



UK PARCELS CORRECTION CHARGES

Rate Card

11 August 2025



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If customers present items to us additional to what they tell us they've posted, we incur additional handling costs. If we identify a discrepancy with your posting, we will apply an Admin Charge of £1.10 per item as well as any further charges required to cover the additional handling costs in addition to any postage cost that may have been incurred already.

Correction Charges for 1st & 2nd Class and Signed For

If items customers present to us differ from what they tell us they've posted, it means we incur additional handling costs.

- These charges will cover the costs incurred when items are underdeclared or misdeclared on customer posting documentation and information contained within barcodes compared to what is presented to us
- If we identify a discrepancy with 1st Class and 2nd Class (BPL) Account Mail or Signed For (BPR) items in your posting, we will apply an Admin Charge per item as well as a Correction Charge per item to cover the additional handling costs in addition to any postage cost that may have been incurred already
- Correction Charges are detailed in the table below
- We will communicate any future changes at least 30 days in advance, via the Royal Mail surcharge web page

Details of the Correction Charges are available through the usual invoicing process, with detailed, line-level Correction Charge information available on the **electronic invoicing platform**, or where required by Royal Mail, provided manually via email.



Underdeclared

If any items are found to be underdeclared, we will apply the relevant correction charge per item.
An admin fee will also be included per item.

		Effective 31 March 2025		Previous charges	
Surcharge	Charging basis	Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Underdeclared LL Correction Fee (E)	If more items are handed over than declared and these are identified as large letters, we will charge you per item	£1.10	£3.00	£1.00	£2.75
Underdeclared SP Correction Fee (E)	If your underdeclared items are clearly identified as small parcels, we will apply a charge per item that reflects the additional handling costs compared to large letters	£1.10	£5.25	£1.00	£5.00
Underdeclared MP Correction Fee (E)	If your underdeclared items are identified as medium parcels, we will apply a charge per item that reflects the additional handling costs compared to small parcels	£1.10	£9.00	£1.00	£9.00
Underdeclared L Correction Fee (E)	If your underdeclared items are identified as letters, we may apply a charge per item that reflects the lower handling costs compared to large letters	£1.10	£1.50	£1.00	£1.25



Misdeclared Items

Incorrect Class or Product

If the class or product code of items provided to us differs from what was declared, we will apply the relevant correction charge per item. An admin fee will also be included per item.

		Effective 31 March 2025		Previous charges	
Surcharge	Charging basis	Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Incorrect Class: Used (E)	If the class of items handed over to us differs from that declared, we will apply a Correction Charge per item	£1.10	£2.50	£1.00	£2.00
Incorrect Product Code: Used (E)	If the product code of any items handed over to us differs from that declared, we will apply a Correction Charge per item	£1.10	£2.00	£1.00	£1.80

1st & 2nd Class and Signed For



Misdeclared Items Incorrect Format

If an item is declared but its dimensions exceed the maximum allowed for the declared format, as outlined in the Terms & Conditions, we will apply the relevant correction charge per item. An admin fee will also be included per item.

Letters

		Effective 31 March 2025		Previous charges	
Surcharge	Charging basis	Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Incorrect Format-L = LL (E)	If an item is declared as a Letter but we identify the dimensions* as being outside the max allowed for this format (as stated in the Terms & Conditions), we will apply a Correction Charge per item	£1.10	£1.00	£1.00	£0.80
Incorrect Format-L = SP (E)	As above, but if we find that the dimensions* are outside the max allowed for the Large Letter format we will apply a higher Correction Charge to reflect the greater additional handling costs	£1.10	£4.25	£1.00	£4.00
Incorrect Format-L = MP (E)	As above, but if we find that the dimensions* are outside the max allowed for the Small Parcel format we will apply a higher Correction Charge to reflect the greater additional handling costs	£1.10	£5.50	£1.00	£5.50
Incorrect Format-L > MP (E)	As above, but if we find that the dimensions* are outside the max allowed for the Medium Parcel format we will apply a higher Correction Charge to reflect the greater additional handling costs	£1.10	£11.00	£1.00	£10.00

