



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 (as defined in clause 1 below) to a posting customer who wishes to send Eligible Mailing(s) (as defined in clause 3 below) and (1) has not posted Items at all using our Mailmark option before, and (2) the Eligible Mailing(s) which the posting customer wishes to send constitute a campaign which the posting customer has previously sent as non Mailmark.
- (B) Subject to compliance with these terms, the Amnesty will be available for Eligible Mailings up to the Amnesty Limit (as defined in clause 5).

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:

Amnesty Adjustment Charges	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: • Barcode Not Seen • Postcode Accuracy charges • Delivery Point Suffix Inaccuracy
Mailmark Participant Terms & Conditions	the terms and conditions available at www.royalmailwholesale.com/royal-mail-mailmark as may be amended by us from time to time.
National Price Plan One (SSCs)	a price plan which is made available by us under our Access Letters Contract (available at www.royalmailwholesale.com).
Quarter	each three month period starting on the first day of April, July, October and January in any year.
Zonal Price Plan	a price plan which is made available by us under our Access Letters Contract (available at www.royalmailwholesale.com).

2. Amnesty Postings:

- 2.1 Subject to the Mailmark Participant Terms & Conditions and these Amnesty Terms, we will not apply Amnesty Adjustment Charges for Eligible Mailing(s) you make during the Amnesty Period.
- 2.2 For the avoidance of doubt, we reserve the right to apply all other adjustment charges to your Mailmark Mailing(s), except for the Amnesty Adjustment Charges.

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 at <https://www.royalmailwholesale.com/mint-project/uploads/908631927.pptx>);
- 3.2 which is posted on your behalf using Eligible Services (and which are made in accordance with the relevant terms and conditions for such services);
- 3.3 which have only UK delivery addresses; and
- 3.4 which is a Batch or multiple Batches of identical Items.

4. Eligibility Criteria:

- 4.1 You must (a) have never posted Items using our Mailmark option; and (b) the Eligible Mailing(s) which you wish to send must constitute a campaign which you have previously sent as non Mailmark and you will set up a new Participant ID and associated SCID(s) in accordance with the instructions contained in the Participant ID and SCID request forms with 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 or access Mailmark Reports to support you monitoring the performance of the postings migrating to Mailmark;
- 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; and
- 4.4 if requested 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.

5. Amnesty Limit:

5.1 The Amnesty is available up to a maximum of either:

- (a) where you post Eligible Mailings no more than once per Quarter, either (i) two Eligible Mailings; or (ii) where Eligible Mailings of the same design are posted under both National Price Plan One (SSCs) and the Zonal Price Plan, four Eligible Mailings; or
- (b) where you post Eligible Mailings no more than once per calendar month but more than once per Quarter, either (i) four Eligible Mailings; or (ii) where Eligible Mailings of the same design are posted under both National Price Plan One (SSCs) and the Zonal Price Plan, eight Eligible Mailings; or
- (c) where you post Eligible Mailings more frequently than once per calendar month, either (i) eight Eligible Mailings; or (ii) where Eligible Mailings of the same design are posted under both National Price Plan One (SSCs) and the Zonal Price Plan, 16 Eligible Mailings,

per posting customer (**Amnesty Limit**).

5.2 You will not be entitled to benefit from the Amnesty on any postings or Mailmark Mailings in excess of the Amnesty Limit or mailings which have already been sent using the Mailmark option.

6. Eligible Services: Any service for Letters and/or Large Letters (excluding General Large Letters) posted with Royal Mail using Royal Mail Mailmark®.

7. Application Period: The period from 3 November 2025 until 16 March 2026.

Only completed Participant ID and Supply Chain ID request forms received (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 3 November 2025 until 31 March 2026.

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 Participant ID and SCID request forms upon request. To apply to participate in the Amnesty you must complete the Participant ID and SCID request forms and submit via email to mailmark@royalmail.com during the Application Period. The submission of your completed Participant ID and SCID request forms does not constitute an offer by you to participate in the Amnesty or a guarantee that we will provide the Amnesty to you.

9.3 If in our sole discretion we consider that you meet the Eligibility Criteria we will provide you with the applicable Participant ID and SCID. By posting Eligible Mailing(s) under this Participant ID and SCID, you will be agreeing to participate in the Amnesty on these Amnesty Terms.

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.

10.2 To the maximum extent permitted by law, our liability to you under or in connection with the Amnesty will be limited to £10,000.

10.3 These Amnesty Terms (and the documents referred to in them) set out the entire agreement between you and us in relation to the Amnesty. Each party acknowledges that in entering into these Amnesty Terms it does not rely on any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in these Amnesty Terms.

10.4 These Amnesty Terms do not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of these Amnesty Terms.

10.5 You may not assign the benefit of these Amnesty Terms.

10.6 These Amnesty Terms are governed by English law.