

# Royal Mail stamp swap out scheme

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Information and advice regarding the Stamp Swap Out Scheme.

# What is happening with 'everyday' stamps without a barcode

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'Everyday' non-barcoded stamps will no longer be valid after 31 January 2023. Royal Mail is encouraging its customers to use up these stamps by this date.

While no longer valid after 31 January 2023, Royal Mail recently introduced a 6-month grace period where it will deliver these items as normal and will not apply a surcharge fee for insufficient postage. This period ends on 31 July 2023 and will allow its customers more time to use any of their remaining 'everyday' non-barcoded stamps.

After the grace period items sent with an 'everyday' non-barcoded stamp will incur a [surcharge](#).

If you are unable to use up 'everyday' non-barcoded stamps you can swap them for the new version. Currently Royal Mail has no end date or deadline for swapping your 'everyday' non-barcoded stamps.

You can learn more about Royal Mail's stamp changes on their [website](#).

## What you need to do

- check if you have any 'everyday' stamps which don't have a barcode. These 'everyday' stamps are easily identifiable as they have a plain coloured background with a picture of the Queen. See examples above.
- Christmas stamps and special stamps (ones with pictures) are exempt and will remain valid for postage after the 31 January 2023. So you won't need to worry about these.

- use up any non-barcoded 'everyday' stamps where possible or swap these stamps for the new barcoded version.

## How do I exchange my 'everyday' stamps without a barcode

Use Royal Mail's Stamp Swap Out Scheme:

- you can exchange non-barcoded stamps for barcoded ones. Royal Mail opened this scheme on 31 March 2022. The Stamp Swap Out Scheme will remain open after 31 January 2023 so you can continue to swap out any old non-barcoded stamps
- to use Royal Mail's Swap Out Scheme you will need to fill out a form and return any unused stamps
- there are two different forms depending on the value of your stamps. One for less than £200 worth of stamps and one for more than £200 so make sure you use the correct form
- You can get the 'Stamp Swap Out' form via the following methods:
  - Download and print off a form from the Royal Mail website.
    - [Less than £200 form](#)
    - [More than £200 form](#).
  - if you don't have a printer, Royal Mail can send you a form in the post. Simply complete their [web form](#)
  - you can also request a form by calling Royal Mail's customer services team on 03457 740740
  - if you want to pick up a form in person you can pick one up from your local Royal Mail delivery office or Post Office

**You are unable to directly swap stamps at the Post Office. You must complete and return the 'Stamp Swap Out' form along with any unused stamps to the Royal Mail freepost address provided.**

## I have further questions about Royal Mail's change

More information on Royal Mail's stamp changes can be found on their [website](#).

Alternatively, you can call Royal Mail's customer services on 03457 740740 if you need help. It is open Monday to Friday 8am-6:30pm, Saturday 8am-3pm and Sunday 9am-2pm.

## **What should I do if something goes wrong**

If something goes wrong contact Royal Mail customer services. If you are unhappy and would like to make a complaint, Royal Mail's complaints handling process can be found on their [website](#).