Large Letters

		Effective 31 March 2025		Previous charges	
Surcharge	Charging basis	Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Incorrect Format-LL = SP (E)	If an item is declared as a Large Letter but we identify the dimensions* as being outside the max allowed for this format (as stated in the Terms & Conditions), we will apply a Correction Charge per item	£1.10	£4.50	£1.00	£4.00
Incorrect Format-LL = MP (E)	As above, but if we find that the dimensions* are outside the max allowed for the Small Parcel format we will apply a higher Correction Charge to reflect the greater additional handling costs	£1.10	£5.50	£1.00	£5.00
Incorrect Format-LL > MP (E)	As above, but if we find that the dimensions* are outside the max allowed for the Medium Parcel format we will apply a higher Correction Charge to reflect the greater additional handling costs	£1.10	£11.00	£1.00	£10.00

*Please note that for all items presented to us the measurement (dimensions and weight) of the item includes the complete outer packaging.



Misdeclared Items Incorrect Format

Parcels

Surcharge	Charging basis	Effective 31 March 2025		Previous charges	
		Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Incorrect Format- SP = MP (E)	If an item is declared as a Small Parcel but we identify the dimensions* as being outside the max allowed for this format (as stated in the Terms & Conditions), we will apply a Correction Charge per item	£1.10	£3.75	£1.00	£3.50
Incorrect Format- SP > MP (E)	As above, but if we find that the dimensions* are outside the max allowed for the Medium Parcel format we will apply a higher Correction Charge to reflect the greater additional handling costs	£1.10	£11.00	£1.00	£10.00
Incorrect Format- MP > MP (E)	If an item is declared as a Medium Parcel but we identify the dimensions* as being outside the max allowed for this format (as stated in the Terms & Conditions), we will apply a Correction Charge per item	£1.10	£11.00	£1.00	£10.00

*Please note that for all items presented to us the measurement (dimensions and weight) of the item includes the complete outer packaging.

Misdeclared Items Over Max Spec Weight

The Royal Mail format specifications state the maximum weights allowed on each format. We will apply the relevant correction charge per item if you post items on this service weighing* above the respective limits. An admin fee will also be included per item.

Surcharge	Charging basis	Effective 31 March 2025		Previous charges	
		Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Letter >100g (E)	The Royal Mail Letter specification states that the maximum weight allowed is 100g – we will apply a Correction Charge per item if you post items on this service weighing* above this limit	£1.10	£1.00	£1.00	£0.80
Large Letter >750g (E)	The Royal Mail Large Letter specification states that the maximum weight allowed is 750g – we will apply a Correction Charge per item if you post items on this service weighing* above this limit	£1.10	£4.50	£1.00	£4.00
Small Parcel > 2kg (E)	The Royal Mail Small Parcel specification does not allow items heavier than 2kg – we will apply a Correction Charge per item if you post items on this service weighing* above this limit	£1.10	£3.75	£1.00	£3.50
Medium Parcel > 20kg (E)	The Royal Mail Medium Parcel specification does not allow items heavier than 20kg – we will apply a Correction Charge per item if you post items on this service weighing* above this limit	£1.10	£11.00	£1.00	£10.00

*Please note that for all items presented to us the measurement (dimensions and weight) of the item includes the complete outer packaging.



Misdeclared Items

Incorrect Weight Declared

If the measured weight* is found to differ from the weight declared on your posting documentation, we will apply the relevant correction charge per item if you post items on this service weighing* above these limits. This fee will vary according to the scale of difference observed. An admin fee will also be included per item.

