



## Compensation

### Terms and Conditions

To make a compensation claim for loss, damage or delay of an item sent by Isle of Man Post, a claim form, which is available from any of our counters, from Customer Services, telephone 01624 664664 or from our website at [www.iompost.com](http://www.iompost.com) must be completed and forwarded to Isle of Man Post, Customer Services, FREEPOST, Douglas, Isle of Man, IM2 1AA

This form must be accompanied by the original Certificate of Posting (available free of charge at the time of posting) or the receipt for the specialised service offering higher levels of compensation. Written evidence of market value or cost of the lost or damaged contents may also be required.

Isle of Man Post may make any enquiries it may deem necessary to satisfy the validity of a claim which must be received by Isle of Man Post within 30 days of the date of posting, or within 2 calendar months for International non-time specific deliveries.

<b>Type of Service</b>	<b>Lost</b> i.e. If it is confirmed that the item has not been delivered, and the original proof of posting is provided, compensation is payable:	<b>Damaged</b> i.e. If the damage has been confirmed and packaging was sufficient in accordance with our published guidelines, compensation is payable:	<b>Delayed</b> i.e. If it is confirmed that the item was not delivered by the guaranteed time, and the delay has been caused by Isle of Man Post or contracted partners:
<b>Letters / Packets</b> (Isle of Man, UK and Channel Islands)	up to 100 x the cost of a stamp for the minimum weight and depending on contents.	up to 100 x the cost of a stamp for the minimum weight	no compensation is payable.
<b>Special Delivery</b> (Isle of Man, UK and Channel Islands)	up to £2500 + postage cost, depending on insurance level purchased and contents	up to £2500, depending on insurance level purchased.	the postage cost may be refunded.
<b>Recorded Delivery</b> (Isle of Man, UK and Channel Islands & BFPO)	up to 100 x the cost of a stamp for the minimum weight and depending on contents	up to 100 x the cost of a stamp for the minimum weight.	no compensation is payable.
<b>International standard letters / packets</b>	No compensation is payable	No compensation is payable	No compensation is payable

<p><b>International Signed For and Airsure.</b> (letters/packets)</p> <p><b>Subject to variation from country to country</b></p>	<p>up to £500 + postage cost. If no enhanced insurance was purchased, maximum compensation payable is £30 + postage cost.</p>	<p>up to £500 + postage cost. If no enhanced insurance was purchased, maximum compensation payable is £30.</p>	<p>no compensation is payable.</p>
<p><b>Parcels ~ Standard Local (Isle of Man to Isle of Man)</b></p>	<p>up to 100 x the cost of a stamp for the minimum weight and depending on contents.</p>	<p>up to 100 x the cost of a stamp for the minimum weight</p>	<p>no compensation is payable.</p>
<p><b>Parcels ~Parcelforce (Isle of Man and UK)</b></p>	<p>for each consignment up to £2500 + postage cost, subject to the level of insurance purchased. If no enhanced insurance was purchased, maximum compensation payable is £150 + postage cost per consignment.</p>	<p>for each consignment up to £2500 + postage cost, subject to the level of insurance purchased. If no enhanced insurance was purchased, maximum compensation payable is £150 + postage cost per consignment.</p>	<p>the postage cost may be refunded up to 100% for Parcelforce 10,12 and 24, and up to 25% for Parcelforce 48. For Parcelforce 10 and 12, maximum compensation of 50% of the cost of postage may be paid if delivery is made on the due date but not before the agreed time</p>
<p><b>Parcels International (inc. Channel Islands and Eire)</b></p>	<p><b>Datapost &amp; Euro 48</b> for each consignment up to £2500 + postage cost, subject to the level of insurance purchased. If no enhanced insurance was purchased, maximum compensation payable is £150 + postage cost per consignment.</p> <p><b>International Standard ~ Airmail</b> maximum enhanced compensation payable is £500. If no enhanced insurance was purchased, maximum compensation payable is £150 + postage cost per consignment.</p> <p><b>International Economy~ Surface mail</b> no compensation is payable.</p>	<p><b>Datapost &amp; Euro 48</b> for each consignment up to £2500 + postage costs, subject to the level of insurance purchased. If no enhanced insurance was purchased, maximum compensation payable is £150 per consignment.</p> <p><b>International Standard ~ Airmail</b> maximum enhanced compensation payable is £500. If no enhanced insurance was purchased, maximum compensation payable is £150 per consignment.</p> <p><b>International Economy ~ Surface mail</b> no compensation is payable</p>	<p><b>Datapost &amp; Euro 48</b> the postage cost may be up to 100% for Datapost and up to 25% for Euro 48</p> <p><b>International ~ Standard &amp; Economy</b> no compensation is payable</p>

