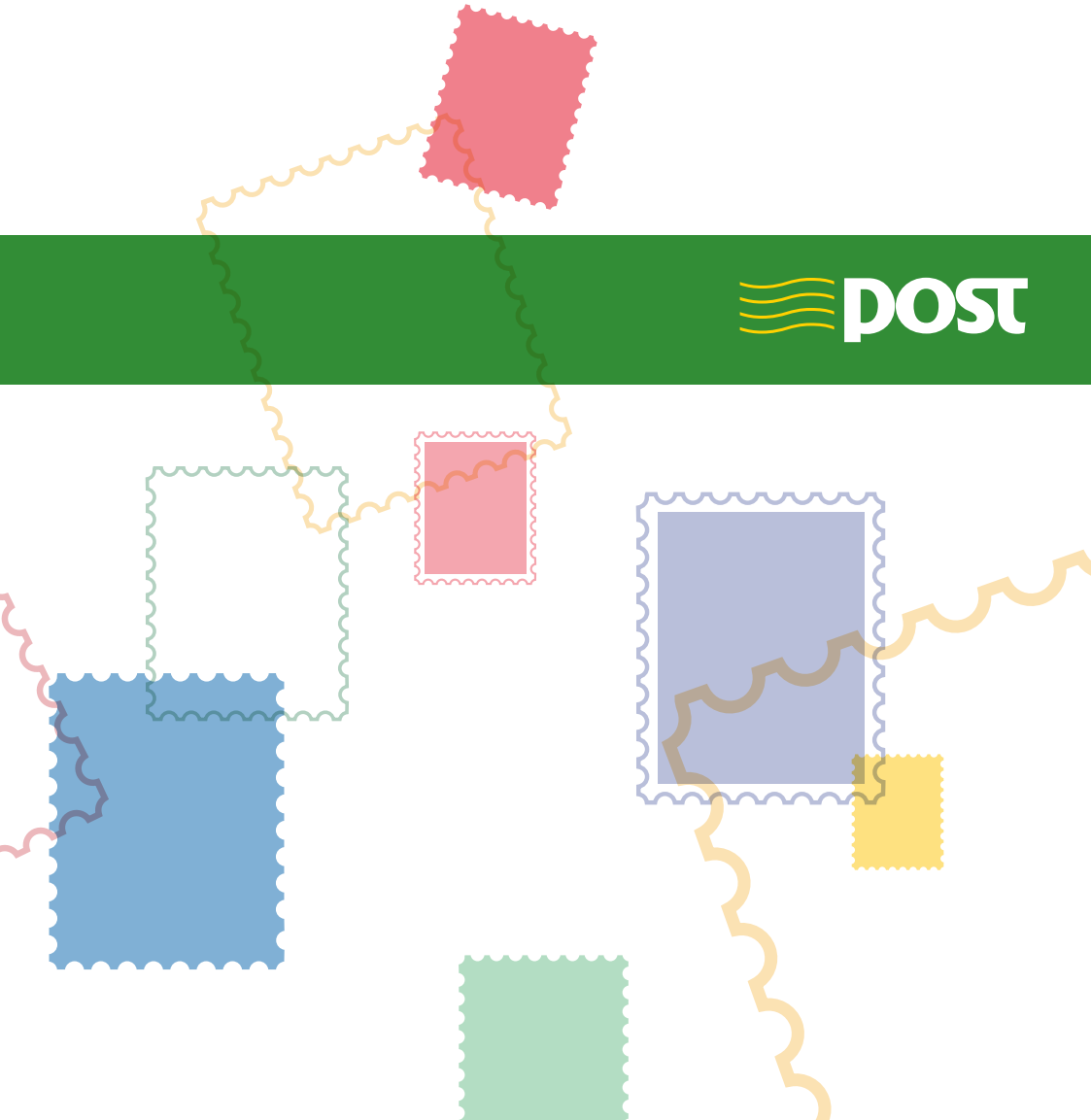




Guide to Postal Services



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Guide to Postal Services

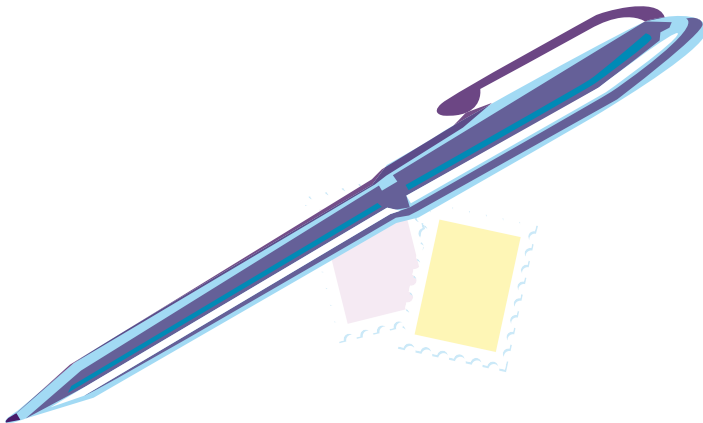
Dear Customer,

Welcome to your Guide to Postal Services. In it you will find all you need to know about posting letters, large envelopes, packets and parcels. You will also find a handy chart allowing you to judge at a glance which service you need at any given time: Standard Post, Express Post, Registered or Courier Post – all you need to do is decide which suits you best, then we'll deliver.

Need to know more?

For further information, call into your local Post Office, visit www.anpost.ie or contact Customer Services on CallSave 1850 57 58 59.




For specific Business Services visit www.anpost.ie or contact the Business Desk on CallSave 1850 26 23 62.



Guide to our Postal Services

Any of these items,
any of these ways.



What's important to you?	Service	Available Nationally (inc. N. Ireland) 	Available Worldwide ¹ 	Delivery Times 
Cost	StandardPost	✓	✓	See Page 15 for National delivery times. See Page 16 for International delivery times.
Security	RegisteredPost	✓	✓	See Page 16 for International delivery times.
Speed	ExpressPost	✓	✗	Guaranteed next working day in ROI* only.
Speed with Signature & Insurance	with Signature & Insurance	ROI* only.	✗	Guaranteed next working day in ROI* only.
Urgency	CourierPost	✓	✓	Next working day before 12pm in major urban centres in ROI*. Guaranteed international delivery times on page 16.

¹ Availability of service dependent on postal administration in destination country.

* Republic of Ireland.

All services are provided subject to terms and conditions. For further information visit www.anpost.ie or call into your local Post Office. Contact Customer Services on CallSave 1850 57 58 59 or visit www.anpost.ie. For specific Business Services visit www.anpost.ie or contact the Business Desk on CallSave 1850 26 23 62.

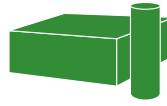
Letter/Postcard



Large Envelope



Packet



Parcel



Insurance included



Additional insurance available



Track & Trace¹



Signature on delivery



X

X

Parcels only.
ROI* only.

X

Compensation up to:
• €320 in ROI* and UK
• €150 in Europe
• €100 for Parcels & €35 for Letters outside Europe.
Based on declared value at time of posting.

ROI* only.
€4 for cover up to €1,500.
€5 for cover up to €2,000.
Based on declared value at time of posting.

✓

✓

USO

X

X

✓

X

Compensation up to €350 in ROI* based on declared value at time of posting.

X

✓

✓

Compensation up to €350 worldwide based on declared value at time of posting.

X

✓

✓

What are you posting?

Postal items are categorised into 4 distinct types:

Letter/Postcard, Large Envelope, Packet and Parcel.

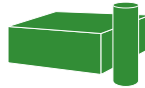
Letter/Postcard



Large Envelope



Packet



Parcel



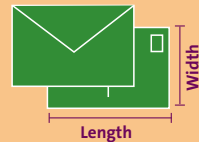
The inclusion of both weight and shape in determining postal rates means that An Post rates reflect the costs involved in processing and delivering items of different sizes and shapes. If you have any questions about our rates or services, you can visit www.anpost.ie or contact Customer Services on CallSave 1850 57 58 59.

Items which qualify for the **Letter/Postcard** rate of postage must be no larger than C5 in size (i.e. the size of an envelope containing a folded A4 sheet).

Dimensions	Min ¹	Max
Length	140mm	235mm
Width	90mm	162mm
Depth	0.18mm	5mm
Weight	None	100g

¹With a tolerance of 2mm

Letter/Postcard

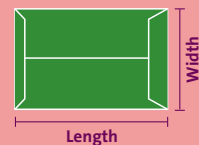


The **Large Envelope** rate of postage caters for items up to C4 in size (i.e. the size of an envelope containing flat A4 sheets).