Charging scale for Incorrect weight declared								
Effective 31 March 2025					Previous charges			
Observed weight difference†	Admin charge per item	Correction charge per item			Admin charge per item	Correction charge per item		
		Incorrect Weight Declared for LL(E)	Incorrect Weight Declared for SP(E)	Incorrect Weight Declared for MP(E)		Incorrect Weight Declared for LL(E)	Incorrect Weight Declared for SP(E)	Incorrect Weight Declared for MP(E)
0-100g	£1.10	£1.55	£2.40	£3.50	£1.00	£1.40	£2.15	£3.25
>100g	£1.10	£1.80	£2.40	£3.50	£1.00	£1.65	£2.15	£3.25
>250g	£1.10	£2.05	£2.40	£3.50	£1.00	£1.90	£2.15	£3.25
>500g	£1.10	£2.30	£2.40	£3.50	£1.00	£2.15	£2.15	£3.25
>750g	£1.10	£2.55	£2.40	£3.50	£1.00	£2.40	£2.15	£3.25
>1kg	£1.10	–	£3.40	£3.50	£1.00	–	£3.15	£3.25
>2kg	£1.10	–	£4.40	£7.50	£1.00	–	£4.15	£7.25
>5kg	£1.10	–	–	£7.50	£1.00	–	–	£7.25
>10kg	£1.10	–	–	£11.50	£1.00	–	–	£11.25
>20kg	£1.10	–	–	£15.50	£1.00	–	–	£15.25

*Please note that for all items presented to us the measurement (dimensions and weight) of the item includes the complete outer packaging.

†Difference between maximum allowed weight for declared weight band and measured weight



Misdeclared Items

Duplicate Barcode Correction Charge

If customers duplicate barcodes across more than one item (rather than using unique barcodes on each item), it indicates unpaid postage and creates additional handling costs

- These charges cover the costs incurred when individual barcodes are incorrectly used across multiple items
- If we identify items where the barcode used is a duplicate of one used previously, we will apply a Correction Charge per use in lieu of unpaid postage and an Admin Charge per use to cover the additional business costs
- Charges are detailed as per the tables below
- We will communicate any future changes at least 30 days in advance, via the Royal Mail surcharge web page

Surcharge	Charging basis	Effective date	Admin Charge Per Item	Correction Charge per Item
Duplicate Barcode Usage Charge (E)	If any items use a duplicate barcode, we will charge you per use	31/03/2025	£1.10	£20.00

Correction Charges Royal Mail 24 & 48 and 1st & 2nd Class (Including STL)

If items customers present to us differ from what they tell us they've posted, it means we incur additional handling costs, which includes correcting documentation.

- These charges will cover the costs incurred when items are underdeclared or misdeclared on customer posting documentation and information contained within barcodes compared to what is actually presented to us
- If we identify a discrepancy in your posting for these products, we will apply an Admin Charge per item as well as a Correction Charge per item to cover the additional handling costs in addition to any postage cost that may have been incurred already
- Charges are detailed in the table below
- We will communicate any future changes at least 30 days in advance, via the Royal Mail surcharge web page

Details of the surcharge are available through the usual invoicing process, with detailed, line-level surcharge information available on the **electronic invoicing platform**, or where required by Royal Mail, provided manually via email.

Royal Mail 24 & 48 and 1st & 2nd Class

(Including STL)

Underdeclared

If any items are found to be underdeclared, we will apply the relevant correction charge per item. An admin fee will also be included per item.

		Effective 31 March 2025		Previous charges	
Surcharge	Charging basis	Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Underdeclared LL Correction Fee (T)	If your underdeclared items are identified as letters, we may apply a charge per item that reflects the lower handling costs compared to large letters	£1.10	£3.00	£1.00	£2.75
Underdeclared P Correction Fee (T)	If more items are handed over than declared and these are identified as large letters, we will charge you per item	£1.10	£5.25	£1.00	£4.50
Underdeclared L Correction Fee (T)	If your underdeclared items are clearly identified as small parcels, we will apply a charge per item that reflects the additional handling costs compared to large letters	£1.10	£1.50	£1.00	£1.25

Royal Mail 24 & 48 and 1st & 2nd Class

(Including STL)

Misdeclared Items

Incorrect Class or Product

If the class or product code of items provided to us differs from what was declared, we will apply the relevant correction charge per item. An admin fee will also be included per item.

