



## Royal Mail Mailmark Amnesty Terms

### Background

(A) As part of the Royal Mail Group Mailmark Amnesty (the **Amnesty**), we will, in accordance with these terms (the **Amnesty Terms**), not apply Amnesty Adjustment Charges to a posting customer who wishes to send Eligible Mailing(s) (as defined in clause 3 below) and either (1) has not posted Items at all using our Mailmark option before, or (2) the Eligible Mailing(s) which the posting customer wishes to send constitute a new campaign or stream of mail which the posting customer has not posted using our Mailmark option before.

(B) Subject to compliance with these terms, the Amnesty will be available (a) once per posting customer and (b) for a campaign or stream of mail which comprises up to a maximum of 5 eManifests per posting customer.

**1. Definitions.** Capitalised terms/expressions used in these Amnesty Terms will have the meaning given to them in the Mailmark Participant Terms & Conditions, if they are not defined below or elsewhere in these Amnesty Terms:

<b>Amnesty Adjustment Charges</b>	the following adjustment charges which would otherwise be applied to your Mailmark Mailing(s) as a result of your failure to comply with the relevant terms and conditions for the relevant Eligible Services: <ul style="list-style-type: none"><li>• Barcode not seen;</li><li>• Postcode Accuracy;</li><li>• Delivery Point Suffix Accuracy;</li><li>• Unmanifested; and</li><li>• Missing or incorrect eManifest IDs.</li></ul>
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**2. Amnesty Postings:** Subject to the Mailmark Participant Terms & Conditions and these Amnesty Terms, we will not apply Amnesty Adjustment Charges for eligible posting(s) you make during the Amnesty Period, which:

- (a) comprise Eligible Mailing(s) posted on your behalf using Eligible Services (and which are made in accordance with the relevant terms and conditions for such services);
- (b) are the first mailing using Mailmark associated with the particular campaign or stream of mail; and
- (c) have only UK delivery addresses.

**3. Eligible Mailing(s):** An Eligible Mailing means:

- 3.1 a Mailmark Mailing that does not include any postcards, unless such postcards meet the specification requirements set out in our Machinable Postcard and One-Piece Mailer for Incentives Guide (available on our Website); and
- 3.2 which is a Batch or Multiple Batches of identical Items.

**4. Eligibility Criteria:**

- 4.1 Either (a) you have never posted Items using our Mailmark option and will set up a new SCID with you as the Mail Originator or (b) you have posted Mailing Items using our Mailmark option but the Mailing Items which you wish to post relate to a new campaign or stream of mail and you will provide us with your existing SCID which includes you as the Mail Originator;
- 4.2 you must ensure that you or another Participant(s) in the Supply Chain (e.g. your Carrier, Bill Payer or Mail Producer) must be registered to receive Reports;
- 4.3 within 5 working days after the posting of the relevant Eligible Mailing, you must provide to us (or ensure that another Participant in the Supply Chain provides to us) each eManifest ID relating to the Eligible Mailing;
- 4.4 you must submit a photographic image of the front and back of the Item(s) contained in the Eligible Mailing to us and have this approved by us at least 5 working days before handover; and

4.5 if you wish to benefit from the Amnesty Adjustment Charges in relation to the barcode not seen charge, you must provide a sample to our Quality Assurance team (and complete and submit the Quality Assurance application form), and our Quality Assurance team must approve your sample no less than 5 days before handover.

**5. Amnesty Limit:**

5.1 The Amnesty is available (a) up to a maximum of once per posting customer and (b) in relation to a maximum of 5 eManifests per posting customer (**Amnesty Limit**).

5.2 You will not be entitled to benefit from the Amnesty on any postings or Mailmark Mailing in excess of the Amnesty Limit.

**6. Eligible Services:** Any service for Letters and/or Large Letters posted either with: (a) Royal Mail using Royal Mail Mailmark® or Royal Mail Mailmark® Economy derived services.

**7. Application Period:** The period from 2 January 2024 to 30 June 2024.

Only completed application forms we receive (a) during the Application Period and (b) submitted at least 10 working days before the first posting date will be considered for participation in the Amnesty.

**8. Amnesty Period:** The period from 22 January 2024 to 30 November 2024.

**9. Applying for the Amnesty:**

9.1 You can apply to participate in the Amnesty provided you meet the Eligibility Criteria.

9.2 We will supply you with a copy of the relevant Amnesty Terms and application form upon request. You must complete and accept the Amnesty application form and submit it (via the method specified by us in the applicable form) during the Application Period. We shall contact you within 5 working days of receiving your application form (or receiving any additional information we may need from you). If we approve your application, we will tell you the date on which your postings of Eligible Mailing(s) can begin to benefit from the Amnesty, together with any other relevant information about the Amnesty.

**10. General:**

10.1 You acknowledge that, in line with the Mailmark Participant Terms & Conditions, we will not be required to discuss queries relating to the Reports and Report-related invoice queries with you unless you are the Bill Payer, or the Bill Payer nominates you within the Supply Chain.