

Business Mail and Business Mail 1st Class large letters: List of Permitted Items and content guidance lists

Permitted Items

NB: This list is not absolute or exhaustive and may be updated from time to time.

The following items are generally considered as goods fulfilment items but they may be posted as Business Mail letter or large letter mailing items:

Business Mail and Business Mail 1st Class large letters: content guidance lists

The lists of mailing examples below are indicative and for guidance only.

NB: These lists are not absolute or exhaustive and are to be used as a guide only.

Example of eligible Business Mail items	Eligible?	Reason	
1	A catalogue, brochure, magazine, newsletter, bulletin, pamphlet.	Yes	The contents have no intrinsic or resale value
2	A financial statement/bill/invoice	Yes	The contents have no intrinsic or resale value
3	Insurance documentation	Yes	The contents have no intrinsic or resale value
4	Any form of questionnaire	Yes	The contents have no intrinsic or resale value
5	A company sending out a membership card to a subscribed customer	Yes	The contents have no intrinsic or resale value
6	Any other form of general business correspondence from e.g. <ul style="list-style-type: none"> • change to T&Cs • price change • change of company details • legal documents • annual reports • shareholder updates • advertising and promotions • personal reminder letters 	Yes	The contents have no intrinsic or resale value
7	Greeting cards	Yes	The contents have no intrinsic or resale value

The following items should be sent using our [Parcel products](https://www.royalmail.com/business/parcels)
<https://www.royalmail.com/business/parcels>

Examples of ineligible Business Mail items	Eligible?	Reason
1 A company/charity sending any item to fulfil an order or request made by a customer	No	The item is a goods fulfilment item the content has intrinsic or resale value
2 A company sending any item as part of a service or maintenance contract e.g. warranty replacements, service contracts, spare or replacement parts etc	No	The item is a goods fulfilment item - the content has intrinsic or resale value
4 A company sending any form of collectibles	No	The item is a goods fulfilment item -the content has intrinsic or resale value
5 Any form of mail sent in padded envelopes	No	Padded envelopes can only be used via our parcel products.
6 Any form of mail sent in cardboard packaging	No	Cardboard can only be used via our parcel products.
7 Any form of mail sent in stiff or inflexible packaging e.g. stiff plastic or card	No	Stiff or inflexible packaging can only be used via our parcel products.
8 A company sending business mail to an address overseas	No	Ineligible due to overseas address. These items should be sent by our International products. www.royalmail.com/business/international/services
9 A company sending test kits and medical samples including Patient Specimens, Biological Substances, DNA Samples and empty test kits	No	The item is a goods fulfilment item - the content has intrinsic or resale value
10 A company fulfilling orders of items purchased online, via telephone or mail order (excluding those listed as permitted above)	No	The item is a goods fulfilment item -the content has intrinsic or resale value

If you are not sure about the item you wish to post, please ask your usual Royal Mail contact.