		Effective 31 March 2025		Previous charges	
Surcharge	Charging basis	Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Incorrect Class Used (T)	If the class of items handed over to us differs from that declared, we will apply a Correction Charge per item	£1.10	£2.25	£1.00	£1.75
Incorrect Product Code Used (T)	If the product code of any items handed over to us differs from that declared, we will apply a Correction Charge per item	£1.10	£2.00	£1.00	£1.80

Royal Mail 24 & 48 and 1st & 2nd Class

(Including STL)

Misdeclared Items

Incorrect Format

If an item is declared but its dimensions exceed the maximum allowed for the declared format, as outlined in the Terms & Conditions, we will apply the relevant correction charge per item. An admin fee will also be included per item.

Letters

		Effective 31 March 2025		Previous charges	
Surcharge	Charging basis	Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Incorrect Format-L = LL (T)	If an item is declared as a Letter but we identify the dimensions* as being outside the max allowed for this format (as stated in the Terms & Conditions), we will apply a Correction Charge per item	£1.10	£1.50	£1.00	£0.80
Incorrect Format-L = P (T)	As above, but if we find that the dimensions* are outside the max allowed for the Large Letter format we will apply a higher Correction Charge to reflect the greater additional handling costs	£1.10	£6.00	£1.00	£5.00
Incorrect Format-L > P (T)	As above, but if we find that the dimensions* are outside the max allowed for the Parcel format we will apply a higher Correction Charge to reflect the greater additional handling costs	£1.10	£11.00	£1.00	£10.00

Large Letters and Parcels

		Effective 31 March 2025		Previous charges	
Surcharge	Charging basis	Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Incorrect Format-LL = P (T)	If an item is declared as a Large Letter but we identify the dimensions* as being outside the max allowed for this format (as stated in the Terms & Conditions), we will apply a Correction Charge per item	£1.10	£5.50	£1.00	£4.75
Incorrect Format-LL > P (T)	As above, but if we find that the dimensions* are outside the max allowed for the Parcel format we will apply a higher Correction Charge to reflect the greater additional handling costs	£1.10	£11.00	£1.00	£10.00
Incorrect Format-P > P (T)	If an item is declared as a Parcel but we identify the dimensions* as being outside the max allowed for this format (as stated in the Terms & Conditions), we will apply a Correction Charge per item	£1.10	£11.00	£1.00	£10.00

*Please note that for all items presented to us the measurement (dimensions and weight) of the item includes the complete outer packaging.

Royal Mail 24 & 48 and 1st & 2nd Class

(Including STL)

Misdeclared Items

Over Max Spec Weight

The Royal Mail format specifications state the maximum weights allowed on each format. We will apply the relevant correction charge per item if you post items on this service weighing* above the respective limits. An admin fee will also be included per item.

Surcharge	Charging basis	Effective 31 March 2025		Previous charges	
		Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Letter >100g (T)	The Royal Mail Letter specification states that the maximum weight allowed is 100g – we will charge you a fee per item if you post items on this service weighing* above this limit	£1.10	£1.50	£1.00	£0.80
Large Letter >750g (T)	The Royal Mail Large Letter specification states that the maximum weight allowed is 750g – we will apply a Correction Charge per item if you post items on this service weighing* above this limit	£1.10	£5.50	£1.00	£4.75
RM48 Parcel >2kg	The Royal Mail 48 [®] Parcel specification does not allow items heavier than 2kg – we will apply a Correction Charge per item if you post items on these services weighing* above this limit	£1.10	£11.00	£1.00	£10.00
2nd Class Account Mail (STL) Parcel >1kg	The 2nd Class Account Mail (STL) Parcel specification does not allow items heavier than 1kg – we will apply a Correction Charge per item if you post items on this service weighing* above this limit	£1.10	£11.00	£1.00	£10.00
RM24 and 1st Class Account Mail (STL) Parcel >20kg	The Royal Mail 24 [®] Parcel and 1st Class Account Mail (STL) specifications do not allow items heavier than 20kg – we will apply a Correction Charge per item if you post items on these services weighing* above this limit	£1.10	£11.00	£1.00	£10.00

*Please note that for all items presented to us the measurement (dimensions and weight) of the item includes the complete outer packaging.

