

Business Mail large letter guidelines v1.0

Business Mail large letters: content guidance list

The list of mailing examples below is indicative and for guidance only. Each request to post Business Mail large letter mailing items must be considered individually on its own merits to determine whether it can be considered to qualify. The full, most recent up to date Business Mail large letter guidelines can be found in the relevant up to date Royal Mail User Guide.

This list is not absolute or exhaustive and it is to be used as a guide only. If you are unsure about an item you would like to send, please contact your account manager and they will be happy to help.

Examples of eligible Business Mail large letter items

| | Example of eligible Business Mail large letter items | BMLL? | Reason |
|---|--|-------|--|
| 1 | Catalogue, brochure, magazine, newsletter, bulletin, pamphlet | Yes | The contents have no intrinsic or resale value |
| 2 | 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. For example: <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 |



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Examples of ineligible Business Mail large letter items

| Examples of ineligible Business Mail large letter items | | BMLL? | Reason |
|---|---|-------|--|
| 1 | Company/charity sending any item to fulfil an order or request made by a customer | No | The content has intrinsic or resale value |
| 2 | 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 content has intrinsic or resale value |
| 3 | Company/charity sending a gift or sample of its products or services | No | The content has intrinsic or resale value. NB. Items sent for advertising purposes may be sent via Royal Mail's Advertising Mail service |
| 4 | A company sending any form of collectibles | No | The content has intrinsic or resale value |
| 5 | Any form of mail sent in padded envelopes | No | Padded envelopes are ineligible for Business Mail large letter |
| 6 | Any form of mail sent in cardboard packaging | No | Cardboard packaging is ineligible for Business Mail large letter |
| 7 | Any form of mail sent in stiff or inflexible packaging e.g. stiff plastic or card | No | Stiff or inflexible packaging is ineligible for Business Mail large letter |
| 8 | A company sending business mail to an address overseas | No | Ineligible due to overseas address |



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Business Mail large letter permitted items

This list is not absolute or exhaustive. The following items are generally considered as fulfilment items but they may be posted as Business Mail large letter mailing items.

| Permitted item | Detailed description |
|----------------------|---|
| Tickets | Non-transferable tickets that are being sent through the post in fulfilment of an order |
| Vouchers | Non-transferable vouchers that are being sent through the post in fulfilment of an order |
| Magazines/newspapers | A publisher sending newspapers/magazines (including magazines that have been ordered/ paid for by the customer) |

If you are not sure about the item you wish to post, please contact your account manager.