Dimensions	Min ¹	Max
Length	140mm	400mm
Width	90mm	300mm
Depth	0.18mm	25mm
Weight	None	1kg*

¹With a tolerance of 2mm
*500g internationally

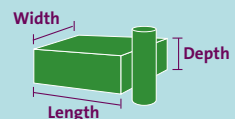
Large Envelope



The **Packet** rate of postage caters for three dimensional items like boxes, tubes and envelopes.

Minimum dimensions are 100mm(L) x 70mm(W) x 25mm(D). The **maximum¹** dimension for a packet is a combined length, width and depth of 900mm (no dimension can exceed 600mm). In tube form the maximum dimensions (the length plus twice the diameter) must not be greater than 1,040mm, with no dimension exceeding 900mm. The maximum weight limit for packets is 2kg. ¹With a tolerance of 2mm

Packet



Contact Customer Services on CallSave 1850 57 58 59 or visit www.anpost.ie.

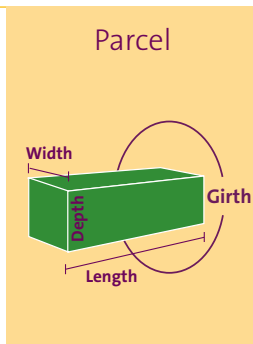
7 For specific Business Services visit www.anpost.ie or contact the Business Desk on CallSave 1850 26 23 62.

7

The **Parcel Rate** of postage caters for three dimensional items that are bulkier than a packet. Large items with a light overall weight will be charged according to their **Dimensional Weight**. This reflects the additional cost of transporting light but sizeable items. It is recommended that you calculate the Dimensional Weight for every shipment that you send, then compare this to its physical weight. The greater weight of the two is used to work out the price charged.

Maximum dimensions:
 Length 1.5 metres
 Length + Girth 3 metres
 [Girth = 2 x (Depth + Width)]

The **maximum** weight limit per parcel is 20kg. When the Dimensional Weight exceeds the physical weight, the Dimensional Weight should be used to calculate the correct rate of postage.



To calculate the Dimensional Weight:

$$\frac{L \times W \times D}{6,000}$$

L = Length in centimetres
 W = Width in centimetres
 D = Depth in centimetres

What is Dimensional Weight?

Dimensional Weight is based on the overall size of an object, rather than its physical weight. When an item's Dimensional Weight exceeds its physical weight, the Dimensional Weight is used to calculate the correct postage.

To calculate the Dimensional Weight:

1. multiply the length by the width by the depth in centimetres
2. divide by 6,000 and
3. round up to the next weight step.

$$\frac{L \times W \times D}{6000} = \text{Dimensional Weight}$$

L = Length in centimetres
 W = Width in centimetres
 D = Depth in centimetres

Example:

A 10kg item, which is 62cm long, 49cm in width and 39cm in depth will have a Dimensional Weight of:

$$\frac{62 \times 49 \times 39}{6000} = 19.75 \text{ which will be rounded up to } 20.$$

The correct Dimensional Weight is 20 kg.

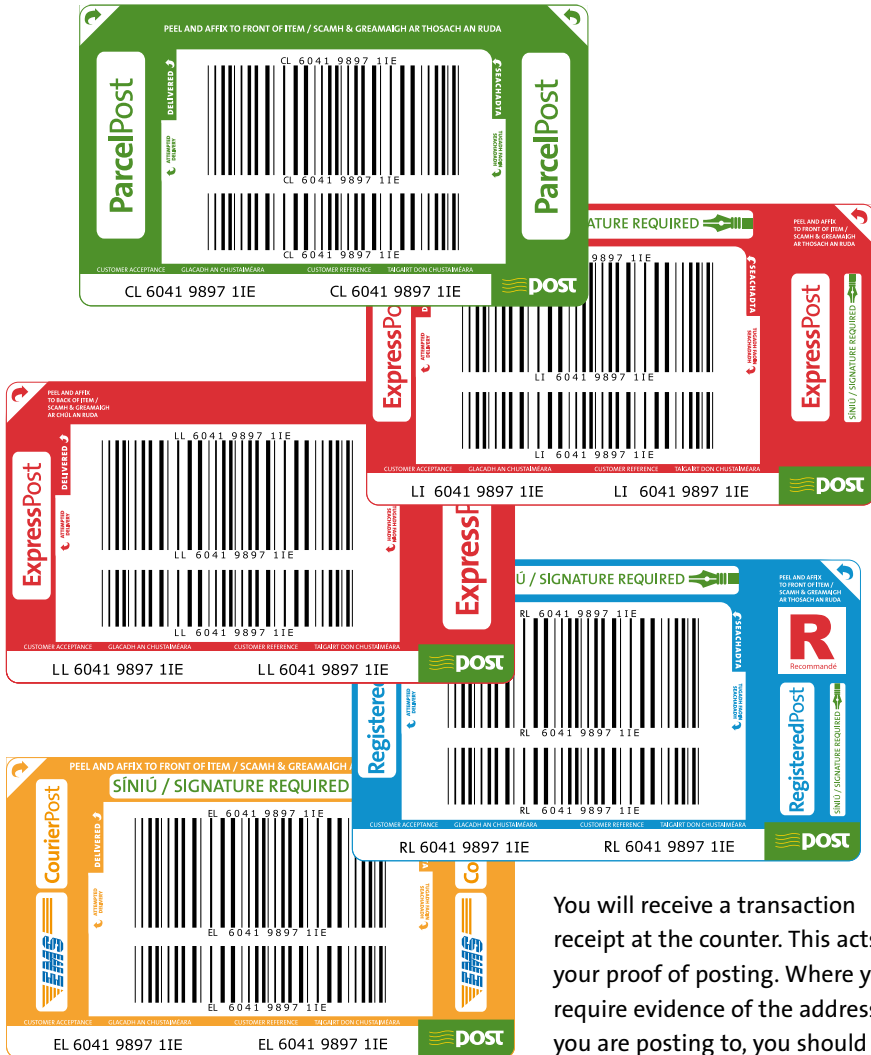
Note: An Post will charge the Dimensional Weight when it exceeds the physical weight in all cases.

Maximum Weight and Dimensions for parcels are:

Weight limit per item: 20 Kg
 Length: 1.5 metres
 Length + Girth combined: 3 metres
 [Girth = 2 x (Depth + Width)]

Labels for our Core Postal Services

Depending on the postal service you choose and the item you wish to post, you may need to affix a label when posting. You will see below a selection of our labels. Don't hesitate to ask at the Post Office counter for any help you may need.



You will receive a transaction receipt at the counter. This acts as your proof of posting. Where you require evidence of the address you are posting to, you should request a Certificate of Posting at the time of posting.

Tracking your item

Track & Trace is a web-based service available on www.anpost.ie that allows you check the status of a barcoded item sent through the post. The following services can be tracked:

- **Registered Post**
- **Express Post**
- **Courier Post**
- **Standard Post (Parcels only, Republic of Ireland only)**

Please note: Availability of information on items sent internationally is determined by the quality of information provided by the receiving postal administration.

How do I use Track & Trace?

Click on the Track Your Item tool on www.anpost.ie. Enter the Track & Trace ID number from your receipt or Customer Reference number from the postage label. The status of your item will then be shown.

What do I do if the tracking system does not recognise my number?

Please ensure that you have a valid Track & Trace ID number. Each An Post Track & Trace ID is 13 digits long starting with two letters (e.g. RL), followed by nine numbers, and ending with the two letters IE. For example, a reference number will look like this: RL 1234 5678 9IE. If your reference number is still not working on our Track Your Item tool, please contact Customer Services on CallSave 1850 57 58 59.

For items delivered in the Republic of Ireland the recipient's signature is available online.

Insurance Cover for Your Mail Items

You should note that items sent by the following services automatically receive insurance cover based on the declared value of the time of posting:

Registered Post to:

Ireland & Great Britain up to	€320
Europe up to	€150
Outside Europe up to	€100 for Parcels €35 for Letters

Express Post (with signature & insurance):

within the Republic of Ireland up to	€350
--	------

Courier Post to:

Ireland and selected international destinations up to	€350
---	------

See International delivery times p.16 - 21 for service availability.

Insurance Restrictions

Insurance cover is not available for parcels and Courier Post items to certain destinations. Money & jewellery can only be insured using Registered Post up to a maximum weight of 2kgs. Documents, glass & other fragile items cannot be insured. Further information on these and other restrictions is available by visiting www.anpost.ie or by contacting Customer Services on CallSave 1850 57 58 59.



Additional Insurance

You can purchase additional insurance for Registered Post items within the Republic of Ireland up to a maximum of €2,000. Please see the Guide to Postal Rates for more details.

