Preparing your mail

Packing and preparing your mail properly helps it get there quickly and safely

Step One – Address to impress

A full accurate address including postcode is vital, please see the example below

Stamp	
Mr J Bloggs	Line 1: Name of occupier/ company
Lea Bank	Line 2: Building/ House/ Apartment name
1 Main Road	Line 3: House No and Street
Douglas	Line 4: Locality
ISLE OF MAN	Line 5: Post town (please print in capitals)
IM1 1AB	Line 6: Postcode (please print in capitals)

Please follow this layout. Avoid using commas or full stops and do not centre or stagger your lines.

IMPORTANT: If posting abroad the country name, printed in CAPITALS, generally comes last

(For Canada, the postcode comes last, after the Country name)

We recommend a return address on the back – if it can't be delivered, we will return your item.

Step Two – Wrap up well

Make sure your packing, wrapping and sealing are up to the demands of the journey!

Envelopes – We recommend white, rectangular envelopes between 24cm x 16.5cm (max) and 14cm x 9cm (min)

Packets – Maximum weight 750g. Ideally they should not be bigger than 61cm x 46cm, maximum thickness 46cm.
Tubes/rolls – maximum length 90cm
International mail – see page 6.

Parcels – maximum length 1.5m maximum length and girth combined 3m

Step Three – Postage

Please do not guess it, check it. You can take your items to a Post Office branch to be weighed.

Top Tips

1. Use padded envelopes for sharp edges or odd shapes
2. Use an outer carton strong enough for the weight of the contents
3. Make sure fragile items do not touch each other or the sides of the carton
4. Fill out with bubble wrap, (available from most Post Office branches)
5. Include a return address on the item
6. Put your address / phone number inside
7. Seal securely using strong tape (vinyl or nylon) along all openings and edges
8. Flatten any sharp ends of staples or metal fastenings, and cover with tape
9. Use a 'Fragile' sticker if necessary

Things we can't carry

Although we try to carry most things, there are certain items we can't accept for legal and safety reasons. We may refuse to accept mail containing these items and, if they're found in the post, we may return them to sender, or dispose of them. In some cases, the sender may be prosecuted.

- Aerosols
- Batteries which are not in their retail packaging. Lead acid batteries are prohibited
- Asbestos
- Compressed or flammable gasses (e.g. Butane lighters – filled or refills)
- Clinical and medical waste
- Counterfeit currency and bank notes, counterfeit postage stamps
- Corrosives (e.g. dyes, sulphuric acid)
- Drugs, except those sent by medical practitioners in an emergency
- Dry ice
- Environmental waste
- Explosives (e.g. fireworks, ammunition)
- Filth
- Flammable liquids or solids (e.g. certain adhesives, alcoholic beverages with an alcoholic content greater than 70%, solvent based paints, varnishes and enamels, matches of any kind)
- Foreign lottery tickets
- Indecent, obscene or offensive material
- Infectious substances – Pathogens in Risk groups 4, and selected Risk Group 3 pathogens listed in schedule 9, part 5 of the latest editition of the Control of substances Hazardous to Health Regulations are prohibited.
- Living creatures (except fishery and insects for the use of food for exotic pets) contact us for more information
- High strength magnets (except credit cards, audio and video cassettes, floppy disks and loudspeakers)
- Oxidising material and organic peroxide (e.g. disinfectants, hair colorants)
- Pesticides
- Radioactive materials. Please contact us for more information.
- Toxic and other dangerous substances (e.g. rat poison)
- Weapons and ammunition (e.g. handguns, pistols, flick knives and pepper sprays. Different restrictions apply when importing sporting firearms, please contact us for more details).

Please also note the restrictions and prohibitions on pages 34 – 35