Royal Mail 24 & 48 and 1st & 2nd Class

(Including STL)

Misdeclared Items

Incorrect Weight Declared

If the measured weight* is found to differ from the weight declared on your posting documentation, we will apply the relevant correction charge per item if you post items on this service weighing* above these limits. This fee will vary according to the scale of difference observed. An admin fee will also be included per item.

Charging scale for Incorrect Weight Declared						
Effective 31 March 2025				Previous charges		
Observed weight difference†	Admin charge per item	Correction charge per item		Admin charge per item	Correction charge per item	
		Incorrect Weight Declared for LL(T)	Incorrect Weight Declared for P(T)		Incorrect Weight Declared for LL(T)	Incorrect Weight Declared for P(T)
0-100g	£1.10	£1.55	£4.75	£1.00	£1.40	£4.30
>100g	£1.10	£1.80	£4.75	£1.00	£1.65	£4.30
>250g	£1.10	£2.05	£4.75	£1.00	£1.90	£4.30
>500g	£1.10	£2.30	£4.75	£1.00	£2.15	£4.30
>750g	£1.10	£2.55	£4.75	£1.00	£2.40	£4.30
>1kg	£1.10	–	£10.25	£1.00	–	£9.80
>2kg	£1.10	–	£15.75	£1.00	–	£15.30
>5kg	£1.10	–	£21.25	£1.00	–	£20.80
>10kg	£1.10	–	£26.75	£1.00	–	£26.30
>20kg	£1.10	–	£32.25	£1.00	–	£31.80

*Please note that for all items presented to us the measurement (dimensions and weight) of the item includes the complete outer packaging.

†Difference between maximum allowed weight for declared weight band and measured weight

Royal Mail 24 & 48 and 1st & 2nd Class

(Including STL)

Misdeclared Items

Incorrect Average Weight Declared

If the average weight of a posting that customers present to us is different from what they tell us they've posted, it means we incur additional handling costs. To ensure the average weight is correct, customers are required to provide an accurate weight and pre-advice for each item.*

- These charges will cover the costs incurred when the average weight of a posting is misdeclared on customer posting documentation and information contained within barcodes compared to what is actually presented to us
- If we identify a discrepancy in the average weight of your posting for these products, we will apply an Admin Charge for each item in the posting as well as a Correction Charge for each item in the posting to cover the additional handling costs in addition to any postage cost that may have been incurred already
- Correction Charges are detailed as per the tables below
- We will communicate any future changes at least 30 days in advance, via the Royal Mail surcharge web page

Details of the Correction Charges are available through the usual invoicing process, with detailed, line-level Correction Charge information available on the **electronic invoicing platform**, or where required by Royal Mail, provided manually via email.

Charging Scale for Incorrect Average Weight Declared						
Effective 31 March 2025				Previous charges		
Observed average weight difference per item†	Admin charge per item	Correction charge per item		Admin charge per item	Correction charge per item	
		Incorrect Average Weight - LL	Incorrect Average Weight - P		Incorrect Average Weight - LL	Incorrect Average Weight - P
0-100g	£1.10	£0.75	£3.10	£1.00	£0.70	£3.00
>100g	£1.10	£1.00	£3.10	£1.00	£0.95	£3.00
>250g	£1.10	£1.25	£3.10	£1.00	£1.20	£3.00
>500g	£1.10	£1.50	£3.10	£1.00	£1.45	£3.00
>750g	£1.10	£1.75	£3.10	£1.00	£1.70	£3.00
>1kg	£1.10	–	£4.35	£1.00	–	£4.25
>2kg	£1.10	–	£5.60	£1.00	–	£5.50
>5kg	£1.10	–	£5.60	£1.00	–	£5.50
>10kg	£1.10	–	£6.85	£1.00	–	£6.75
>20kg	£1.10	–	£8.10	£1.00	–	£8.00

*Excluding customers using our Basic Barcodes solution or Annual Flat Rate customers.
†Difference between maximum allowed weight for declared weight band and measured weight

Misdeclared Items

Duplicate Barcode Correction Charge

Duplicate Barcode Correction Charges on Royal Mail 24[®] and Royal Mail 48[®] only.