<b>BFPO/ HM Forces</b>	<p><b>Letters /Packets</b> up to 100 x the cost of a stamp for the minimum weight and depending on contents</p> <p><b>Parcels</b> up to £500 + postage cost, subject to the level of insurance purchased If no enhanced insurance was purchased, maximum compensation payable is £20 + postage cost.</p>	<p><b>Letters/Packets</b> up to 100 x the cost of a stamp for the minimum weight</p> <p><b>Parcels</b> up to £500, subject to the level of insurance purchased. If no enhanced insurance was purchased, maximum compensation payable is £20.</p>	no compensation is payable.
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## Exclusions

Isle of Man Post may not provide compensation for loss or delay if:

- the claim is not made by the sender of the item,
- the correct postage was not paid,
- the item was not correctly or clearly addressed,
- the loss or delay was due to an omission by the sender or recipient,
- delivery was attempted but no-one was available to receive it,
- the delay was due to alternative delivery arrangements which had been put in place, including PO Boxes, or Post Restante,
- the item was held up in Customs for formal entry clearance,
- the item was sent by another carrier or Postal Operator,
- the item was forwarded from the stated delivery address by a third party or redirection service,
- the item contained prohibited or undeclared restricted items,
- accessing the address was extremely difficult or it put the health and safety of staff at risk,
- caused by a failure or malfunction of a computer system as a result of computer viruses of any kind,
- caused by industrial action by employees of a partner company,
- the item was addressed to a PO Box in a country which is not acceptable,

**In addition to the circumstances already listed, the following goods are also excluded from compensation if sent by Parcelforce, or unless sent by Special Delivery. (Compensation for loss but not damage/deterioration may be available for those marked \*\* )**

- Antiques (objects over 100 years old).
- Articles made wholly of gold, silver or other precious metals.
- Arms and Ammunitions
- Ceramics such as ornaments and decorative china, resin and porcelain \*\*.
- Diamonds and other precious stones.
- Drugs.
- Glassware\*\*.
- Hazardous or dangerous goods.
- Indecent or Obscene Articles
- Jewellery (except imitation).
- Money- current bank note, currency note or coins, uncrossed postal orders which do not state to whom they are to be paid, cheques or dividend warrants which are uncrossed and made payable to the bearer, bearer securities including share warrants, scrips or subscription certificates, bonds or relative coupons; uncanceled revenue or postage stamps; airline tickets, coupons, vouchers, tokens, stamps or similar documents which can be exchanged by themselves or with any other document for money, goods or services, national insurance stamps or bankers drafts.
- Negotiable documents.
- Perishable goods\*\*
- Real Fur.
- Stamps.
- Watches.

Collectable items, which have appreciated in value either due to their rarity or due to being out of production, are not excluded from cover, but the level of compensation for loss or damage is limited to the actual price paid for the collectable and shall not exceed the limit of compensation available from Isle of Man Post. Compensation may be payable subject to the customer providing satisfactory written or printed evidence of the cost price.

**Damaged Goods** ~ the level of compensation is limited to the cost of repair or the market value of the goods whichever is the lesser and shall not exceed the limit of compensation available from Isle of Man Post.

**Lost Goods** ~ goods may be deemed lost if not received within

- 3 weeks for Isle of Man, UK and Channel Islands deliveries or
- 8 weeks for International deliveries

from the guaranteed / anticipated delivery date.

**Force Majeure**

Isle of Man Post shall not be liable for any breach of its obligations or for compensation or refund for loss, damage or delay resulting from an Event of Force Majeure. Such events, which are outside Isle of Man Post's control, include, but are not restricted to, adverse weather conditions, fire, flood, explosions, accidents, traffic congestion, mechanical breakdown, obstruction of any public or private highway, acts of terrorism, vandalism, government act, riot, war, act of God or industrial dispute.

Isle of Man Post will endeavour to make its customers aware of an Event of Force Majeure, giving details of the circumstances and as much notice as possible together with a reasonable estimate of when it is likely to cease.

If an Event of Force Majeure continues for more than 30 days, then Isle of Man Post shall be entitled to terminate any agreements, and shall not have any liability in respect of the termination caused by the Event.

**Consequential loss**

Isle of Man Post does not offer compensation for consequential loss on any of its services.

Isle of Man Post is not liable for any loss of profits, business revenue, goodwill or anticipated savings whether direct, indirect, foreseeable or unforeseeable arising out of delay or failure in conveyance or delivery by either an employee of Isle of Man Post or one of its partners.

These Terms and Conditions shall be governed by and construed in accordance with Isle of Man law and subject to the exclusive jurisdiction of the Manx courts.