Insurance Requirements

To validate your full service insurance cover, you are required to declare the value of the contents at the time of posting. Where no value is declared a maximum of €25.39 is payable. The insurance cover offered by An Post services is provided solely to replace any item damaged or lost in transit directly as a result of our handling. This does not include consequential loss or damages caused by inadequate packaging.

Claims

When claiming in respect of insured services, you must complete an official enquiry form (M58) and send it to Customer Services, An Post, GPO, O'Connell St, Freepost, Dublin 1. Make sure to include:

- a statement of the amount claimed (in euro)
- a copy of your Receipt and/or Certificate of posting
- a copy of the original purchase invoice/receipt of contents

In the event of damage:

- a copy of the damage report received from An Post at the time of delivery
- a copy of a written statement from the addressee confirming the damage caused to the contents

Claims must be made within 30 days of posting or 60 days in the case of international items. For a copy of the M58 form visit www.anpost.ie, contact customer services on CallSave on 1850 57 58 59 or call into your local Post Office.

Sending Money by Post

An Post advises against sending money by post. An Post offers a number of services to help you to transfer cash. Where you have to post money, you should use a Registered Post envelope available at your local Post Office.

All services are provided subject to terms and conditions. For further information visit www.anpost.ie or call into your local Post Office.

More Services from An Post



Passport Express

An Post, in conjunction with the Passport Office and the Department of Foreign Affairs, provides a fast and convenient service for passport applications with a guaranteed turn-around time of 10 working days.

REMEMBER to read the checklist on the back of the Passport Express envelope to make sure all the required material is enclosed.

MailMinder

MailMinder is a convenient service from An Post that looks after your post by simply suspending delivery to your home during the specified time you're away - be that in Ireland or abroad!

With MailMinder, your post is taken care of and you've one less thing to worry about.





Literature for the Blind

An Post offers a special service whereby letters or packets which contain literature/articles for use by blind people are transmissible free of charge within Ireland. These articles should be marked "Articles for the Blind" and customers should note that certain conditions apply.

Redirection

Are you moving home or relocating your business? We want to make life as easy as possible for you at this busy time. An Post can redirect your mail from your existing address to a new address.

Poste Restante

Poste Restante is a service from An Post which allows visitors to a town to have their mail posted to the local Post Office for collection using a 'Poste Restante' address. This service is provided free of charge. Customers should note that they can avail of this service for up to three months.

Sending Books Abroad

Special rates for posting books are available.

For further information about any of these services, application forms or terms and conditions, call into your local Post Office, visit www.anpost.ie or contact Customer Services on CallSave 1850 57 58 59.

Business Services from An Post

An Post is Ireland's postal delivery network for your business. We provide innovative mail delivery and mail management solutions across all business sizes and industry sectors. We offer a range of business services, created to meet the changing needs of businesses operating in the challenging Irish marketplace. We also provide information on how to market your products and services through the medium of Direct Mail. For more information on how An Post can help drive your business, contact the Business Desk on CallSave 1850 26 23 62.

PostAim

Want to contact your customers directly? Need to do it cost effectively? Try PostAim - a special discounted service for direct mailing.

Business Response Services

Want to get your customers to respond to you quickly? Try our range of Business Response Services. We can speed up your bill payments, get new orders and collect information. And because you pay the postage, your customers will find it much easier to respond.



Publication Services

Do you publish newspapers or periodicals? Do you mail to numerous readers nationwide? Make sure you sign up to our Publication Services to reduce your distribution costs and encourage customer subscriptions.

Publicity Post

Do you want to get your message to a wider audience? Publicity Post will get it there. Target specific areas with unaddressed leaflets delivered with the regular postal delivery.

Business Collection Service

Business customers can have their mail collected directly from their premises.

PO Box

A PO Box can be rented at certain Post Offices around the country. This facility provides a convenient and secure way for you to receive your mail.

Other Services

An Post also offer an additional range of postal and delivery services.

- PO Box Delivery
- PO Box Forward
- Vanity PO Box
- Private Bag
- Caller Service

International Delivery Times



Delivery times are estimated in working days

Zone	Destination	Max Weight Kg	Letter/Large Envelope/ Packet	Parcels	Letter/Large Envelope/ Packet	Parcels	Letter/Large Envelope/ Packet	Parcels
2	Great Britain	20						
	England, Scotland, Wales							
	Main cities/towns		2/3	2	3/5	2	1	1
	Other urban addresses		2/3	2	3/5	2	1	1
	Outlying rural areas		2/3	3	3/5	3	2	2
	Islands and highlands		2/3	3/4	3/5	3/4	2/3	2/3
	Isle of Man	20	2/3	2	3/5	2	1	2
	Channel Islands (non-EU)	20						
	Guernsey & Jersey		2/3	2/3	3/5	2/3	2	2
Alderney & Sark		2/3	3/4	3/5	3/4*	N/A	N/A	
3	Albania	20	8/10	5/6	9/12	5/6*	N/A	N/A
	Andorra	20	2/3	2/3	3/5	2/3*	N/A	N/A
	Austria	20						
	Vienna		2/3	4	3/5	4	1	2
	All other addresses	2/3	4	3/5	4	2	2	
	Belarus	20	8/10	5/6	9/12	5/6	4	5
	Belgium	20	2/3	3	3/5	3	1	2
	Bosnia Herzegovina	20	8/10	5/6	9/12	5/6*	N/A	N/A
	Bulgaria	20	5/7	4/6	6/9	4/6	4	5
	Canary Islands (Spain) (non-EU)	20	2/3	4/6	3/5	4/6	3	4
	Croatia	20	5/7	4/6	6/9	4/6	4	5
	Cyprus	20	3/5	4/6	4/7	4/6	4	5
	Czech Republic	20	3/5	4/6	4/7	4/6	3	4
	Denmark	20						
	Copenhagen - Postcode: 1000 to 2450		2/3	3/4	3/5	3/4	1	2
	All other addresses	2/3	3/4	3/5	3/4	2	2	
	Estonia	20	3/5	5/6	4/7	5/6	3	4
	Faroe Islands	20	8/10	5/6	9/12	5/6	4/5	4/5
	Finland	20						
	Helsinki - Postcode: 00100 to 00980		2/3	3/4	3/5	3/4	1	2
	Main Urban areas		2/3	4/5	3/5	4/5	1	2
	All other addresses		2/3	4/5	3/5	4/5	2	2
	France	20						
	Paris - Postcode:							
	75, 78, 91, 92, 93, 94, 95		2/3	3/4	3/5	3/4	1	2
	All other addresses		2/3	3/4	3/5	3/4	2	2
	Corsica		2/3	4/5	3/5	4/5	3/4	3/4
	Monaco	20	2/3	4/6	3/5	4/6	2/3	2/3
	Georgia	20	7/9	5/7	8/11	5/7	4	5
	Germany	20						
	Berlin - 10000 to 14199		2/3	3/4	3/5	3/4	1	2
	Boblingen - 71000 to 71034		2/3	3/4	3/5	3/4	1	2
	Cologne - 50440 to 51149		2/3	3/4	3/5	3/4	1	2
	Dusseldorf - 40000 to 40599		2/3	3/4	3/5	3/4	1	2
	Feldkirchen - 85618 to 85622		2/3	3/4	3/5	3/4	1	2
	Frankfurt - 60000 to 60599		2/3	3/4	3/5	3/4	1	2
	Garbsen - 30801 to 30827		2/3	3/4	3/5	3/4	1	2
	Garching - 85738 to 85748		2/3	3/4	3/5	3/4	1	2
	Hamburg - 20000 to 20539, 22000 to 22769		2/3	3/4	3/5	3/4	1	2
	Hannover - 30000 to 30669		2/3	3/4	3/5	3/4	1	2
	Hilden - 40700 to 70724		2/3	3/4	3/5	3/4	1	2
	Ismanning - 85738 to 85748		2/3	3/4	3/5	3/4	1	2
	Kelsterbach - 65440 to 65428		2/3	3/4	3/5	3/4	1	2
	Langenhagen - 30832 to 30855		2/3	3/4	3/5	3/4	1	2
	Leverkusen - 51300 to 51381		2/3	3/4	3/5	3/4	1	2
	Mainz - 55000 to 55131		2/3	3/4	3/5	3/4	1	2
	Merbusch - 40636 to 40670		2/3	3/4	3/5	3/4	1	2
	Munich - 80000 to 81929		2/3	3/4	3/5	3/4	1	2
	Neuss - 41400 to 41472		2/3	3/4	3/5	3/4	1	2
	Norderstadt - 22801 to 22851		2/3	3/4	3/5	3/4	1	2
Ratingen - 40830 to 40885		2/3	3/4	3/5	3/4	1	2	

Note: Delivery times for Standard Post and Registered Post services only and not guaranteed.

