



Terms and Conditions

International Priority Services (‘International Signed For’ and ‘Airsure’)

These services allow personal and business customers to confirm the arrival of letter mail and small packages only at the majority of destinations throughout the world.

The general prohibitions and restrictions which relate to goods which may be accepted for mailing apply for this service, together with any additional restrictions which may apply in the destination country.

Delivery is confirmed to the address and not necessarily the named addressee.

Pre-paid packs are available.

Maximum weight:

- 2kg
- 300g for pre-paid packs.

For items packed flat

- minimum size : 140mm x 90mm
- maximum size : length 600mm, and length, depth and width combined must not exceed 900mm

For rolled items,

- minimum size : largest dimension (length or diameter) minimum 100mm and smallest dimension (length or diameter) minimum 35mm
- maximum size : length 900mm, and length plus 2 x diameter must not exceed 1040 mm

Additional insurance is available on payment of the appropriate fee.

Customs : all postal items may be examined by HM Customs and Excise, but normally letters and packets containing documents or similar forms of correspondence are excluded, as are items addressed to EU countries. Customs documentation is required for small packets and other packages containing goods sent to destinations outside the EU, and Andorra, Canary Islands, Gibraltar, San Marino and Vatican City State.

There is no guaranteed delivery time, and delivery will be on working days only. Working days are generally Monday to Friday and do not include public or Bank holidays in the delivery area.

Proof of posting is given.

International Signed For

Items are electronically tracked to the point of despatch from the UK.

If no one is available to sign for an International Signed For item, a 'While You Were Out' card will be left and the item retained at the Delivery Office. If not collected after 3 weeks it will be returned to the sender.

Copies of signatures are not available.

Airsure

Items are electronically tracked and progress may be checked up to the point of delivery, however no signature for receipt will be obtained.

Items can be sent by Airsure to : Andorra, Austria, Azores, Balearic Islands, Canary Islands, Corsica, Denmark, Faroe Islands, Finland, France, Germany, Iceland, Liechtenstein, Madeira, Monaco, Netherlands, New Zealand, Norway, Portugal, Republic of Ireland, Slovak Republic, Spain, Spitzbergen, Sweden, Switzerland, and USA.

If Isle of Man Post or partners damage or fail to deliver the item, compensation may be paid in accordance with the Terms and Conditions for Compensation.

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.