

Cancelling a Redirection & refunds

- You may cancel the Redirection up to 7 working days before the Redirection has commenced and we will refund the charges.
- To cancel, please write to Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT, ST1 5ST
- If we choose not to accept an application, we will inform you in writing and refund the charges we have made.

How we use the data

We may inform other organisations that you are no longer at the old address. We may also pass your application details and information regarding the status of your Redirection to organisations to prevent fraud and/or money laundering. We may pass the business name, old address, new address, number of employees, company registration number, company type, telephone and move date included on the Redirection form on to organisations who already have an existing relationship with you for updating purposes. If you are a sole trader or a company with 10 employees or fewer and you do not wish us to do this, please mark an 'X' on the form. Further information about the use of your data is also contained in the Business Redirection terms and conditions. Visit **royalmail.com/business-redirection**

You can also find a link to our privacy policy referred to in them. To obtain a paper copy of the terms and conditions please see page 1 of this leaflet. For a copy of the privacy policy, please write to Information Rights and Governance Team, 2nd Floor, Royal Mail, Pond Street, Sheffield, S98 6HR.

Email: information.rights@royalmail.com

What you are agreeing to

- Please complete both sides of the Redirection form before you sign the agreement. By signing the Redirecting Business mail form and submitting it you agree to the Business Redirection service terms and conditions, so please read them carefully beforehand. For full terms and conditions visit **royalmail.com/business-redirection**, or write to Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT ST1 5ST or call Customer Services on: 03457 777 888.
- It is a criminal offence to apply to redirect mail without proper authority.

moving business?

Make sure your mail moves with you

Royal Mail Business Redirection Service

Please read this leaflet before you complete the application form – it contains important information about the Business Redirection Service

Any questions?

If you have any questions, need the booklet in another format or want to see our full terms and conditions visit **royalmail.com/business-redirection**, write to Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT ST1 5ST or call Customer Services on: 03457 777 888. If you are deaf or hard of hearing, we offer a Textphone service on 0345 600 0606. Calls may be recorded, monitored and used for training and compliance purposes.

Closing for holidays?

If you're planning to close your business for a break, you'll want to make sure you don't leave any obvious clues like mail at your premises. Visit **royalmail.com/businesskeepsafe** for more information.



Royal Mail

With Royal Mail Redirection, your business need never be out of touch

Don't miss out on your mail

- If your business is moving, make sure your mail doesn't get lost along the way. We can redirect your mail for up to 4 years (or 6 months for PO Box addresses), either in the UK or abroad.
 - We can even redirect Royal Mail Special Delivery Guaranteed and Royal Mail Signed For deliveries within the UK. However, we can't guarantee the delivery times as we would normally.
 - Any item bigger than a letter format cannot be redirected abroad.
 - This product is to be used when applying for an entire Business move. Please apply for our Business Diversion product by downloading the form at royalmail.com/diversion if:
 - Only part of your business is moving (leaving someone behind from an address that only your company occupies)
- or
- If you are moving all or part of your business from a multi occupied address you share with other people or businesses which is delivered to a single delivery point.

We can't redirect from an address you share with organisations other than your own affiliates (including residential addresses) where you do not have a dedicated mail delivery. You may be able to use Royal Mail Business Diversion as an alternative – see royalmail.com/diversion

Your payment

For current prices go to royalmail.com/business-redirection

The price of the service is based on:

Where the new address is	Where the new address is	The number of different business names
12 months or 6 months or 3 months	UK or EU or Rest of the World	Different business names/PO boxes will attract a further fee, for example <ul style="list-style-type: none">• Royal Mail will attract 1 fee• Royal Mail & GLS will attract 2 fees

Personal mail

Business Redirection is based on the company name so we will not redirect personal mail without the company name in the address. But if you work from home as a sole trader, the service includes both your personal and business mail. Others in your household will need to apply separately using the 'Redirecting personal mail from a private address' form. The quickest way to apply for a personal Redirection from a private address is online at royalmail.com/redirection where you can also download an application form to apply by post.

Royal Mail gives no guarantee that your new address will remain confidential. If we cannot deliver an item to your new address for any reason, it may be returned to sender, with the new address showing.

We can only redirect Royal Mail deliveries and will not be responsible for the delivery service provided by other postal operators.

Arranging your Redirection

To ensure that your Redirection is not delayed **please read the following:**

- To apply, simply fill in the accompanying form and send us the relevant **identification and correct payment.**
- Make sure that all information provided is accurate as any changes may incur a new fee.
- If you send us your application by post **you must send us a cheque from your main business account.** You can apply at any

Post Office® branch, where you can pay using cash, debit card, credit card or company cheque.

- Please make sure that you provide **the required signatures and/or company registration documents** where we ask.
- All mail redirected through the Redirection Service will be clearly labelled as 'Redirected'. This will help you identify which individuals or companies still need to be updated with your new address.
- We need **at least 5 working days** to set up your Redirection from the day we receive your application at our Royal Mail Redirection Centre – Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT ST1 5ST.
- We'll send you written confirmation of your Redirection arrangement.
- It is a criminal offence to redirect mail without proper authority.

Proof of identity

- Section **5** of the form outlines what form of ID is needed depending on whether you're applying by **post** or via a **Post Office® branch.**
- You must send **original documents** as proof of ID. **We cannot accept photocopies or documents downloaded or printed from the internet.**
- Any invoices sent as proof must be for products and services supplied to your organisation.
- Passports and driving licences can **only** be accepted at a Post Office® branch (sole traders only).

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