International Delivery Times

Delivery times are estimated in working days

Zone	Destination	Max Weight Kg	StandardPost		RegisteredPost		CourierPost [◇]	
			Letter/Large Envelope/ Packet	Parcels	Letter/Large Envelope/ Packet	Parcels	Letter/Large Envelope/ Packet	Parcels
3	Ruselheim - 65400 to 65428		2/3	3/4	3/5	3/4	1	2
	Sindelfingen - 71043 to 71069		2/3	3/4	3/5	3/4	1	2
	Stuttgart - 70000 to 70629		2/3	3/4	3/5	3/4	1	2
	Unterschleissheim - 85700 to 85701		2/3	3/4	3/5	3/4	1	2
	Wedel - 22870 to 22880		2/3	3/4	3/5	3/4	1	2
	Wiesbaden - 65000 to 65239		2/3	3/4	3/5	3/4	1	2
	Other postcode addresses		2/3	3/4	3/5	3/4	2	2
	Gibraltar	20	8/10	3/4	9/12	3/4	3	4
	Greece	20						
	Main Centres		2/3	4/5	3/5	4/5	2	3
	All other addresses		2/3	4/5	3/5	4/5	3	3
	Greenland	20	8/10	5/6	9/12	5/6	4/5	5/6
	Hungary	20	3/5	4/5	4/7	4/5	3	4
	Iceland	20	3/5	4/6	4/7	4/6	2/3	3/4
	Italy	20						
	Milan - 20100 to 20161		2/3	3/4	5/7	3/4	1	2
	Rome - 01000 to 01999		2/3	3/4	5/7	3/4	1	2
	Other mainland addresses		2/3	5/6	5/7	5/6	2/3	2/3
	Cagliari - 09100 to 09134		2/3	5/6	5/7	5/6	3	4
	Other Sardinia addresses		2/3	5/6	5/7	5/6	4	4
	Catania - 95100 to 95199		2/3	5/6	5/7	5/6	3	4
	Palermo - 90011 to 90199		2/3	5/6	5/7	5/6	4	4
	Other Sicily addresses		2/3	5/6	5/7	5/6	4	4
	Vatican (non-EU)		2/3	3/4	5/7	3/4	3	4
	San Marino (non-EU)		2/3	5/6	5/7	5/6*	N/A	N/A
	Latvia	20	3/5	5/7	4/7	5/7	4	5
	Liechtenstein	20	8/10	5/7	9/12	5/7	3	4
	Lithuania	20	3/5	5/7	4/7	5/7	3	4
	Luxembourg	20						
	Luxembourg City		2/3	3	3/5	3	1	2
	All other addresses		2/3	3	3/5	3	2	2
	Macedonia	20	8/10	8/10	9/12	8/10*	N/A	N/A
	Malta	20	3/5	5/7	4/7	5/7	3	4
	Moldova	20	5/7	7/9	6/9	7/9	4	5
	Montenegro	2	8/10	9/12	N/A	N/A	4	5
	Netherlands	20						
	Main cities & towns		2/3	3/4	3/5	3/4	1	2
	All other addresses		2/3	3/4	3/5	3/4	1	2
	Norway	20						
	Oslo		2/3	3/4	3/5	3/4	2	3
	All other addresses		2/3	3/4	3/5	3/4	3	3
	Poland	20	3/5	4/6	4/7	4/6	3	4
	Portugal	20						
	Lisbon - 1000 - 1999		2/3	3/4	3/5	3/4	1	2
	Oporto - 4000 - 4300		2/3	3/4	3/5	3/4	1	2
	Azores / Madeira		2/3	5/6	3/5	5/6	2/3	2/3
	Other mainland addresses		2/3	5/6	3/5	5/6	2	2/3
Romania	15	5/7	5/6	6/9	5/6	4	5	
Russia	20	5/9	5/6	6/11	5/6	3	4	
Moscow		5/9	5/6	6/11	5/6	3	4	
All other addresses		5/9	7/11	6/11	7/11	5	5	
San Marino (non-EU)		2/3	5/6	5/7	5/6*	N/A	N/A	
Serbia	2	8/10	9/12	N/A	N/A	4	5	
Slovak Republic	20	3/5	5	4/7	5	4	5	
Slovenia	20	3/5	5	4/7	5	4	5	
Spain	20							
Madrid - 28001 to 28045		2/3	3/4	3/5	3/4	1	2	
Barcelona - 08001 to 08049		2/3	3/4	3/5	3/4	1	2	
Other mainland addresses		2/3	4/5	3/5	4/5	2	2	
Balearic Isles		2/3	6/8	3/5	6/8*	N/A	N/A	
Ibiza; Mahon; Palma, Mallorca		2/3	5/7	3/5	5/7	3	4	
Other Balearic addresses		2/3	5/7	3/5	5/7	4	4	
Sweden	20							
Gothenburg - 40000 to 41999		2/3	3	3/5	3	1	2	

Note: Delivery times for Standard Post and Registered Post are estimates only and not guaranteed.

* No Insurance Coverage to these destinations [◇] For items posted outside Dublin add one day.

International Delivery Times

Delivery times are estimated in working days

Zone	Destination	Max Weight Kg	Letter/Large Envelope/ Packet	Parcels	Letter/Large Envelope/ Packet	Parcels	Letter/Large Envelope/ Packet	Parcels
3	Malmo - 20000 to 22000		2/3	3	3/5	3	1	2
	Stockholm - 10000 to 11999		2/3	3	3/5	3	1	2
	All other addresses		2/3	4	3/5	4	2	2
	Switzerland	20						
	Main Centres		2/3	3	3/5	3	1	2
	All other addresses		2/3	4	3/5	4	2	2
	Turkey	20						
	Main Centres		5/7	5/6	6/9	5/6	4	5
	All other addresses		5/7	6/7	6/9	6/7	5	5
	Ukraine	20	5/7	5/6	6/9	5/6	4	5
Vatican State (non-EU)	20	2/3	3/4	5/7	3/4	3	4	
4	Abu Dhabi	20	7/9	7/8	8/11	7/8	3	4
	Afghanistan	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Algeria	20	7/9	6/9	8/11	6/9*	N/A	N/A
	Angola	20	7/9	8/10	8/11	8/10	5/6	7/8
	Anguilla	20	7/9	7/9	8/11	7/9*	N/A	N/A
	Antigua & Barbuda	20	7/9	7/9	8/11	7/9*	N/A	N/A
	Argentina	20						
	Buenos Aires;		5/7	7/8	6/9	7/8	3	4
	Other addresses		5/7	7/8	6/9	7/8	4/5	5/6
	Armenia	20	7/9	7/10	8/11	7/10	4/5	5/6
	Aruba	20	7/9	7/9	8/11	7/9*	N/A	N/A
	Ascension	20	7/9	8/10	8/11	8/10*	N/A	N/A
	Australia	20						
	Main Centres		5/7	7/8	6/9	7/8	5	6
	All other addresses		5/7	9/10	6/9	9/10	5/6	6
	Azerbaijan	20	7/9	9/10	8/11	9/10	4/5	5/6
	Bahamas	20	7/9	6/9	8/11	6/9	3/4	5/6
	Bahrain	20	7/9	6/9	8/11	6/9	4	5
	Bangladesh	20	7/9	7/10	8/11	7/10*	N/A	N/A
	Barbados	20	7/9	7/10	8/11	7/10	4	5
	Belize	20	7/9	8/10	8/11	8/10*	N/A	N/A
	Benin	20	7/9	8/10	8/11	8/10*	N/A	N/A
	Bermuda	20	7/9	7/10	8/11	7/10	5	6
	Bhutan	20	7/9	8/10	8/11	8/10*	N/A	N/A
	Bolivia	20	7/9	8/10	8/11	8/10	4/5	5/6
	Botswana	20	7/9	8/10	8/11	8/10*	N/A	N/A
	Brazil	20						
	Rio de Janeiro; Sao Paulo;		5/7	7/8	6/9	7/8	4	5/6
	All other addresses		5/7	8/10	6/9	8/10	5	5/6
	British Virgin Islands	20	7/9	7/10	8/11	7/10*	N/A	N/A
	Brunei Darussalam	20	7/9	7/9	8/11	7/9*	N/A	N/A
	Burkina Faso	20	7/9	8/10	8/11	8/10*	N/A	N/A
	Burundi	20	7/9	8/10	N/A	N/A	N/A	N/A
	Cambodia	20	7/9	8/10	8/11	8/10*	N/A	N/A
	Cameroon	20	7/9	7/12	8/11	7/12*	N/A	N/A
	Canada	20						
	Toronto; Ontario;		5/7	5/6	6/9	5/6	3	4
	Montreal; Ottawa; Quebec;		5/7	5/6	6/9	5/6	3/4	4
	Winnipeg; Vancouver;		5/7	5/6	6/9	5/6	3/4	4
	Other Main Centres		5/7	6/7	6/9	6/7	3/4	4
	All other addresses		5/7	7/9	6/9	7/9	3/4	4
	Cape Verde Islands	20	7/9	8/10	N/A	N/A	N/A	N/A
	Caroline Islands	20	7/9	8/10	8/11	8/10*	N/A	N/A
	Cayman Islands	20	7/9	7/10	8/11	7/10	4/5	5/6
	Central African Republic	20	7/9	8/10	8/11	8/10*	N/A	N/A
	Chad	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Chile	20	7/9	8/10	8/11	8/10	4/5	5/6
	China	20						
	Main Centres		5/7	7/8	6/9	7/8	4	5/6
	Other addresses		5/7	8/10	6/9	8/10	5/7	5/6
Christmas Islands	20	7/9	8/10	8/11	8/10*	N/A	N/A	

