



The Royal Pharmaceutical Society receives a large number of enquiries and other communications by e-mail every day. We retain the right to refuse to reply to e-mails that are not bona fide.

Our policy for anyone making contact with us by e-mail is as follows:

a) Format

- The e-mail address you are using should be valid and capable of receiving a reply with attachments.
- If incoming e-mails to your server are filtered then please give us permission to reply by e-mail (rpsgb.org.uk; bnf.org; pharmj.org.uk; pharmpress.com etc).
- For incoming e-mails we prefer attachments from the MS Office family of products, ASCII files, pdfs and .zip files. We may not be able to deal with attachments of other types.
- We prefer to have short texts in the body of the e-mail itself rather than as attachments.
- We do not accept inappropriate attachments.

b) Content

- It is our policy to ignore and delete anonymous or significantly incomprehensible e-mails (this also applies to letters).
- We will also delete any unsolicited e-mails that have no relevance to the organisation or its purpose and that are trying to sell or promote a product or a service.
- We will not respond to e-mails that use abusive or unacceptable language and reserve the right to take legal advice about any that are malicious or threatening.
- Please be concise and remember to include a short but informative subject line as well as a footer which would enable us to contact you. We may choose to reply by letter to some enquiries that have a legal or personal aspect to them or that deal with sensitive issues and so here we require a full postal address.
- We do need to know your country of residence and the organisation, if any, that you represent.
- If referring to previous contact made with us, please quote contact names or documents that help us refer the enquiry onto the right destination.
- If your e-mail is urgent then please mark it accordingly.
- We will respond to enquiries as quickly as possible, our target is to reply or acknowledge within five working days.

Please be aware that incoming e-mails may be processed by people other than the addressee.