If customers duplicate barcodes across more than one item (rather than using unique barcodes on each item), it indicates unpaid postage and creates additional handling costs.

- These charges cover the costs incurred when individual barcodes are incorrectly used across multiple items
- If we identify items where the barcode used is a duplicate of one used previously, we will apply a Correction Charge per use in lieu of unpaid postage and an Admin Charge per use to cover the additional business costs
- Charges are detailed as per the tables below
- We will communicate any future changes at least 30 days in advance, via the Royal Mail surcharge web page

Surcharge	Charging basis	Effective date	Admin Charge Per Item	Correction Charge per Item
Duplicate Barcode charge (RM24/48)	If any items use a duplicate barcode, we will charge you per use	31/03/2025	£1.10	£20.00

Correction Charges for Special Delivery Guaranteed



If items customers present to us differ from what they tell us they've posted, it means we incur additional handling costs, which includes correcting documentation.

- These charges will cover the costs incurred when items are underdeclared on customer posting documentation
- If we identify a discrepancy in your Special Delivery Guaranteed posting, we will apply an Admin Charge per item as well as a Correction Charge per item to cover the additional handling costs in addition to any postage cost that may have been incurred already
- Correction Charges are detailed as per the table below
- We will communicate any changes 30 days in advance, via the Royal Mail surcharge web page

		Effective 31 March 2025		Previous charges	
Surcharge	Charging basis	Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Underdeclared Correction Charge: SDG	If more items are handed over than declared, we will charge you per item	£1.10	£11.50	£1.00	£10.00
Incorrect Product Code	If the product code of any items handed over to us differs from that declared, we will apply a Correction Charge per item	£1.10	£11.50	£1.00	£10.00

Incorrect Weight charges on Special Delivery Guaranteed



If the weight of an item that a customer presents to us is different from the declared posting weight, it means we incur additional handling costs, which includes correcting documentation.

- These charges will cover the costs incurred when the weight of an item is misdeclared on customer posting documentation and information contained within barcodes when compared to what is actually presented to us
- If we identify a discrepancy in the weight of any items in your posting, we will apply an Admin Charge as well as a Correction Charge per misdeclared item to cover the additional handling costs in addition to any postage cost that may have been incurred already
- Charges are detailed as per the tables below
- We will communicate any future changes at least 30 days in advance, via the Royal Mail surcharge web page

Effective 31 March 2025			Previous charges	
Observed weight difference [†]	Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
		Incorrect Weight Declared: SDG		Incorrect Weight Declared: SDG
0-100g	£1.10	£2.40	£1.00	£2.10
>100g	£1.10	£3.40	£1.00	£3.10
>500g	£1.10	£4.40	£1.00	£4.10
>1kg	£1.10	£5.40	£1.00	£5.10
>2kg	£1.10	£7.40	£1.00	£7.10
>20kg	£1.10	£9.40	£1.00	£9.10

[†]Difference between Maximum allowed weight for declared weight band and Measured weight - please note that for all items presented to us the measured weight of the item includes the complete outer packaging.

Correction Charges for Tracked 24 & 48



For Tracked customers items weighting greater than 30kg, over 129 litres or exceeding the dimensions 610mm x 460mm x 460 mm will be the subject to a surcharge of £11 per item. The 3 longest dimensions (length, width and height) of an item will be measured and then multiplied together to calculate its volume (please note, the measurements will include any packaging).

Royal Mail Tracked 24 and 48 Letterboxable customers sending items weighing more than 1kg, exceeding the dimensions 353mm x 250mm x 25mm will be subject to a surcharge of £2.50 per item. If you send an item that is both oversize and overweight, you will be surcharged £2.50 for the overweight element and £2.50 for the oversize element making it £5.00 in total.