Note: Delivery times for standard Post and Registered Post services only, and not guaranteed.

19 For specific Business Service situations and destinations, contact the Business Desk on 011 622 622 62. 19

International Delivery Times

Delivery times are estimated in working days

Zone	Destination	Max Weight Kg	StandardPost		RegisteredPost		CourierPost [◇]		
			Letter/Large Envelope/ Packet	Parcels	Letter/Large Envelope/ Packet	Parcels	Letter/Large Envelope/ Packet	Parcels	
4	Cocos (Keeling) Island	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Colombia	20	7/9	7/10	8/11	7/10	4/5	5/6	
	Comoros	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Congo	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Cook Islands	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Costa Rica	20	7/9	8/10	8/11	8/10	5/6	7/8	
	Cuba	20	7/9	8/10	8/11	8/10	4/5	5/6	
	Djibouti	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Dominica	20	7/9	8/9	8/11	8/9*	N/A	N/A	
	Dominican Republic	20	7/9	8/9	8/11	8/9	5	6	
	East Timor	10	7/9	8/10	8/11	8/10*	N/A	N/A	
	Ecuador	20	7/9	7/10	8/11	7/10	4/6	5/6	
	Egypt	20							
	Main Centres			7/9	6/7	8/11	6/7	4/5	5/6
	Other addresses			7/9	8/9	8/11	8/9	5/6	5/6
	El Salvador	20	7/9	8/10	8/11	8/10	5/6	7/8	
	Equatorial Guinea	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Eritrea	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Ethiopia	2	7/9	8/9	8/11	8/9	5/6	7/8	
	Falklands	20	7/9	15/18	8/11	15/18*	N/A	N/A	
	Fiji	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	French Guiana	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	French Dependencies	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	French Polynesia	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Gabon	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Gambia	10	7/9	8/10	8/11	8/10*	N/A	N/A	
	Gaza & Khan Yunis	15	7/9	8/10	8/11	8/10*	N/A	N/A	
	Ghana	20	5/7	8/10	6/9	8/10	5/6	7/8	
	Grenada	20	7/9	8/10	8/11	8/10	5/6	7/8	
	Guadeloupe	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Guam	20	7/9	11/12	8/11	11/12*	N/A	N/A	
	Guatemala	20	7/9	8/10	8/11	8/10	5/6	7/8	
	Guinea	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Guinea Bissau	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Guyana	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Haiti	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Honduras	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Hong Kong	20	5/7	6/8	6/9	6/8	3/4	4/5	
	India	20							
	New Delhi;			6/8	6/8	7/10	6/8	4/5	5/6
	Bombay; Jaipur; Kanpur;			6/8	7/9	7/10	7/9	4/5	5/6
	Other addresses			6/8	9/10	7/10	9/10	5/6	7/8
	Indonesia	20							
	Jakarta 10000 - 10999;			6/8	7/8	7/10	7/8	4	5
	Other addresses			6/8	8/9	7/10	8/9	5/6	7/8
	Iran	20	7/9	8/10	8/11	8/10	4/5	5/6	
	Iraq	2	7/9	N/A	N/A	N/A	N/A	N/A	
	Israel	20	5/7	6/9	6/9	6/9	3/4	5/6	
	Ivory Coast	20	7/9	7/9	8/11	7/9	4/5	5/6	
	Jamaica	20	7/9	7/9	8/11	7/9	4/5	5/6	
	Japan	20							
	Main Centres			3/5	7/8	4/7	7/8	4	5
	Other addresses			3/5	8/9	4/7	8/9	5	5
	Jordan	20	7/9	7/9	8/11	7/9	4/5	5/6	
	Kazakhstan	20	7/9	7/9	8/11	7/9	4/5	5/6	
	Kenya	20	6/8	7/8	7/10	7/8	4	5	
	Kiribati	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Korea (North)	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Korea Republic (South)	20	5/7	8/9	6/9	8/9	4/5	5/6	
	Kuwait	20	7/9	6/7	8/11	6/7	4	5	
Kyrgyzstan	20	7/9	9/10	8/11	9/10	5/6	7/8		
Laos	20	7/9	9/10	8/11	9/10*	N/A	N/A		
Lebanon	20	7/9	9/10	8/11	9/10	5/6	7/8		

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20 * No Insurance Coverage to these destinations ◇ For items posted outside Dublin add one day.

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International Delivery Times

Delivery times are estimated in working days

Zone	Destination	Max Weight Kg	Standard Post		Registered Post		Express		
			Letter/Large Envelope/ Packet	Parcels	Letter/Large Envelope/ Packet	Parcels	Letter/Large Envelope/ Packet	Parcels	
4	Lesotho	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Liberia	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Libya	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Macao	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Madagascar	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Malawi	20	7/9	9/10	8/11	9/10	5/6	7/8	
	Maldives	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Mali	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Malaysia	20							
	Kuala Lumpur;			5/7	7/8	6/9	7/8	4	5
	Other Main Centres			5/7	7/10	6/9	7/10	5/6	7/8
	Mariana Islands	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Marshall Islands	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Martinique	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Mauritania	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Mauritius	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Mexico	20							
	Mexico City;			6/8	5/6	7/10	5/6	3	4
	All other addresses			6/8	7/8	7/10	7/8	4/5	5/6
	Micronesia	20	7/9	12/14	8/11	12/14*	N/A	N/A	
	Mongolia	20	7/9	12/15	8/11	12/15*	N/A	N/A	
	Montserrat	20	7/9	12/15	8/11	12/15*	N/A	N/A	
	Morocco	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Mozambique	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Myanmar (Burma)	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Namibia (SW Africa)	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Nauru Islands	20	7/9	13/16	8/11	13/16*	N/A	N/A	
	Netherlands Antilles	20	7/9	7/9	8/11	7/9	4/5	5/6	
	Nepal	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	New Caledonia	20	7/9	9/13	8/11	9/13*	N/A	N/A	
	New Zealand	20							
	Main Cities			5/7	6/8	6/9	6/8	4	5
	Other mainland addresses			5/7	7/9	6/9	7/9	5	5
	Island Territories			5/7	10/11	6/9	10/11	7	7
	Nicaragua	20	7/9	8/10	8/11	8/10	5/6	6/7	
	Niue Island	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Niger	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Nigeria	20							
	Lagos;			6/8	7/9	7/10	7/9	4	5
	Other addresses			6/8	9/10	7/10	9/10	5/6	6/7
	Norfolk Islands	20	7/9	12/14	8/11	12/14*	N/A	N/A	
	Oman	20	7/9	7/9	8/11	7/9	4/5	5/6	
	Pakistan	20	6/8	9/10	7/10	9/10	4/5	5/6	
	Palau Islands	20	7/9	9/11	8/11	9/11*	N/A	N/A	
	Panama	20	7/9	7/9	8/11	7/9	4/5	5/6	
	Papua New Guinea	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Paraguay	20	7/9	9/10	8/11	9/10	5/6	6/7	
	Peru	20	7/9	7/10	8/11	7/10	4/5	5/6	
	Philippines	20	6/8	8/10	7/10	8/10	5/6	6/7	
	Pitcairn Islands	20	7/9	14/16	8/11	14/16*	N/A	N/A	
	Puerto Rico	20	7/9	8/10	8/11	8/10	4/5	5/6	
	Qatar	20	7/9	8/10	8/11	8/10	4/5	5/6	
	Reunion Islands	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Rwanda	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Sabah	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Saint Helena	20	7/9	7/9	8/11	7/9*	N/A	N/A	
	Saint Kitts & Nevis	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Saint Lucia	20	7/9	7/10	8/11	7/10*	N/A	N/A	
	Saint Pierre & Miquelon	20	7/9	7/10	8/11	7/10*	N/A	N/A	
	Saint Vincent & Grenadines	20	7/9	7/10	8/11	7/10*	N/A	N/A	
Samoa (USA)	20	7/9	7/10	8/11	7/10*	N/A	N/A		
Sao Tome & Principe	20	7/9	7/10	8/11	7/10*	N/A	N/A		

