



18th May 2009

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**CONDITION 7 NOTIFICATION:
Amendments to the Terms & Conditions for Timed Delivery**

Dear Philip,

I am writing to notify you of changes to the Terms and Conditions for the Timed Delivery service that will come into effect on 18th August 2009. Some require formal notice under Condition 7 of Royal Mail's Licence but all are included here for clarity. The changes to the Timed Delivery Terms and Conditions will apply to all customers and are being made as a result of customer feedback. Royal Mail will amend the Terms and Conditions for Timed Delivery as follows:

1. Section 1 titled "Background" will be amended to clarify the terms and conditions for Timed Delivery.
2. Section 2 titled "Definitions and Interpretations" was formerly titled "Meanings". The terms defined in the sub-clauses will be arranged in alphabetical order. The changes in sub-clauses are explained below:-
 - a. the term Cost (formerly 1.7) now renamed as "Daily Rate".
 - b. the term "Confirmation" (formerly 1.6) replaced with "Service Schedule" in 2.15.
 - c. the term "Delivery Time Window" (formerly 1.11) is now clause 2.10 and has been revised such that nationally, the delivery time window is now \pm 15 minutes either side of the customer's "Delivery Time".
3. Section 3 titled "Duration" was formerly Section 2.

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4. Section 4 titled "Timed Delivery Service" was formerly Section 3.
 - a. Sub-clause 4.3 has been amended so that it specifies the timescales for applying for compensation due to Royal Mail failing its obligation to deliver within the agreed delivery time window. The limit is now seven days.

5. Section 5 titled "Payment" was formerly Section 4.
 - a. Sub-clause 5.5 (formerly sub-clause 4.5) and has now had the payment terms extended from twenty one days to thirty days.
 - b. Sub-clause 5.7 (formerly sub-clause 4.7) has been updated as per 5 (a) above and sub-clause 4.7.2 has had the interest rates changed from 8% above HSBC base rate to 4% above Bank of England base rate.

6. Section 6 titled "Liability" was formerly Section 5.
 - a. Sub clause 5.2 has been removed

7. Section 7 titled "Ending this Agreement" was formerly Section 6.
 - a. Sub-clause 7.2.1 (formerly 6.2.1) has been amended from twenty-one days to thirty days.
 - b. Sub-clause 7.2.4 has been introduced.

8. Section 8 titled "General" was formerly Section 7.
 - a. Sub-clause 8.1 has been introduced.
 - b. Sub-clause 8.4 (formerly sub-clause 7.3) has been amended with regards to notices sent from the Customer to Royal Mail and vice versa.
 - c. Sub-clause 7.9 (from the previous terms and conditions) has been removed.
 - d. Introduction of signature for Royal Mail and Customer.

A copy of this letter has been sent to Consumer Focus and will be published on Royal Mail's website within four working days. A copy of the revised Terms & Conditions will be available on the Timed Delivery page of [Royal Mail's website](#) within the next few days.

Yours sincerely,



Mark Waples
Head of Regulation and Compliance