Where items are returned to the sender for the below reasons, your items will be scanned and you will be charged at your agreed contract rate.

- Undelivered items that have not been collected, nor a Redelivery arranged within the 18-day holding period
- Incorrect/incomplete address
- Recipient moved (gone away)
- Recipient refused

Correction Charges for all Parcelforce Worldwide Services

For Parcelforce Worldwide customers, items over 220 litres or exceeding 1.5 meters in length or over 30kgs will be subject to a surcharge of £60 per item. Items over 500 litres, or exceeding 2.5 meters length or over 30kgs on the express **48^{large}** service will be subject to a surcharge of £100 per item. For more information on how to calculate the litre calculation please visit **parcelforce.com**

Where items are returned to the sender for the below reasons, your item will be scanned and you will be charged at your agreed contract rate.

- Undelivered items that have not been collected, nor a Redelivery arranged within the 18-day holding period
- Incorrect/incomplete address
- Recipient moved (gone away)
- Recipient refused

Duplicate Barcode charges on Royal Mail Tracked 24 & 48, All Parcelforce Worldwide Services and Returns



If customers duplicate barcodes across more than one item (rather than using unique barcodes on each item), it indicates unpaid postage and creates additional handling costs.

- These charges will cover the costs incurred when individual barcodes are incorrectly used across multiple items
- If we identify items where the barcode is a duplicate of one used previously, we will apply an Admin Charge per use alongside charging as per your contract rate for any unpaid postage
- Correction Charges are detailed as per the tables below
- We will communicate any future changes at least 30 days in advance, via the Royal Mail surcharge web page

Charging basis	Effective date	Admin Charge Per Item	Correction Charge per Item
If any Tracked 24 & 48 and any Parcelforce Worldwide items use a duplicate barcode, we will charge you the unpaid postage	31/03/2025	£1.10	£20.00
If any Tracked Returns* or any Parcelforce Worldwide returns items use a duplicate barcode, we will charge you the unpaid postage	31/03/2025	£1.10	Unpaid Postage

Correction Charges applicable to legacy Royal Mail Tracked Returns products (PT1, PT2, LM2, LHL & LHV codes)

Royal Mail is closing down these legacy Tracked Returns products (PT1, PT2, LM2, LHL & LHV) on 31 March 2021 and from 1 April 2021 they will no longer be available.

- From 1 April 2021, Royal Mail will be introducing a flat £3.50 fee in addition to the item fee for customers who continue to receive items after this date. This additional fee will be automatically added to your item fee.
- We will communicate any changes 30 days in advance, via the Royal Mail surcharge web page.

Charging basis	Effective date	Admin Charge Per Item	Correction Charge per Item
If any items use a duplicate barcode/label we will charge you per use	31/03/2025	£1.10	£3.75

*TSN & TSS codes

Other Correction Charges (applicable to all Parcels including all Parcelforce Worldwide services)



If customers present items to us that do not comply with guidance stated in our Terms & Conditions or supporting user guides, it means we incur additional handling costs:

- If there are errors in the way items are presented to us, we will charge to cover the additional handling costs
- If we identify Barcoded services items as being without a machine-readable barcode, we will apply a charge per item to cover the costs of label reprinting
- If we identify items have been posted using a cancelled label, we will charge to cover the costs of correcting documentation and any unpaid postage
- If items are handed over later than the date stated on the manifest, we will apply a charge per item to cover the cost impact to our operation
- If we identify items have been posted using a manipulated label, we will charge to cover the costs of any unpaid postage and additional admin activity
- If item(s) are identified where labels have not been applied in line with the terms of our agreement, we will apply a charge per item to cover the cost impact to our operation
- If we find the packaging used for your items is not appropriate for the contents, we will apply a charge per item to cover the cost impact to our operation
- We will communicate any changes 30 days in advance via this page