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International Delivery Times

Delivery times are estimated in working days

Zone	Destination	Max Weight Kg	StandardPost		RegisteredPost		CourierPost [◇]		
			Letter/Large Envelope/ Packet	Parcels	Letter/Large Envelope/ Packet	Parcels	Letter/Large Envelope/ Packet	Parcels	
4	Saudi Arabia	20							
	Dahran; Jeddah; Riyadh;		3/5	7/8	4/7	7/8	3	4	
	All other addresses		3/5	7/8	4/7	7/8	4/5	5/6	
	Senegal	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Seychelles	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Siberia	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Sierra Leone	20	7/9	8/10	N/A	N/A	N/A	N/A	
	Singapore	20	5/7	7/9	6/9	7/9	3/4	4/5	
	Somalia Dem. Republic	2	7/9	8/10	8/11	8/10*	N/A	N/A	
	Solomon Islands	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	South Africa	20							
	Main Centres			5/7	7/8	6/9	7/8	4/5	5/6
	Other addresses			5/7	8/9	6/9	8/9	6/7	7/8
	Spanish North Africa	20	7/9	7/9	8/11	7/9*	N/A	N/A	
	Sri Lanka	20	7/9	7/9	8/11	7/9	5/6	7/8	
	Sudan	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Suriname	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Swaziland	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Syria	20	7/9	8/10	8/11	8/10	5/6	7/8	
	Taiwan	20	6/8	7/9	7/10	7/9	3/4	4/5	
	Tajikistan	20	7/9	8/10	8/11	8/10	5/6	7/8	
	Tanzania	20	6/8	8/10	7/10	8/10	4/5	5/6	
	Thailand	20	5/7	7/9	6/9	7/9	4/5	5/6	
	Tibet	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Togo	20	7/9	8/10	8/11	8/10*	N/A	N/A	
	Tokelau Island	20	7/9	9/12	8/11	9/12*	N/A	N/A	
	Tonga	20	7/9	10/12	8/11	10/12*	N/A	N/A	
	Trinidad & Tobago	20	7/9	9/10	8/11	9/10*	N/A	N/A	
	Tristan Da Cunha	10	7/9	12/14	8/11	12/14*	N/A	N/A	
	Tunisia	20	7/9	6/9	8/11	6/9*	N/A	N/A	
	Turkmenistan	20	7/9	9/10	8/11	9/10	5/6	7/8	
	Turks & Caicos Islands	20	7/9	9/10	8/11	9/10	6	7	
	Tuvalu	20	7/9	11/13	8/11	11/13*	N/A	N/A	
	Uganda	20	7/9	8/11	8/11	8/11*	N/A	N/A	
	United Arab Emirates	20							
	Dubai;			5/7	7/8	6/9	7/8	3	4
	Other addresses			5/7	8/10	6/9	8/10	4/5	4/5
	United States of America	20							
	New York - Manhattan & Queens			5/7	4/5	6/9	4/5	2	2
	Main Centres			5/7	5/6	6/9	5/6	2	2
	Other Main Centres			5/7	5/6	6/9	5/6	3	3
	All other addresses			5/7	5/6	6/9	5/6	3/4	4/5
	Note : Island destinations								
	Puerto Rico, Samoa								
	are listed separately								
	Uruguay	20	7/9	7/9	8/11	7/9	5/6	6/7	
	Uzbekistan	20	7/9	9/10	8/11	9/10	5/6	6/7	
Vanuatu Islands	20	7/9	9/10	8/11	9/10*	N/A	N/A		
Venezuela	20	7/9	9/10	8/11	9/10	4/5	5/6		
Vietnam	20	7/9	9/10	8/11	9/10*	N/A	N/A		
Virgin Islands (USA)	20	7/9	9/10	8/11	9/10*	N/A	N/A		
Wake Islands	20	7/9	11/13	8/11	11/13*	N/A	N/A		
Wallis Islands	20	7/9	11/13	8/11	11/13*	N/A	N/A		
Western Samoa	20	7/9	10/12	8/11	10/12*	N/A	N/A		
Yemen	20	7/9	7/10	8/11	7/10*	N/A	N/A		
Zaire (Congo)	20	7/9	8/10	8/11	8/10*	N/A	N/A		
Zambia	20								
Lusaka;			6/8	7/8	7/10	7/8	4	5	
Other addresses			6/8	8/11	7/10	8/11	5/6	6/7	
Zimbabwe	20								
Main Centres			6/8	8/9	7/10	8/9	4/5	5/6	
Other addresses			6/8	9/10	7/10	9/10	5/6	6/7	

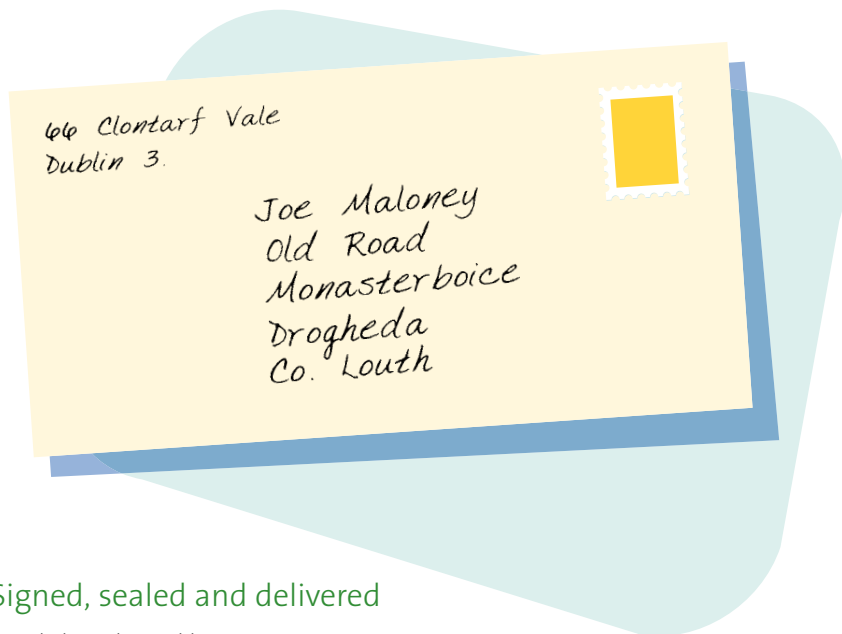
Note: Delivery times for Standard Post and Registered Post are estimates only and not guaranteed.

22 * No Insurance Coverage to these destinations ◇ For items posted outside Dublin add one day.

22

The right way to post your letter

You put a lot of thought and care into writing a letter, so why not do the same for your envelope? By following these guidelines you will be helping us improve the service we provide to you.



Signed, sealed and delivered

A sealed envelope adds extra security to your post. Sealing your envelope will help ensure that your letter is delivered intact and on time. Stamps (or Meter frank) should be placed in the top right hand corner.

Always use a return address

On the rare occasion that we cannot deliver your letter (for example, if the address is incorrect), including a return address in the top left - hand corner of the envelope will ensure that your undeliverable item can be returned to you unopened and more quickly, saving you time and money.

Get it right

A full and complete postal address will get your letter to its destination in the shortest possible time. For example, when writing to a Dublin address remember to include the Postal District Number (e.g. Dublin 3).

