

# Posting your parcels at Christmas

## Recommended parcel posting deadlines

- Check the final recommended date for posting parcels for the parcel company you're using.

## Packaging your items

- Check whether the item you're sending is 'restricted' or 'prohibited' by your chosen parcel delivery company.
- If you're posting a delicate item, place a visible label on your parcel that says 'fragile' to indicate that it should be handled with care.
- Ensure that your item is packaged securely and that there aren't any loose ribbons which can get caught in parcel sorting machines.
- Make sure that your address is printed clearly.

## Posting your items

- Keep the receipt for your gift. This will help you to prove the value of your item if it goes missing.
- Ask for proof of postage. This will help you to claim compensation if your parcel arrives late, gets damaged, or goes missing.
- Check that the insurance cover is enough for the value of your item.
- Consider buying proof of delivery for your item. This often costs more, but can offer peace of mind.

# What to do if something goes wrong

## Your parcel arrived late

Christmas is a busy time so parcel delivery companies might take a little longer than usual to deliver your parcel. You can check how long delivery is expected to take when you post your parcel. You should make sure you get proof of posting, such as a receipt, when you drop off your parcel as this will help you make a claim for compensation if your parcel is delayed.

## Your parcel was damaged

If your parcel has been damaged in the post you should ask the recipient to take pictures of the packaging and any damage. Different parcel delivery companies have different compensation processes but to make a claim for compensation, you will normally need to provide; your name and address; the name and address the parcel was sent to, the date you posted the parcel, a description of the contents of the parcel, evidence of how the parcel was packaged and addressed for sending, and proof of damage to the packaging.

## Your parcel never arrived

If your parcel hasn't arrived on time, it may still be on its way as most parcel delivery companies won't consider something lost until at least a week past the date it was due to arrive. If after this time your parcel still hasn't turned up you should be able to make a claim for compensation. Different parcel delivery companies will have different compensation processes but to make a claim you will normally need to provide; your name and address, the name and address the parcel was sent to, the date your parcel was sent and any proof of postage, a description of the contents of the parcel and any proof of value such as a receipt, and proof of the service used or cost paid.

## Get more help

Contact the Citizens Advice consumer service on 03454 040506, or 03454 040505 for a Welsh-speaking adviser. It's open Monday to Friday, 9am to 5pm, and provides advice on consumer issues. You can also visit us online at [www.citizensadvice.org.uk/consumer](http://www.citizensadvice.org.uk/consumer).