Surcharge	Charging basis	Effective Date	Current Charges		Previous charges	
			Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Flat Fee per incorrect Sales Order and or Manifest	If items differ from what is stated on the Sales Order, we will apply an admin fee per Sales Order for any adjustments we've made	31/03/2025	£37.40	N/A	£34.60	N/A
Unreadable Barcode	If a barcode has been printed but cannot be read by our machines, we will charge you a fee per item**	31/03/2025	N/A	£1.00	N/A	£1.00
Missing Barcode	If a barcode has not been printed for a barcoded service, we will charge you a fee per item**	31/03/2025	N/A	£1.20	N/A	£1.20
Cancelled Label reuse surcharge	If an item/barcode is cancelled on the shipping solution, it will not be reflected in the pre-advice. If the same cancelled item is subsequently posted and scanned in the Royal Mail or Parcelforce Worldwide network, we will apply a charge per item, in addition to the required postage price***	31/03/2025	£13.50	Unpaid Postage	£10.00	Unpaid Postage
Manipulated Label usage charge	If we can see a label has been manipulated after being generated, we will charge you per item	31/03/2025	£1.10	£20.00	£1.00	£20.00
Incorrect labels and or bag ties	If incorrect bag labels or bag ties have been used, we will charge you a fee for each incorrect label or tie	31/03/2025	£1.10	£0.37	£1.00	£0.31

Other Correction Charges (applicable to all Parcels including all Parcelforce Worldwide services)



Surcharge	Charging basis	Effective Date	Current Charges		Previous charges	
			Admin charge per item	Correction charge per item	Admin charge per item	Correction charge per item
Incorrect cage cards	If an incorrect cage card has been used a fee for each incorrect cage card will be applied	31/03/2025	£1.10	£0.47	£1.00	£0.39
Customer collects York and or bag from Royal Mail	If mail needs to be collected due to presentation issues, we will charge a fee for every container collected	31/03/2025	£1.10	£3.90	£1.00	£3.90
Storage costs for Royal Mail to retain Yorks awaiting collection	If items need collecting due to incorrect presentation, we will charge a fee per container for each day we have to store the items	31/03/2025	£1.10	£7.35	£1.00	£6.70
Overweight bags or trays	If overweight bags or trays are given to us, we will charge you a fee per bag or tray	31/03/2025	£1.10	£1.20	£1.00	£0.99
Overweight Cages and or Yorks	If overweight containers are presented to us, we will charge you a fee per cage and York	31/03/2025	£1.10	£1.20	£1.00	£0.99
Late Handover of Mail	If you hand over your items late, we will charge you a fee per item	31/03/2025	£1.10	£1.00	£1.00	£1.00
Incorrect Packaging	If the packaging is not appropriate for your items, we will charge you a fee per item	31/03/2025	£1.10	£10.00	£1.00	£10.00
Label Incorrectly Applied	If your label has not been correctly applied, we will charge you a fee per item	31/03/2025	£1.10	£2.50	£1.00	£2.50
Individual item Return to Sender	If we have to return up to 7 of your items due to incorrect presentation, we will charge you a fee per item	31/03/2025	£1.10	£3.50	£1.00	£3.00
Return York or Bag to customer by Royal Mail	If we need to return your items due to incorrect presentation, we will charge a fee per container that we need to return	31/03/2025	£1.10	£31.50	£1.00	£30.00

Contact

We hope this tariff guide has been useful. Should you need any further help or advice, please contact your Account Manager or visit **royalmail.com**

Alternative formats

If it would help you to have this booklet in a different format, we can provide it free of charge as:

A large print booklet	An audio tape
An audio CD	A Braille booklet

Simply call us on **03457 950 950**.*

If you're deaf or hearing or speech-impaired, we offer a service using the Relay UK service. Please dial Royal Mail **18001 0345 266 0075**.

We're open Monday to Friday 8am-6.30pm, Saturday 8am-3pm and Sunday 9am-2pm.

Alternatively, using your minicom, please dial **03456 000 606**. The service is open Monday to Friday 8am-6pm and Saturday 8am-1pm.

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