly or indirectly by any virus.
- When force majeure applies: anything outside the control of Parcelforce Worldwide including (but not limited to) fire, flood, explosion, accident, adverse weather conditions, criminal act, traffic congestion, mechanical breakdown, obstruction of any private or public highway, riot, governmental act, act of God, terrorism, war, or from any industrial dispute whatsoever.
- When indicated on the country specific information that the guarantee does not apply. This information can be found at [www.parcelforce.com/countries](http://www.parcelforce.com/countries)
- When perishable foodstuffs or articles are sent using our international services.

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