

# Damaged, delayed or lost

## Jeeyllit, cumrit ny caillit

Isle of Man, UK and International (excl. Parcels)

Please note this form should only be used for items posted in the Isle of Man. For all other items, the sender must contact their local postal authority. Please fill in this form, giving as much information as possible.

If you need any help at any time, please contact Customer Services on **01624 664664**, or email: [customer.services@iompost.com](mailto:customer.services@iompost.com) or fax **01624 698464**.

You can either hand this form in at any Isle of Man Post Office branch or send it free of charge to:  
Isle of Man Post Office, Customer Services, Freepost 1167, Douglas, ISLE OF MAN, IM87 6DL

PLEASE COMPLETE ALL DETAILS IN ENGLISH

### 1. Contact Details

What is your name and address?

Title ..... First name .....

Surname .....

Company name .....

Address .....

.....

..... Post Code .....

Daytime phone number .....

Evening phone number .....

Email .....

Are you the Sender  Recipient

Who did you send it to?

Title ..... First name .....

Surname .....

Company name .....

Address .....

.....

..... Post Code .....

Daytime phone number .....

Evening phone number .....

Email .....

Please note: Isle of Man Post Office does not offer compensation for consequential loss on any of its services. Please provide Proof of Posting if you wish to make a compensation claim.

### 2. What is the Problem? My item is... (Tick the boxes which apply to your claim)

Lost  Damaged  Item Delivered, some/all contents missing  Delayed  eBay claim

N.B. The recipient should hold on to the damaged items and packaging, as we may ask to see them

If there was something of value in your mail, we may refund the actual loss, up to a maximum of 100x price of a stamp for a 'letter' for Isle of Man/UK or up to the market value, whichever is the smaller amount, unless optional insurance was paid for when posting (excluding International airmail/surface mail)

### 3. What service was used?

Standard Letter / Packet  Recorded Signed For  HM Forces/BFPO

Special Delivery (tick service below)  Airmail  Other (Please Specify) .....

9am  1pm  International Signed For/Airsure .....

Item reference number

Postage Paid

£  :  p

Do you have Proof of Posting?

Yes  No

What date was the item posted? ..... Time? .....

### 4. Where was your item posted?

Post Office  Business Collection

Which Office?  Which Town?

Post Box

### 5. What is your item worth?

Proof of value or proof of purchase of the missing or damaged contents

Please provide evidence of value. Without this information we may not be able to meet your claim.

TOTAL AMOUNT CLAIMED

£  :  p