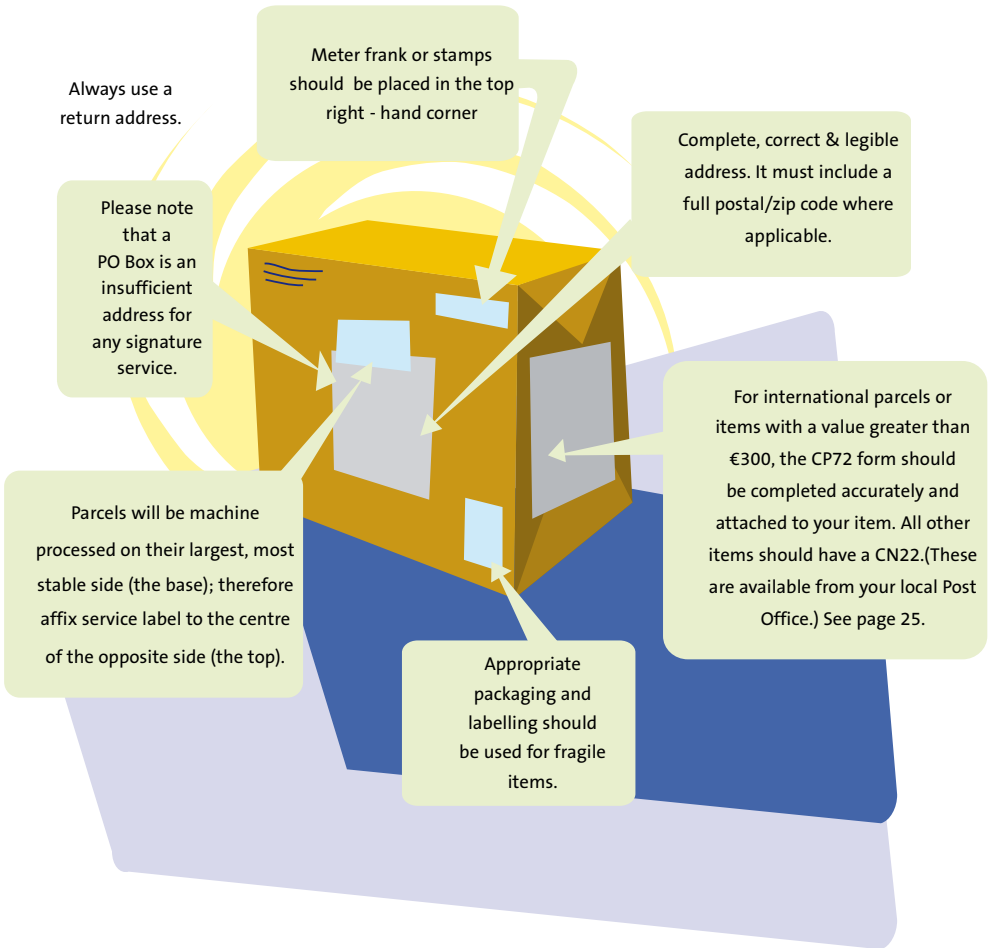
Business Mailing

A more comprehensive set of mail preparation guidelines for business customers – entitled 'Speed Up Your Post' – is available on our website www.anpost.ie.

Contact Customer Services on CallSave 1850 57 58 59 or visit www.anpost.ie.

The right way to post your parcel

In addition there are some things you should know when you're posting parcels.



Contact Customer Services on CallSave 1850 57 58 59 or visit www.anpost.ie.

24 For specific Business Services visit www.anpost.ie or contact the Business Desk on CallSave 1850 26 23 62.

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General tips on packing and wrapping

- Use padded envelopes for oddly shaped items, for example keys
- Make sure a return address is included on the top left hand corner of all your mail
- To minimise damage, make sure that fragile items don't touch each other or the sides of the carton
- Use plenty of protective packing material, such as bubble wrap or polystyrene chips, crushed paper etc. to protect the items
- Fill all spaces so that the contents of the package don't move. Use an outer carton suitable for the weight of the contents
- Use FRAGILE and/or DO NOT BEND stickers where appropriate, but don't rely on them to protect inadequately packed goods
- Use strong tape (e.g. vinyl or nylon) along the length of all openings and edges
- If metal paper fasteners or staples are being used, flatten any sharp ends and cover them with tape
- For parcels heavier than 5kg please use a HEAVY label and include the weight.

Essential Documentation for Customs and Export



- 1 A completed Customs Declaration form CP72 is essential for all international parcels or items with a value over €300. For all other items, a CN22 is required.
- 2 All customs information must be in English.
- 3 Full export documentation, including two signed commercial invoices are also required for all items containing merchandise addressed to all destinations outside the European Union. Pro-forma invoices may be used instead of commercial invoices for items containing gifts or samples.
- 4 Each invoice (commercial or

pro-forma) must be signed and dated in blue pen. Invoices should be placed in an envelope marked "Customs Invoices" and affixed to the outside of the item.

Customs Clearance Fees (Imports into Ireland)

A fee of 1% of the value, with a minimum charge of €5 per parcel, is charged by An Post for customs clearance of parcels imported from countries outside the European Union. This fee is in addition to any duty or VAT payable.

Items to destinations outside the EU may be subject to delay due to Customs Examination.

Shipments with inadequate or inaccurate documentation are liable to delay or possible return to sender.

Contact Customer Services on CallSave 1850 57 58 59 or visit www.anpost.ie.

Exports to the USA

The following guidelines will help you to better understand US customs regulations.

Non-Commercial Shipments

The duty free limit on bona fide (unsolicited) gifts is \$100. On non-commercial shipments (e.g. trade samples, tourist mailings, books, etc.) the duty free limit is \$200.

Maximum value per shipment

The maximum value of any shipment/parcel that may be cleared by US Customs under mail entry is \$2,000 (except for restricted articles whose maximum value is \$250). All gift parcels in excess of \$100 and non-commercial shipments in excess of \$200 will be liable to duty at the appropriate rate plus a Customs Clearance fee (\$5) and a Post Office handling fee (\$3.40). Parcels in excess of \$2,000 (or \$250 in the case of 'restricted' articles) require the recipients to arrange their own formal Customs clearance or to obtain the assistance of a Customs agent.

Restricted Articles

Many types of goods (e.g. textiles, flowers, footwear, fur, gloves, handbags, headwear, leather articles, luggage, millinery ornaments, pillows, hides,

rubber or plastic articles, toys, games, sports equipment etc.) are liable to US Import Quotas and the shipper should ensure that the goods are permitted entry into the USA prior to posting. For a complete listing please contact Client Information, Enterprise Ireland on + 353 1 808 2000. The maximum value of any parcel containing restricted goods that may be cleared by the US Customs mail clearance process is \$250.

Textile shipments to the USA

Gifts, textiles or articles being posted home by tourists will be cleared by the US Customs subject to the shipment value not exceeding \$250.

Country of Origin

Every article (except books imported by or for any library) capable of being stamped, branded or labelled at the time of manufacture without suffering damage, must be conspicuously and indelibly stamped or labelled in English with the country of origin, in addition to the container or package being stamped or labelled.

Food Shipments to the USA

Under regulations introduced by the United States Food & Drug Administration, shipments containing food (including vitamins and nutritional supplements) must be preceded by Prior Notice of Shipment.

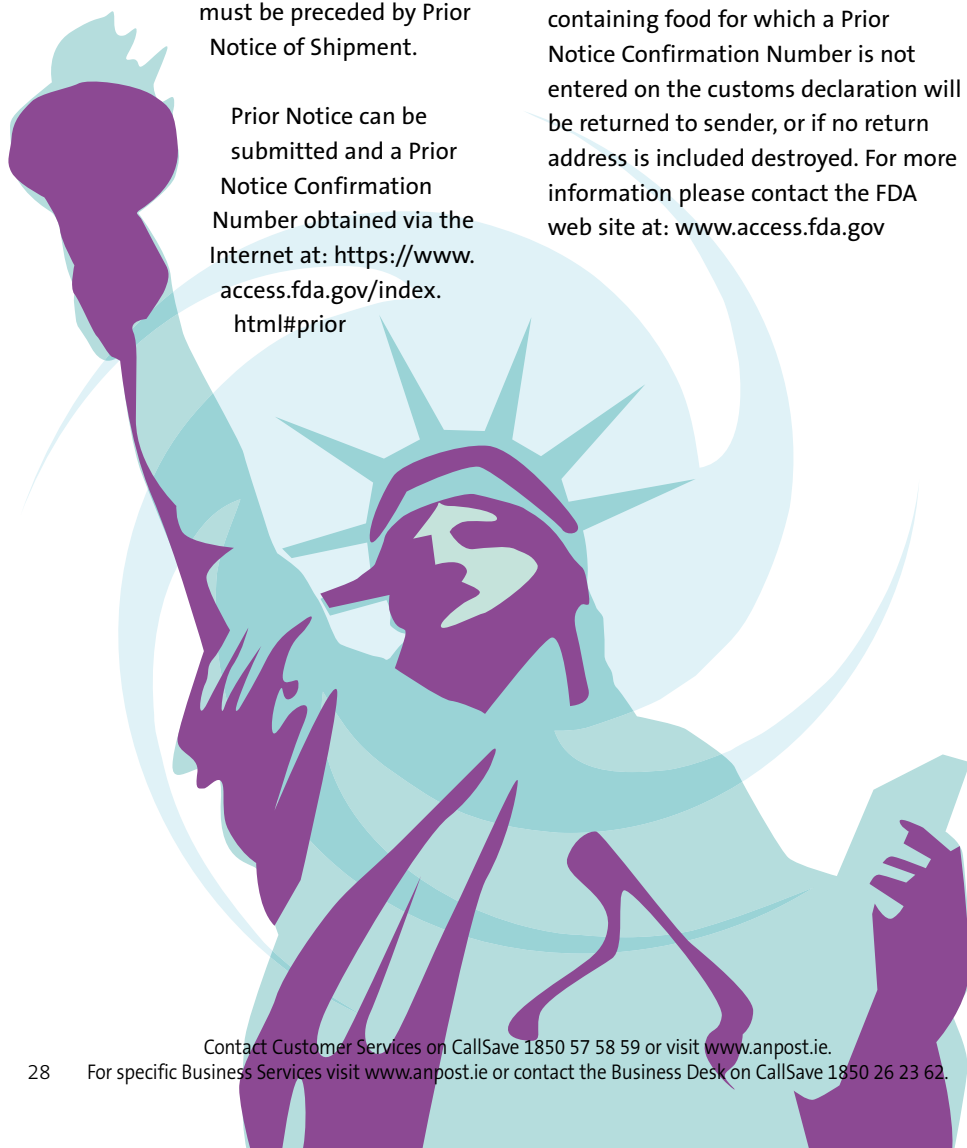
Prior Notice can be submitted and a Prior Notice Confirmation Number obtained via the Internet at: <https://www.access.fda.gov/index.html#prior>

