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# Articles for the blind postage labels (DP11)

Thank you for purchasing from RNIB. In the unlikely event the item is unsuitable, please contact us within 14 days of receipt to obtain your returns number. To ensure your return goes smoothly, the item and all components must be in as new condition and packed in its original, undamaged packaging. For further details and guidance on returning faulty items, please see the Terms and conditions of sale and How to contact RNIB sections of this instruction manual.

Please retain these instructions for future reference. These instructions are also available in other formats.

## General description

These printed peel-off labels can be used by blind people to send certain items by post free of charge. Supplied as a pack of 200 labels on serrated paper.

## Orientation

The label measures 15cm (6″) across and the top left hand corner has been cut off for easy identification. There is a raised vertical line towards the left hand side. This section is used to write the return address. To write the return address in the correct place, turn the label, so the vertical line is now in a horizontal position and uppermost. The words “In case of non-delivery return to:” are written at the top in this section of the label, so start writing about 1.5cm (½″) from the top of the label.

The right side is space for your recipients address. The words “Articles for the Blind” are in bold letters across the top of the label. Directly underneath are the words “Cecogramme” and underneath this “1st class post”. Start writing 4cm (1½″) from the top of the label.

## What can be posted under Articles for the Blind?

Only items that have been specially produced or adapted for blind and partially sighted people may be sent using the service. The scope of the AFB scheme has been extended to include large print (minimum 16 point). Details below of all items covered by scheme:

* books, papers and letters – either embossed or in large print (minimum font size 16pt)
* computer disks and CDs which have been prepared for blind or partially sighted people
* relief maps
* spoken audio, video (with added commentary – audio description) and electronic media
* talking books and talking newspapers which are recordings of readings from printed books, journals, newspapers, periodicals or similar publications, but not entertainment programmes which are available on radio or recordings
* equipment used to play or record audio, video and electronic media i.e. talking books and talking newspapers
* electronic and optical magnifiers
* games, mathematical devices, watches, clocks, timers and measuring equipment
* embossed or blank plates and devices for producing tactile information
* stationery for tactile information or for mail
* mobility aids including sticks and guide dog equipment.

## Items not accepted for posting under Articles for the Blind

* Music audio (more than 2 minutes or more than 10% of the total duration).
* Entertainment programmes which are available on radio or recordings.
* Printed material in a font smaller than 16 point, unless it is a faithful copy of information that has been transcribed into braille, tape, CD, disk or large print, and where it accompanies the transcribed version.
* Any flyer or documentation being used as advertising.
* Personal, sensitive or confidential correspondence, in any format.

## Conditions for using the Articles for the Blind service

* The item must weigh less than 7kg.
* Standard font print items may not be sent using the Articles for the Blind service unless, in the reasonable opinion of the Post Office, they fall within the definition of articles for the blind.
* The Post Office may open and inspect the contents of a letter marked as containing articles for the blind.

**Please note:** No compensation is available for items that are lost or damaged using this service.

For further details of using this service, please request a copy of the Articles for the Blind factsheet from RNIB helpline or visit the RNIB website.

## How to contact RNIB

Phone: 0303 123 9999

Email: shop@rnib.org.uk

Address: RNIB, Midgate House, Midgate, Peterborough PE1 1TN

Online Shop: shop.rnib.org.uk

Email for international customers: exports@rnib.org.uk

## Terms and conditions of sale

This product is guaranteed from manufacturing faults for 12 months from the date of purchase. If you have any issues with the product and you did not purchase directly from RNIB then please contact your retailer in the first instance.

For all returns and repairs contact RNIB first to get a returns authorisation number to help us deal efficiently with your product return.

You can request full terms and conditions from RNIB or view them online.

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