



Business Reply Service

This service is available for business customers on the Isle of Man wishing to standardise the style of replies and pay for the posting.

The minimum anticipated postal business should amount to £100 per month or £1000 per annum.

Before this service can be used:

- an application form must be completed and accepted,
- the appropriate fee to purchase a licence must be paid,
- the proposed design of the replies must be approved,
- initial payment should be made in advance of postage paid.

Completion and delivery of the required application form assumes acceptance of the Terms and Conditions for the service.

The licence is issued for a period of 12 months and the fee payable is for the full term. Isle of Man Post is not liable for any refund or credit if the full term is not utilised for any reason initiated by either Isle of Man Post or the customer.

Only reply cards, and/or envelopes are acceptable, and must be pre-printed with an Isle of Man Post approved design ~ see *design specifications*

The Business Reply Service is available for replies posted in the Isle of Man, the UK and Channel Islands only, (for replies from overseas, ~ including the Republic of Ireland ~ refer to the International Business Reply service).

Customers must have a Credit Account with Isle of Man Post and maintain it for the duration of the licence.

Isle of Man Post reserves the right to refuse an application or cancel/suspend the service without any explanation. They may also withdraw the licence or apply a surcharge for any breach of the Terms and Conditions which they may vary, change or amend at any time.

Once received by Isle of Man Post, items are counted and sent directly to the designated address on the Isle of Man.

Business Reply mail cannot be redirected after delivery to the licensee's address.

Isle of Man Post's obligations for confidentiality, and under the Data Protection Acts, will be applied in full.

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.

Design Specifications

The following is not intended to be an exhaustive list, however, the key dimensions of pre-printed reply envelopes and other important points to be taken into account when preparing designs include:

Envelopes

- size ~ min. 90mm x 140mm; max. 120mm x 235mm
- weight ~ max. 50 gm per item
- shape ~ rectangular
- material ~ min. paper weight 70gsm
- envelope type ~ seal-able and closed on all sides, 'tuck and fold' and windows are not acceptable
- stiffness ~ capable of supporting its own weight when stood on its edge
- absorbency ~ between 15 and 30gsm in 60secs

Reply Cards

- size ~ min. 90mm x 140mm; max. 105mm x 148mm
- material ~ min. paper weight 120gsm
- thickness ~ min. 0.25mm, max. 6mm
- stiffness ~ capable of supporting its own weight when stood on its edge
- absorbency ~ between 15 and 30gsm in 60secs

Facing indicia

~ two 5mm wide, 25mm long vertical bars must be printed on the top right hand corner of each pre-printed item; preferably in black, they should be 20mm apart, 5mm from the top and 10mm from the right hand edge.

Licence Number

~ the licence number must be positioned at the top left-hand corner of the item, and not contained within a box.

Addressing

~ a full and correct address (with no punctuation or underlining) must be used on each Business Reply item. The postcode must a) not contain any punctuation, b) have the two parts separated by one or two spaces, and c) be on the last line with no other part of the address on the same line.

Position

~ the address block must be at least 38mm from the upper edge, and not less than 18mm from the lower edge of the envelope. A band of 15mm must be left clear along the left and right edges of the envelope. A horizontal clear space measuring 10mm x 115mm from the right side of the envelope must also be left clear of all printing, and this should be 60mm from the bottom edge of the mail item. The address orientation should be parallel to the longer side.

Colour

~ red must not be used as a background colour, yellow should not be used for print. White text on a black background is not acceptable, however all other colour combinations are.

Print contrast

~ the contrast for the address printing against the background must be at least 50%.

Fonts

~ each line of the address must contain characters of the same size and font, and the strong recommendations are Courier, New Courier, Helvetica 12pt or 15pt, medium or bold, and Arial 12pt or 15pt medium.

Lines

~ the spacing must be a minimum of 1mm, and uniform, between all lines of the address. The number of characters in any line must not exceed 32 including spaces and the lines should be left hand justified.

Labels

~ sticky address labels for envelopes are not acceptable.

Advertising area

~ any advertisement or company logo must be positioned to the left of the address block, at least 15mm away from the address text. Printing must not intrude into the area (38mm x 76mm) surrounding the indicia bars.

Further details are available from Customer Services, telephone 01624 664664