This number must be included in the Customs Declaration form CP72 (see page 25). Articles of food which are non-commercially prepared by an individual in their own residence and sent to another individual as a non-commercial gift are exempt. Shipments containing food for which a Prior Notice Confirmation Number is not entered on the customs declaration will be returned to sender, or if no return address is included destroyed. For more information please contact the FDA web site at: www.access.fda.gov

Contact Customer Services on CallSave 1850 57 58 59 or visit www.anpost.ie.

28 For specific Business Services visit www.anpost.ie or contact the Business Desk on CallSave 1850 26 23 62.

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Hazardous and prohibited items – National Services

The safety of our customers and employees requires that restrictions or prohibitions apply to the sending of certain items because of their potentially hazardous nature.

How will you know if a substance is prohibited?

If the item you wish to have transported falls into any of the following categories (see across) you must consider any potential negative impact on recipients and An Post employees.

It is An Post policy to facilitate customers where possible. However, your safety, the recipient's safety and the safety of our people is paramount. It may be possible to carry items which would otherwise be prohibited provided:

- (a) You fully comply with our special requirements
- (b) You meet any insurance requirements fully
- (c) You indemnify An Post against all claims which may be made against you
- (d) An Post has agreed in writing to carry such items.

The listed examples should be used as a non-exhaustive guide only. If in doubt please call Customer Services on CallSave 1850 57 58 59. To assist a prompt response, please furnish us with the following information: volume to be carried, Safety Data Sheet, packaging and any other relevant information.

An Post advises against sending money by post. An Post offers a number of services to help you to transfer cash. Where you have to post money, you should use a Registered Post envelope available at your local Post Office.

Please note the posting of diagnostic samples is prohibited.

Organic or biological materials likely to perish in transit are prohibited.

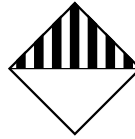
Please remember that size & weight restrictions also apply, see pages 6 & 7.

Think before
you send.
If in doubt – check.

NATIONAL SERVICES

Toxic or Very Toxic

May cause serious or extremely serious health risks or death, e.g. pathogenic material, asbestos, weed killers, solvents, poison, insecticides.



Corrosive

Can cause chemical burns, e.g. bleach, acids, alkalis, car batteries, caustic soda.



Flammable Liquids & Solids (highly or extremely):

E.g. solvents, petroleum products, gases, glue, fire lighters, varnish, industrial alcohol.



Explosive

May explode if subject to heat, shock or friction, e.g. flares, fireworks, igniters, blasting caps, ammunition, primers, potassium nitrate, gas cylinders.



Oxidising

When in contact with some other substances can start a fire or make a fire worse, e.g. peroxides, fibreglass repair kits, bromates, chlorates.



Harmful or Irritant

Can cause health risk or irritation, e.g. dyes, oil based paint.



Radioactive

E.g. medical tracers, radioisotopes, equipment containing radioactive sources.



Hazardous and prohibited items – International services

In the interests of public safety, it is the policy of An Post not to transport substances that are deemed hazardous and are prohibited by IATA.

An Post advises against sending money by post. An Post offers a number of services to help you to transfer cash. Where you have to post money, you should use a Registered Post envelope available at your local Post Office.

Bank, Laser, Credit Cards and Passports should only be sent using Registered Post up to a maximum weight of 2kgs.

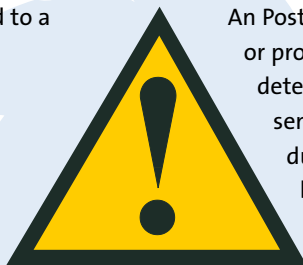
Registered Parcels and Courier Post items cannot be addressed to a PO Box.

Please note the posting of diagnostic samples is prohibited.

Organic or biological materials likely to perish in transit are prohibited.

Please remember that size & weight restrictions also apply, see pages 6 & 7.

In the column to the right is a brief listing of the more common substances that are prohibited in our International Services. For a full comprehensive listing please call Customer Services on CallSave 1850 57 58 59.



Any international item received by An Post in which hazardous or prohibited substances are detected will be returned to the sender. Prohibited items found during the X-ray process will be liable to confiscation and destruction. The responsibility for additional costs incurred in the destruction of such items will rest with the sender.

INTERNATIONAL SERVICES

Liquids

Liquids of any kind are prohibited on all An Post international air services.

Firearms

Firearms of any kind (including parts, replicas or toy guns) are prohibited on all An Post international services.

Luggage

Any form of luggage (e.g. suitcases, rucksacks or briefcases) are prohibited on all An Post international air services.

Class One- Explosives

Ammunition	Fireworks
Igniters	Blasting Caps
Flares	Nitroglycerine
Christmas Cracker Snaps	
Fuses	

Class Two- Gases

(Compressed or Liquefied)

Aerosols	Cigarette lighters
Hydrogen	Butane
Ethane	Methane
Camping Gas	Fire Extinguishers
Neon	Carbon Dioxide
Fluorine	Nitrogen
Chlorine	Gas Cylinders
Propane	

Class Three- Flammable Liquids

Acetone	Lighter Fuel
Petroleum	Benzene
Paint Thinner	Solvents
Cleaning Fluids	Paint Remover
Gasoline	Paraffin

Class Four- Flammable Solids

Matches	Metallic Magnesium
Sodiums	Sodium Hydride
Cellulose	Nitrocellulose Film
Potassium	Calcium Carbide
Phosphorous	Zinc Powder
Nitrate Products	

Class Five- Oxidising Substances/ Organic Peroxides

Bromates	Nitrates
Peroxides	Chlorates
Perchlorates	Fibreglass Compounds
Permanganates	

Class Six- Toxic/ Poisonous/ Infectious Substances

Arsenic	Mercury
Beryllium	Vaccines
Pathogenic Material	Selenide
Mercury Salts	Rat Poison
Cyanide	Nitrobenzene
Mustard Gas	Hydrogen
Fluorine	Serum
Nitrogen Dioxide	

Class Seven- Radioactive Material

Fissile Material (Uranium 235 etc.)
Radioactive Waste Material
Uranium or Thorium Ores etc.

Class Eight- Corrosive

Aluminium Chloride
Corrosive Rust Remover Sulphuric Acid
Hydrochloric Acid Caustic Soda
Corrosive Paint Remover Nitric Acid
Corrosive Fluids
Electric Storage Batteries

Class Nine- Miscellaneous Dangerous Goods

Asbestos
Magnetised material with field strength of 0.159
Dry Ice (Solid Carbon Dioxide) A/M from 2.1 metres from the parcel.

For further information:

Visit:
www.anpost.ie

**CallSave
Customer Services:**

1850 57 58 59
or call:

01-705 76 00.

Business Desk:

1850 26 23 62
or call:

01-705 86 00.

Email: Customer.Services@anpost.ie or
Business.Desk@anpost.ie

Write to:
Customer Services
An Post
GPO
Freepost
Dublin 1.

Call into:
your local Post
Office and ask for
details.

